

Town of Carstairs Library Board

Policy Manual



Last Updated: June 2024



TABLE OF CONTENTS

<i>SECTION 1 – BYLAWS & MEMBERSHIP</i>	9
1.1 Bylaws of the Carstairs Public Library	9
<i>SECTION 2 – ADMINISTRATIVE</i>	18
2.1 Personal Information Bank	18
2.2 Records Retention	20
2.3 Risk Management	24
2.4 Confidentiality of Patron Records	26
2.5 Freedom of Information and Protection of Privacy	27
2.6 Donations	28
<i>SECTION 3 – COMMUNITY RELATIONS</i>	30
3.1 Social Media	30
<i>SECTION 4 – FACILITIES</i>	32
4.1 Display and Distribution of Materials	32
4.2 Hours of Service	33
4.3 Meeting Room Use	34
4.4 Rules of Conduct for Library Users	37
4.5 Smoke Free Facility	39
4.6 Library Video Surveillance Policy	40
<i>SECTION 5 – FINANCIAL</i>	43
5.1 General Finance	43
5.2 Board and Staff Reimbursement	44
5.3 Financial Administration	46
5.4 Investments	48
5.5 Reserves	49
5.6 Tangible Capital Assets	51
5.7 Property and Equipment	53



5.8 Deferred Contributions	54
SECTION 6 – HEALTH AND SAFETY	55
6.1 Health and Safety (General)	55
6.2 Right to Refuse Unsafe Work	57
6.3 Emergency Response Plan Protocol	59
6.4 Violence and Harassment	61
6.5 Working Alone	65
SECTION 7 – LIBRARY BOARD	66
7.1 Board Membership	66
7.2 Board Structure	68
7.3 Board Meetings	71
7.4 Policy Making	74
7.5 Trustee Code of Ethics	75
7.6 Trustee Orientation and Continuing Education	78
SECTION 8 – LIBRARY MATERIALS	79
8.1 Collection Management	79
8.2 Intellectual Freedom	86
8.3 Resource Sharing	88
8.4 Lending of Library Materials	89
8.5 Lending of Equipment	91
SECTION 9 – LIBRARY SERVICES	93
9.1 Programs	93
9.2 Provision of Service to Those Unable to Use Conventional Print	94
9.3 Public Computers and Wireless Network	95
9.4 Home Service	97
9.5 Volunteers	99



9.6 Information Services	100
<i>SECTION 10 – PERSONNEL</i>	<i>101</i>
10.1 Employee Code of Ethics	101
10.2 Definition of Employment Status	103
10.3 Benefits and Pension Plan	104
10.4 Annual Vacation	105
10.5 Paid Holidays	106
10.6 Leaves of Absence	107
10.7 Performance Appraisals	109
10.8 Staff Development	110
10.9 Progressive Discipline	111
10.10 Grievances	112
10.11 Recruitment and Hiring	113
10.12 Personnel Records	115
10.13 Conditions of Employment	116



POLICY REVIEW SCHEDULE

Policy #	Policy Name	Approved by	Date Last Updated/ Approved	Review Schedule/Comments	Designating Body
1.1	Bylaws	Board Town	1/25/2020 2/3/2020	Should be reviewed yearly in January; if changes made must go to the Town for approval	Alberta Libraries Act
2.1	Personal Information Bank	Board	3/1/2023	Next Review Feb 2026	FOIP
2.2	Records Retention	Board	3/1/2023	Next Review Feb 2026	FOIP & Income Tax
2.3	Risk Management	Board	3/1/2023	Next Review Feb 2026	
2.4	Confidentiality of Patron Records	Board	3/1/2023	Next Review Mar 2026	FOIP
2.5	Freedom of Information and Privacy	Board	3/1/2023	Next Review Mar 2026	FOIP
2.6	Donation	Board	3/1/2023	Next Review Mar 2026	Alberta Libraries Act
3.1	Social Media	Board	3/1/2023	Next Review Mar 2026	Alberta Libraries Act
4.1	Display and Distribution of Materials	Board	4/1/2023	Next Review Feb 2025	Alberta Libraries Act
4.2	Hours of Service	Board	4/1/2023	Next Review Feb 2025	Alberta Libraries Act
4.3	Meeting Room Use	Board	4/1/2023	Next Review Feb 2025	Alberta Libraries Act
4.4	Rules of Conduct for Library Users	Board	4/1/2023	Next Review Mar 2025	Alberta Libraries Act
4.5	Smoke and Vape Free Facility	Board	4/1/2023	Next Review Mar 2025	Alberta Libraries Act
4.7	Library Video Surveillance Policy	Board	4/1/2023	Next Review Mar 2025	Alberta Libraries Act
5.1	General Finances	Board	5/1/2023	Next Review Feb 2027	Alberta Libraries Act & Income Tax
5.2	Board and Staff Reimbursement	Board	5/1/2023	Next Review Feb 2027	Alberta Libraries Act & Income Tax

5.3	Financial Administration	Board	5/1/2023	Next Review Feb 2027	Alberta Libraries Act & Income Tax
5.4	Investments	Board	5/1/2023	Next Review Feb 2027	Alberta Libraries Act & Income Tax
5.5	Reserves	Board	5/1/2023	Next Review Mar 2027	Alberta Libraries Act & Income Tax
5.6	Tangible Capital Assets	Board	5/1/2023	Next Review Mar 2027	Alberta Libraries Act & Income Tax
5.7	Property & Equipment	Board	5/1/2023	Next Review Mar 2027	Alberta Libraries Act & Income Tax
5.8	Deferred Contributions	Board	5/1/2023	Next Review Mar 2027	Alberta Libraries Act & Income Tax
6.1	Health and Safety (General)	Board	4/1/2023	Next Review April 2025	Employment Standards ,OHS
6.2	Right to Refuse Unsafe Work	Board	4/1/2023	Next Review April 2025	Employment Standards ,OHS
6.3	Emergency Response Plan Protocol	Board	4/1/2023	Next Review April 2025	Employment Standards ,OHS
6.4	Violence and Harassment	Board	4/1/2023	Next Review May 2025	Employment Standards ,OHS
6.5	Working Alone	Board	4/1/2023	Next Review May 2025	Employment Standards ,OHS
7.1	Board Membership	Board	4/1/2023	Next Review June 2027	Alberta Libraries Act
7.2	Board Structure	Board	4/1/2023	Next Review June 2027	Alberta Libraries Act
7.3	Board Meetings	Board	4/1/2023	Next Review June 2027	Alberta Libraries Act
7.4	Policy Making	Board	4/1/2023	Next Review Nov 2027	Alberta Libraries Act
7.5	Trustee Code of Ethics	Board	4/1/2023	Next Review Nov 2027	Alberta Libraries Act
7.6	Trustee Orientation and Continuing Education	Board	4/1/2023	Next Review Nov 2027	Alberta Libraries Act
8.1	Collection Management	Board	5/1/2023	Next Review June 2025	Alberta Libraries Act

8.2	Intellectual Freedom	Board	5/1/2023	Next Review June 2025	Alberta Libraries Act
8.3	Resource Sharing	Board	5/1/2023	Next Review Nov 2025	Alberta Libraries Act
8.4	Lending of Library Materials	Board	5/1/2023	Next Review Nov 2025	Alberta Libraries Act
8.5	Lending of Equipment	Board	5/1/2023	Next Review Nov 2025	Alberta Libraries Act
9.1	Programs	Board	6/1/2023	Next Review April 2027	Alberta Libraries Act
9.2	Provision of Service to those unable to use conventional print	Board	6/1/2023	Next Review April 2027	Alberta Libraries Act
9.3	Public Computers and Wireless Network	Board	6/1/2023	Next Review April 2027	Alberta Libraries Act
9.4	Home Service	Board	6/1/2023	Next Review May 2027	Alberta Libraries Act
9.5	Volunteers	Board	6/1/2023	Next Review May 2027	Alberta Libraries Act
9.6	Information Services	Board	6/1/2023	Next Review May 2027	Alberta Libraries Act
10.1	Employee Code of Ethics	Board	6/1/2023	Next Review April 2026	Employment Standards ,OHS
10.2	Definition of Employment Status	Board	6/1/2023	Next Review April 2026	Employment Standards ,OHS
10.3	Benefits and Pension Plan	Board	6/1/2023	Next Review April 2026	Employment Standards ,OHS
10.4	Annual Vacation	Board	6/1/2023	Next Review May 2026	Employment Standards ,OHS
10.5	Paid Holidays	Board	6/1/2023	Next Review May 2026	Employment Standards ,OHS
10.6	Leaves of Absence	Board	6/1/2023	Next Review May 2026	Employment Standards ,OHS
10.7	Performance Appraisals	Board	6/1/2023	Next Review June 2026	Employment Standards ,OHS
10.8	Staff Development	Board	6/1/2023	Next Review June 2026	Employment Standards ,OHS ,



10.9	Progressive Discipline	Board	6/1/2023	Next Review June 2026	Employment Standards ,OHS
10.1	Grievances	Board	6/1/2023	Next Review June 2026	Employment Standards ,OHS
10.11	Recruitment and Hiring	Board	6/1/2023	Next Review Nov 2026	Employment Standards ,OHS
10.12	Personnel Records	Board	6/1/2023	Next Review Nov 2026	Employment Standards ,OHS
10.13	Conditions of Employment	Board	6/1/2023	Next Review Nov 2026	Employment Standards ,OHS



SECTION 1 – BYLAWS & MEMBERSHIP

1.1 Bylaws of the Carstairs Public Library

Date approved by the Town of Carstairs Public Library Board: January 19, 2021

Date accepted by the Town of Carstairs Municipal Council: January 25, 2021

The Town of Carstairs Public Library Board enacts the following bylaws pursuant to Section 36 of the *Alberta Libraries Act*.

1. Definitions in these Bylaws shall mean:

- 1.1. **Applicant:** the person applying for a library card.
- 1.2. **Building:** the building or facility in which the Library is housed
- 1.3. **Board:** Town of Carstairs Public Library Board
- 1.4. **Cardholder:** the registered user of a current library card
- 1.5. **Cardholder Categories shall include the following:**
 - 1.5.1. **Adult:** any person 18 years and older.
 - 1.5.2. **Juvenile:** any person up to and including 17 years of age.
 - 1.5.3. **TAL Card borrower:** a cardholder from outside the Parkland Library System with a current TAL card.
 - 1.5.4. **ME Libraries borrower:** a cardholder from outside the Parkland Library System whose card is registered in the ME Libraries program.
- 1.6. **Good Standing:** a cardholder with no outstanding overdue items or charges.
- 1.7. **Library Manager:** the person charged by the Board with operation of the Carstairs Public Library.
- 1.8. **Library:** the Carstairs Public Library.
- 1.9. **Library Resources:** any resources, regardless of format, that are held in the Carstairs Public Library's collection, or borrowed by the Carstairs Public Library, and includes but is not limited to books, periodicals, audio recordings, video recordings, projected media, paintings, drawings, photographs, toys and games, kits, and electronic databases.

- 1.10. **Loan Period:** the period of time, as set out in schedule B, which a cardholder may borrow library resources and includes any renewal of an original loan period.
- 1.11. **Non-resident:** any person who does not have a permanent residence within and/or non-residents who cannot provide proof of payment of business or property taxes within the service area (see 1.15).
- 1.12. **Resident:** any person who has a permanent residence within and/or non-residents who can provide proof of payment of business or property taxes within the service area (see 1.15).
- 1.13. **TAL card:** the Alberta Library card allows a cardholder to borrow materials from any library participating in the Alberta Library Card program.
- 1.14. **ME Libraries:** A provincial program that allows library card holders to borrow materials from any library in Alberta who participates in the Alberta Public Library Network.
- 1.15. **Service Area:** The Town of Carstairs and the Rural Carstairs Division (Division One) of Mountain View County.

2. Interpreting the Bylaws

- 2.1. The Board is a corporation established under the *Libraries Act* Sect 3(4) as defined by the *Interpretation Act, R.S.A.2000 Chapter I-8*.

3. Admittance to/Conduct in the Building

- 3.1. The building is to be open free of charge to the public for library purposes at the hours posted.
- 3.2. No person using the library building shall:
 - 3.2.1. Create any unnecessary disturbance for other library users and/or contravene Library Board Policy.
 - 3.2.2. Take away any library item from the building unless the item has been properly checked out in accordance with library circulation policies and procedures.
 - 3.2.3. Go into or stay in the building outside of those time periods chosen for public use, unless approved by a motion of the Board.



3.2.4. Solicit other library users and staff for personal, commercial, religious, or political reasons.

3.3. Except with the permission of the Library Manager or in-charge Staff, no person shall:

3.3.1. Consume food or drink.

3.3.2. Bring any animal, other than a service animal, into the building.

3.3.3. Bring a wheeled vehicle or conveyance, other than a wheelchair, walker, baby carriage, or stroller, into the building.

3.4. Persons who do not act in accordance with 3.2 and 3.3 shall be asked to put an immediate stop to their actions. If the action continues, or the seriousness of the action justifies it, library staff will direct the person to leave the building. Library staff may also ask for outside assistance, including contacting local law enforcement officers.

3.5. All persons using the library shall comply with applicable public health regulations.

3.6. No member of the public is to be left in the library building for any purpose without a staff person or member of the Board present at all times. Town of Carstairs staff or contractors have access to the building in relation to building concerns. Security persons, Law Enforcement or Fire Fighters may have access to the building under special circumstances.

4. Procedures for Acquiring a Library Card

4.1. Any resident or non-resident is eligible to apply for a library card. A library card is issued upon:

4.1.1. Completion of an official Carstairs Public Library card application form.

4.1.2. Presentation of one piece of photo identification bearing the applicant's permanent address if an adult is applying for a card. If a juvenile is applying for a card, a parent or legal guardian must present photo identification bearing their permanent address. In special cases the Library Manager has authority to waive this requirement.

4.1.3. Presentation of payment of applicable fees as outlined in Schedule A.

4.2. Applicants will receive a library card which:

4.2.1. Is valid from the date of issue to the date of expiry, unless revoked by the Library Manager under 7.3.

4.2.2. Remains the property of the Carstairs Public Library.

4.3. An applicant may receive a TAL card if the applicant is a resident cardholder in good standing.

4.4. An applicant may participate in the ME Libraries program if the applicant is a resident cardholder in good standing.

5. Responsibilities of a Cardholder

5.1. The cardholder named on a library card, will be the only person that may use that card. The cardholder may designate alternate people to access their library records, or collect holds, on their behalf. Possession of the card, or the borrower's card number, is sufficient to denote designated access.

5.2. Loss or theft of a 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.

5.3. Cardholders must notify the library of any change of contact information as soon as possible.

5.4. The cardholder is responsible for all library items borrowed on their card and will compensate the library for all library items damaged or lost while borrowed on their card. In the case of a Juvenile card, the parent or legal guardian who signed the Juvenile cardholder's application form, is responsible for all library items borrowed on that library card and will compensate the library for all library items damaged or lost while borrowed on that card.

5.5. A cardholder will return or renew any library items on or before the due date as provided in Schedule B.

6. Loan of Library Resources

6.1. There is no charge for using library resources on library premises or borrowing library resources normally lent by the library, consultation with members of the library staff or receiving basic information service.

6.2. Loan periods for library resources are set out in Schedule B.

- 6.3. Library resources may be reserved and/or renewed in accordance with procedures established by the Library Manager, in accordance with procedures established by Parkland Regional Library.

7. Penalty Provisions

- 7.1. The procedures for demanding the return of overdue resources are as set out in Schedule C.
- 7.2. As per 5.4, cardholders are responsible for all charges resulting from failing to return or the late return of library resources. The fine schedule is outlined in Schedule C.
- 7.3. A library card may be denied, or revoked, if the cardholder fails to satisfy the conditions prescribed in 6, or has previously shown that they cannot be trusted with library resources by repeated damage to or loss of library materials, non-payment of overdue fines, and/or loss or damage assessments.
- 7.4. In cases of serious dereliction, the Board may prosecute an offence under the *Libraries Act, s.41*. Such an offense is punishable under the *Libraries Act, s.41*. The range of penalties applying on conviction for such an offense is set out in Schedule C.
- 7.5. Any fine or penalty imposed, pursuant to an offence under 7.4, inures to the benefit of the Town of Carstairs Public Library Board, in accordance with the *Libraries Act, s.42*.

8. Service and Equipment Rental

- 8.1. Service and Equipment rental fees are listed in Schedule D.

9. Room Rental Fees

- 9.1. Charges for the use of library premises not normally used for public library purposes (i.e. the library meeting room) are set out in Schedule E.



SCHEDULE "A"

Fees for the Issuance of Library Cards

Card Type	Fee
Resident Adult Card Fee (18 years and older)	\$0.00 per year
Resident Juvenile Card Fee (0-17 years old)	\$0.00 per year
Non-Resident/Temporary Card Fee	\$60.00 per year or \$5.00 per month

SCHEDULE "B"

Loan Periods for Library Resources

All circulating resources are loaned for the periods of time agreed upon by consensus of the members of Parkland Regional Library System, as follows:

1. The following circulating resources are loaned for three weeks:
 - a. Books and audiobooks
 - b. DVDs
 - c. Periodicals (Magazines)
 - d. Realia-Backpacks, Tablets, equipment, games, etc.
 - e. Interlibrary loans
2. The following circulating resources are loaned for 3 months:
 - a. Victor Readers for DAISY books for use by Print Disabled Patrons
3. Renewals or Extension of loan periods:
 - a. Only resources that are not requested for a hold can be renewed
 - b. All circulating resources may be renewed up to 5 times for their normal loan period
 - c. Extended due dates may be granted in the event of vacation, hospitalization or recuperation, or similar absences
 - d. Interlibrary loans can only be renewed under authorization of the owning library.



SCHEDULE "C"

Overdue Fines & Procedures for the Return of Overdue Materials

1. Carstairs Library does not charge overdue fines, however:
 - a. The Integrated Library System automatically accrues fines on overdue items at the rate set by Parkland Regional Library (\$0.25 per day per item).
 - b. Fines will accrue to the purchase cost of the item, as listed in the Integrated Library System.
 - c. When the books are returned in good condition, fines will be waived by library staff.
 - d. Patrons are encouraged to donate cash, in lieu of fines, if they are able.
2. Penalties for lost or damaged items:
 - a. Are simply the purchase cost of the item, as listed in the Integrated Library System.
 - b. When charges on a cardholder's account exceed \$25.00, borrowing privileges are suspended.
 - c. The replacement charge will be waived if an exact replacement copy, in new condition, is provided by the cardholder before the replacement item is purchased.
 - d. Once the item has been replaced, the lost, damaged, or found item becomes the property of the cardholder.
 - e. Replacement charges for damaged books may be waived if it is undetermined as to who caused the damage, or if the damage may have been pre-existing.

SCHEDULE "D"

Service & Equipment Fees

Service	Type		Fee
Printing or Photocopying	Black & White	8 ½ x 11 (letter)	\$0.20/page
		8 ½ x 14 (legal)	\$0.20/page
		11 x 17(ledger)	\$0.50/page
	Colour	8 ½ x 11 (letter)	\$0.50/page
		8 ½ x 14 (legal)	\$0.50/page
		11 x 17 (ledger)	\$1.00/page
Patron provides their own paper or Non-Profits*	Black & White		\$0.10/page
	Colour		\$0.25/page
Faxing			\$2.00/number
Laminating	8 ½ x 11 Laminating Pouch		\$2.00/pouch
	Business Card		\$1.00/card

* To qualify for the Non-Profit rate, groups must register with the Library Manager or Assistant Manager.



SCHEDULE "E"

Meeting Room Rentals

1. Local non-profit* organizations, community partners, and individuals, may reserve a meeting room or space at the library, during regular library hours, at no cost.

** To qualify for the Non-Profit rate, groups must register with the Library Manager or Assistant Manager.*

2. For-profit companies may reserve a meeting room or space at the library, during regular business hours, for a fee of \$10.00 per hour.

3. All meeting space bookings are on a first-come-first-served basis, and can only be booked if the space is not being used for library programming or services at that time.



SECTION 2 — ADMINISTRATIVE

2.1 Personal Information Bank

Personal Information Banks Policy

Legislation: *Freedom of Information and Protection of Privacy Act.*

Patron Records

- The membership database may contain the following information: contact information, date of birth, gender, language, date of registration, date of last activity, and expiration date
- The member database is a shared database and is accessible by employees within the Parkland Library System.
- *Programs/ Participant Lists* may be collected and may contain patron name and contact information. Physical print-outs will be destroyed immediately following the event.
- *Interlibrary Loan Forms* may contain patron name, library barcode and contact information. These will be disposed of upon completion of the transaction.

Volunteer Records

- *Volunteer Schedules* contain the names, contact information, and criminal record checks of the volunteers.

Human Resource Records

- *Personnel Files* may contain the following information: employee name, contact information, resume, Social Insurance Number, earnings and income tax records, employment commencement date, salary grid placement, benefit plans, vacation status, sick leave, performance appraisals, evaluations, training certificates earned, correspondence, letters of discipline, and emergency contact information.

Locations:

- *Carstairs Public Library, electronically, accessible by: Office Administrator, Office Administrator Back-up, and Library Manager.*
- *Evaluations and records of disciplinary action will be kept securely in hard copy in the Library Manager's Office.*

Board Trustee Records

- *Trustee records* may contain the following information: name, contact information, dates of service, date of birth, and positions held.



Trustee/Staff Directories

- *Trustee/Staff Directories* contain the following information: name and contact information.

Retention of Library Records

- Records will be kept or destroyed in keeping with the Records Retention policy (2.2).

2.2 Records Retention

The Carstairs Public Library (CPL) keeps orderly and timely records of its business in compliance with the Income Tax Act of Canada, the Freedom of Information and Protection of Privacy Act, and with the operational needs of the Carstairs Public Library.

CPL retains and disposes of records as outlined in the following schedule. This schedule defines:

- The retention period for records
 - Specified for a number of years
 - **P**ermanent: the original record shall be preserved and never destroyed

- The action
 - **H**ard copy: the original paper document shall be retained for the specific period
 - **E**lectronic copy: an electronic copy of the document shall be retained for the specific period
 - **D**estroyed: the record shall be destroyed after the retention period

The Library Manager:

- Is given authority by the Board for the destruction of the records in accordance with the schedule
- Is responsible for the proper and complete destruction of the records disposed of under this policy
- Has the discretion to retain records longer than the period provided for in this policy

Permanent records are stored at CPL in appropriate secure storage.



Record Description	Retention Period in Years	Action
Administration – General Includes records on general administration	2	De
Annual Reports – Carstairs Public Library	P	H
Annual Reports – Local Boards Reports from other Boards such as Parkland Library System	3	De
Board minutes	P	H
Board packages	5	De
Building Records relating to the planning and construction of the facility, including any architectural drawings	P	H
Contracts & Agreements Records relating to persons, firms or corporations with whom CPL has entered into some form of contract or agreement	Retain 3 years after expiration of contract and/or warranty	De
Correspondence – Electronic and Hard Copy Includes incoming or outgoing correspondence as deemed necessary for library operations	3	Selective retention or De
Finance – Accounts Payable Records of payment made to vendors providing service to CPL. Includes invoices and supporting documentation	7	De
Finance – Accounts Receivable Control and operation of receivable accounts such as invoices, statements and supporting documentation. Documentation may be in hard copy or electronic format	7	De
Finance – Audits Annual audited financial statements, including statement, recommendations and background documentation	P	H
Finance – Banking Administration of banking methods and establishment, maintenance and termination of banking arrangements	P (Retain for one year after termination of relationship with financial institution)	H

Finance – Banking Records of deposits, cheques, petty cash, statements and reconciliation	7	De
Finance – Budgets Includes records pertaining to the preparation of budgets, operating grants and requests	7	De
Finance – Charitable Tax Receipts Receipts issued for monetary donations to CPL	3	De
Finance – Grant Applications Original grant submissions, supporting documentation and final reporting documents	7	De
Finance – Investments	Retain until superseded	De
Finance – Taxation Taxation matters at all government levels and records pertaining to GST, customs and excise taxes, annual reports and supporting documentation	7	De
Insurance Includes policies, claims and any other related documentation	Retain current only	De
Legal Matters Records relating to legal issues, opinions and advice provided to the Board by a solicitor	P	H
Library Statistics	5	De
Marketing / Promotional Materials Newsletters and other publications produced to advertise library programs and promote the library as appropriate Selected materials may be retained permanently	5	H, E
Personnel – Applications & Resumes Includes all applications and resumes received for vacant positions and, if applicable, interview notes and references collected.	3	De
Personnel – Unsolicited Applications & Resumes Includes application and resumes of people not interviewed or hired	1	De
Personnel – General (former staff) Includes the personnel records of individual employees, personal data, resumes, employment history, time sheets,	3	H, E then De



performance appraisals, pay and benefits, training, commendations etc.		
Photographs Includes photographs deemed of historical interest	P	H, E
Plans of Service	P	H, E
Policies and By-laws	Retain until superseded	De
Staff meetings Includes minutes of meetings of departments, all staff and other groups	3	De
User Records	3 years following the last confirmed address check	De
User Records – In Collection Agency or owing more than \$100.00	6 years	De

2.3 Risk Management

Purpose

Risk management is an integral part of sound management practice and an essential element of good corporate governance. The purpose of this policy is to ensure consistency in consideration of risks and advantages in the decisions made by the Carstairs Public Library (CPL) with respect to both policies and operations.

Definition

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

Guiding Principles

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

Risk Categories

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

Decision Making Process

CPL Board and employees use a number of considerations when making risk management decisions. The consistent application of these considerations will help CPL develop a risk informed response that uses limited resources most effectively.

Roles and Responsibilities

CPL Board and employees all have roles and responsibilities in contributing to CPL's management of risk:



Front-line employees

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

Management team

- Will ensure employees within their departments understand their responsibilities with respect to operational risk
- Are responsible for implementing good risk management practices in their departments
- Will assist in fostering a risk aware culture within CPL

Library Manager

- Will consider risk and the effect it has on CPL as a whole
- Will bring any risk management concerns to the attention of the Board

Library Board

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

2.4 Confidentiality of Patron Records

All records held by the Carstairs Public Library relating to patron registration and the borrowing of library materials are considered to be confidential in nature, regardless of the source of inquiry, unless it meets one of the below circumstances.

Access to patron records is provided to employees and volunteers as required in order for them to carry out the business of the library, including recovering library property and recovering replacement costs.

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

- Under the written order of the Library Manager, such order having been issued pursuant to a proper legal process, order or subpoena under the law and/or in accordance with the Freedom of Information and Protection of Privacy Act of Alberta (FOIP).
- At the request of a parent or guardian for access to the record of a library user under 15 years of age, provided the parent or guardian has authorized and accepted responsibility for borrowing privileges.
- In the case of a library user 15 – 17 years of age inclusive, access is provided to the parent if the information is provided to aid in the retrieval of overdue library material or the collection of outstanding library charges only, and only after CPL has first contacted the patron.



2.5 Freedom of Information and Protection of Privacy

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

This law was proclaimed October 1, 1995, and now affects all provincial government departments, agencies, boards and commissions, school boards, health care bodies, post-secondary educational institutions, and local government. The Carstairs Public Library came under this legislation on October 1, 1999.

The Alberta legislation can be found at [Freedom of Information and Protection of Privacy Act](#).

The FOIP Act ensures that Albertans have

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

The FOIP Coordinator at the Carstairs Public Library can be contacted at:

Carstairs Public Library
Box 941 1402 Scarlett Ranch
Carstairs AB T0M 0N0

2.6 Donations

Monetary Donations

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

Other Materials

- The Carstairs Public Library will accept donations of non-collection items, including artwork, equipment, or other tangible property only if the items satisfy a definite need.
- All property donated becomes the exclusive property of the Carstairs Public Library. The Library may use or at any time dispose of the property in any way it sees fit.
- Tangible capital assets received as donations are recorded at fair market value at the date of receipt and are also recorded as revenue.

Naming

The Carstairs Public Library encourages and welcomes organizations and individuals to support the Library through the establishment of sponsorships including revenue and/or in-kind contributions, to enhance events, programs, activities, and services to the community. The Board's first priority is to ensure the continuation and growth of financial support from the Town of Carstairs, Mountain View County, and the Province of Alberta.

Recognizing that the long-term philanthropic support of the Library is vital to the services it provides, the Board supports the ongoing practice of entering into naming rights agreements with donors where such relationships are mutually beneficial and are consistent with the guidelines set in this policy.

In judging the suitability of a naming rights proposal, the following will be considered:

- The significance of the proposed financial contribution in relation to the project
- The urgency of the need for the project, or of funding for the project
- The acceptability of the donor from the perspective of current community standards
- The history of the donor's support of libraries and literacy
- The donor's compatibility with, understanding of, and support for the library's mission, vision, and values

All naming rights agreements will be for a fixed term considering the local philanthropic climate and leading philanthropic practices.



The partner organization will be granted marketing rights to promote their involvement with the CPL for the duration of the naming/sponsorship agreement subject to the provisions of this policy.

The Library will not relinquish to the naming rights holder any aspect of the Library's right to manage and control any of the Library's assets, facilities, programs, services, staff, or volunteers.

Sponsorships do not imply endorsement of products or services by the Library. A sponsorship does not automatically imply any exclusive arrangements with the Library.

Tax receipts are not issued for naming rights donations.

Library Values

The CPL is a cornerstone of the community. Sponsorships must not undermine the integrity of the non-commercial public space that the Library provides. In developing sponsorship arrangements, the Library will:

- Safeguard the equity of access to library services and not allow sponsorship agreements to give an unfair advantage to, or cause discrimination against, any sectors of the community;
- Protect its principle of intellectual freedom and equity of access to its programs, services, and collections;
- Protect the confidentiality of user records;
- Not permit sponsors to have an undue impact on the policies and practices of the Library or information provided by the Library (eg. materials selection, choice of service provider, etc.), or to influence or alter the basic goals and objectives of Library programs and services;
- Not seek or accept sponsorships for programs, events, services, or activities involving or targeted to children from companies whose products cannot be legally sold or distributed to children or from companies whose products are inappropriate for use by children;
- Not allow direct marketing of products to children, except where relevant educational material is promoted in conjunction with programs.

Legacy Recognitions

- CPL recognizes the importance of acknowledging financial gifts and, in the absence of knowing the donors wishes, will determine, and review, legacy recognitions.



SECTION 3 – COMMUNITY RELATIONS

3.1 Social Media

Purpose

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

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

Definition

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

CPL Social Media

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



- o Commercial promotion, self promotion, or spam
 - o External hyperlinks not related to the discussion
- Abuse may result in the poster being barred from posting any subsequent messages.
- Participation in CPL social networking sites implies agreement with all Library policies including the Social Media Policy, Rules of Conduct Policy, and Public Computers and Wireless Network Policy.

Monitoring Social Media

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



SECTION 4 – FACILITIES

4.1 Display and Distribution of Materials

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

- Materials to be considered for posting, display or distribution in public areas will be subject to established criteria and guidelines and must be approved by the Manager or designate.
- Displays, exhibits, handouts, and all posted materials are in conformation with the Canadian Federation of Library Associations' Position Statement on Intellectual Freedom and Libraries.
- The display or distribution of any material does not constitute endorsement of its content by the Library.

4.2 Hours of Service

Purpose:

The Carstairs Public Library Board will ensure optimal hours of operation while allowing the Carstairs Public Library (CPL) to remain fiscally responsible.

CPL will be open to the public:

Tuesday	9:00am-6:00pm
Wednesday	9:00am-8:00pm
Thursday	9:00am-8:00pm
Friday	9:00am-5:00pm
Saturday	9:00am-5:00pm

CPL will be closed to the public:

- On all public and statutory holidays
New Year's Day, Alberta Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Heritage Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day
in addition the following non statutory holidays:
Christmas Eve, New Year's Eve, Saturday following Good Friday
- One day annually for Staff Development Day
- In emergency situations
- Closed under direction of the manager when renovations or repairs require it

4.3 Meeting Room Use

Purpose

The Carstairs Public Library maintains and welcomes public use of its meeting rooms to facilitate and enable:

- Provision of programs and services to the public.
- Partnerships with community agencies and organizations to provide programming and activities complementary to the Library's goals and objectives.
- Affordable meeting space for use by non-profit and profit organizations.

Who may rent

The Library Board will not knowingly permit any individual or group to use its facilities for any illegal purpose, including contravention of the Criminal Code of Canada, Canadian Charter of Rights and Freedoms, or if the Board has reason to fear a disturbance of the public peace.

No renting organization may display, show or perform any material not appropriately licensed or which is in contravention of the Canadian Copyright Act.

The Library meeting room cannot be rented by a business as their primary operating space. Persons renting meeting space must be at least 18 years of age.

No special privileges are extended to organizations to which staff members belong.

Charges

Fees for room rental are set out in Schedule A.

Any renter charging for admission or advertising admission by donation shall be subject to for-profit rates detailed in Schedule A.

There is no charge for the use of meeting rooms by groups presenting programs in which CPL is a partner.

Reservations / cancellations

All outside agencies or individuals must complete the Room Rental contract as part of the room reservation process.



Bookings must be received a minimum of 24 hours prior to the use of the room. Bookings are considered confirmed once the renter has received a confirmation email or a copy of the rental contract if the booking is done in-person.

Cancellations received by CPL with less than one week's notice of the booking date will be subject to a cancellation fee. The cancellation fee is 50% of the agreed upon rate in the room rental contract. Cancellations made more than one week in advance of the booking date will not be subject to a cancellation fee.

The Library reserves the right to cancel bookings with two weeks notice if needed for library programming. All efforts will be made to avoid cancellation.

The Library Board and/or staff reserve the right to reject a reservation request if the anticipated meeting is likely to be unreasonably disruptive to regular library functions, too large for the applicable room capacity, disorderly, dangerous to person or property, or in any other way inconsistent with or in contravention of any of the terms and conditions of this policy. In determining whether such a likelihood exists, the Board and/or staff may take into consideration the contents of the application form, the history of the group's meeting room use in the library, the history of the group's use of meeting facilities elsewhere, and such other information as they may deem appropriate.

Library meeting rooms are normally scheduled for booking during regular library operating hours. If scheduling and coordination are possible, bookings outside regular hours may be accommodated.

Set-up and take-down time must be included in the requested booking time.

Charges for room rental will be for time booked; no refunds will be given for time not used by the renter.

Advertising / Endorsements

Permission to use the meeting rooms does not constitute endorsement or sponsorship of any program or event by the library.

Groups must clearly specify their own names in all publicity and may identify the Library and its address only as the location of the event. Renters may not give out the library's telephone number or invite potential attendees to contact the library for information on the event or program.

No other areas of the Library may be used for promotion or advertising.



Food and Beverages

Self-catered events by non-profit groups are permitted if the food products used are only for consumption during the event.

Alcohol is permitted with 7 days notice as long as the renter has manager approval, a liquor license and 3rd party insurance for the event.

Damage

The individual making the reservation, as well as the membership of the group as a whole, will be held responsible for any and all damages that may occur as a result of the use of the facilities.

Permission to use Library meeting rooms may be withheld from groups failing to comply with the Meeting Room Use Policy and from any group that damages the room, carpet, equipment or furniture, or causes a disturbance.

If the room requires extensive cleaning a cleaning fee of \$50 per hour will be charged.

The Library staff are not responsible for the supervision of children while adults are attending meetings.

Storage / supplies

The Library will not be responsible for items left behind in the rooms.

Equipment, supplies, or personal effects cannot be stored or left in the Library meeting room before or after use. In the case of a two-day rental, and if there are no other bookings during this time frame, the Manager or designate may give consent for materials to be left in the meeting room overnight. The Library however, is not responsible for these items.

Nothing may be attached to any surface of the room.

Other

Lighted candles or flames, because of fire hazard, are not to be used.

SCHEDULE A

Room	Not for Profit Organizations	For Profit Organizations	Individuals	Room Capacity
Study Space	No charge	No charge	No charge	4
Engagement Site	\$0.00 per hour	\$10.00 per hour	\$10.00 per hour	15

All room rental fees do not include GST.

4.4 Rules of Conduct for Library Users

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

Disruptive behaviour and language

- Behaviour that interferes with any person's comfort or use of CPL is not allowed.
- Threatening, abusive, harassing language or behaviour toward staff or other users is not allowed.
- No person shall beg or sell services, goods, or merchandise.
- No person shall distribute or post materials without permission from CPL staff.
- No person shall traffic in, consume, or appear to be under the influence of alcohol or illegal drugs and substances.
- Consumption of alcohol will be limited to licensed library events.

Unattended Children

CPL welcomes children of all ages, but it cannot be responsible for their safety or supervision. Parents and caregivers are reminded that children may be at risk in a public place and shall not be left unattended in or about the Library premises.

- Children 8 years and under must be within sight of a parent/caregiver at all times while visiting the Library.
- Children 9 – 11 years may use the Library independently. During after-hours children's programs, parents/caregivers must return to the building by the program's end time, and must provide a phone number where they may be reached should CPL staff need to contact them.
- Children 11 years and under are expected to abide by CPL's Rules of Conduct.
- CPL staff will follow pertinent library procedures when implementing this policy.

Animals

- Only registered assistance animals are allowed in the library.

Phones and other devices

- Personal electronic devices must be used in a manner that does not disturb others.

Clothing

- Upper and lower body clothing and footwear must be worn.

**Food and drink**

- may be consumed with permission from the Library staff

Public Internet use

- Use of the Internet for criminal activity is not allowed.

Sports equipment

- Bicycles are not allowed in the library.
- Other sports equipment (skateboards, inline skates etc.) must not be used inside the library

Theft / Damage to property

- Stealing, damaging, or vandalizing CPL property is prohibited by law.
- Cutting or removing pages or articles from books or magazines, and writing in/on CPL materials, equipment, furniture and walls is not allowed.
- Users may not alter CPL's computer/network settings, disconnect CPL computers, or connect personal computers or devices to any CPL network unless the network is specifically identified for public use.

4.5 Smoke and Vape Free Facility

Purpose:

The Town of Carstairs Library Board recognizes the importance of providing a safe working environment for staff and volunteers, as well as a comfortable environment for patrons of all ages to enjoy.

Regulation:

The Libraries Act, Part 1, Section 7: Board Duties

Procedures:

1. The Carstairs Public Library is designated as a smoke and vape-free facility. This designation is always in effect, whether the facility is open to the public.
2. Appropriate signs shall be posted outside and inside of the library confirming this policy.

4.6 Library Video Surveillance Policy

Purpose:

The library has a responsibility to provide a safe environment for both patrons and staff. In addition, the library has a responsibility to protect library property from theft or vandalism. When using video surveillance systems, the Carstairs Public Library must balance the benefits of the surveillance system against the privacy of the individual.

Our video surveillance system is used/maintained in partnership with Chinook's Edge School Division and the Carstairs Elementary School. As such, it must align with and respect their policy/procedures.

Video surveillance systems may only be used to maintain a safe and secure environment in the library and is intended to:

- a. discourage inappropriate or unlawful behavior of individuals on library premises,
- b. support appropriate responses to observed or reported incidents of inappropriate or unlawful behavior.

Regulation:

The Freedom of Information and Protection of Privacy Act (FOIP), R.S.A. 2000
Chinook's Edge School Division Administrative Procedure AP 1-05 Video Surveillance

Definitions:

- **"Law enforcement"** means (i) policing, including criminal intelligence operations, (ii) a police, security, or administrative investigation, including the complaint giving rise to the investigation, that leads or could lead to a penalty or sanction, including a penalty or sanction imposed by the body conducting the investigation or by another body to which the results of the investigation are referred, or (iii) proceedings that lead or could lead to a penalty or sanction, including a penalty or sanction imposed by the body conducting the proceedings or by another body to which the results of the proceedings are referred.
- **"Video surveillance system"** refers to a mechanical or electronic system or device that enables the continuous video recording, observing, or monitoring of the library space and activities therein.

Procedures:

1. In accordance with *FOIP*, the Carstairs Public Library may only use personal information collected by a video surveillance system to support the safety and security of the employee, patrons, and library facilities, for disciplinary, legal, legislative, or law enforcement purposes, for enforcement of administrative regulations, or in accordance with a court order.
2. The video surveillance system will not be used to monitor areas where individuals have a reasonable expectation of privacy.
3. Signage communicating that a video surveillance system is in operation, will be visible to employees and patrons using the library.
4. Access to the video surveillance system will be limited to:



- 4.1. the Library Manager and responsible employee, as designated by the Library Manager
 - 4.2. facilities personnel responsible for the acquisition, installation, maintenance, and management of the video surveillance system
 - 4.3. the Principal of Carstairs Elementary School or their designated staff, in accordance with CESD policies
5. Viewing of Digital Recordings:
- 5.1. Video monitors used to view digital recordings shall not be located in a position that enables public viewing.
 - 5.2. Recordings may only be viewed by the Library Manager, designated employees (if the Library Manager is unavailable), law enforcement, the Principal of Carstairs Elementary School (or their designated staff, in accordance with CESD policies), or by employees responsible for the technical operations of the system (for technical purposes only).
 - 5.3. Patrons or, in the case of minors, a parent or guardian, may request to view a segment of a recording that includes themselves or their child/children. Minors may view segments of a recording relating to themselves if they can exercise their own access to information rights under *FOIP*.
In these instances, viewing is at the discretion of the Library Manager and must be done in the presence of a designated staff member. The Library Manager reserves the right to require a written request in these instances.
 - 5.4. Viewing may be refused or limited where viewing would be an unreasonable invasion of a third party's personal privacy, would give rise to a concern for a third party's safety, or on any other ground recognized under *FOIP*.
6. Retention of Digital Recordings:
- 6.1. Recordings and images captured by the video surveillance system will be saved on a secure server.
 - 6.2. The length of time for which recordings or images captured by the video surveillance system will be preserved, is dependent upon the storage capacity of the servers, and may be as little as three days.
 - 6.3. Where an incident raises a prospect of a legal claim against the library, the recording, or a copy of it, shall be sent to the library's insurers.
 - 6.4. In the event of a request for disclosure, digital recordings shall be erased as soon as the incident in question has been resolved, except when the recording has been used in the making of a decision about an individual, the recording must be kept for a minimum of one year, as required by *FOIP*, unless earlier erasure is authorized by, or on behalf of, the individual.
7. Requests for digital copies of recordings, or images captured by the video surveillance system, must be submitted in writing to the Library Manager. The request will be approved only if the



applicant demonstrates a legitimate right of access to the information, including the provision of a warrant or court order, should the recordings be requested by law enforcement authorities.



SECTION 5 – FINANCIAL

5.1 General Finances

The Library Manager is responsible for the auditing and processing of invoices and payments for the Carstairs Public Library. This authority is delegated from the Board of the Carstairs Public Library and complies with the laws and acts governing payment of invoices in the province of Alberta.

Procedures

- A draft budget is prepared by the finance committee and the Library Manager in the year preceding the budget year and is submitted to the total Board no later than the October meeting for discussion, possible revision, and approval. The approved budget is presented to the Town of Carstairs Council when called upon. The budget is based on the Plan of Service and the Goals and Objectives of the Carstairs Public Library.
- At least one bank account is maintained at a local financial institution for depositing funds and issuing cheques for the operations of the library. An additional account or accounts (term deposits, GIC's, etc.) may be established from time to time at the direction of the Board.
- The Board and the Library Manager may review current banking services. All changes must be approved by motion of the Board.
- The Library Manager is authorized to administer funds according to the budget approved by the Board. Expenditures over \$5000, expenditures outside the scope of the original budget, re-allotments, or over-expenditures of funds will require the prior approval of the Board, by board motion. The Library Manager is authorized to administer funds for wage recovery to the Town of Carstairs in exception to the previously noted limits.
- Monthly financial statements will be circulated to the Board prior to each Board meeting by the Library Manager. The bookkeeper is responsible for preparing the financial statements under the direction of the Library Manager. Each Board member is responsible to review the statements before each board meeting. The finance committee is responsible for overall supervision of the budget.

5.2 Board and Staff Reimbursement

Purpose

Library Board members and staff will be reimbursed for expenses incurred while conducting library business.

Reference

Government of Alberta: Travel, meal and hospitality expense policy.

Procedures

- For expenses over \$250.00 staff will seek pre-approval from the Library Manager. In the case of the Library Manager they will seek pre-approval from the Library Board for expenses over \$250.00.
- Expense claims, accompanied by receipts where necessary, are to be submitted to the Library Manager within three months of when the expense was incurred.
- Schedule A compensation rates apply; however, discretionary judgment may be exercised in unique circumstances. Reimbursement rates will follow those of the Government of Alberta. Any changes will be brought to the Board for approval.
- Requests for mileage must include the names of the communities/locations involved as well as the total mileage traveled.
- Unreceipted expenses are allowed as follows: Breakfast \$8, Lunch \$12 and Dinner \$20. If a meal is provided at no cost as part of a meeting or conference, then no reimbursement is allowed.
- Requests for reimbursement of approved expenses must be made on the designated form and be accompanied by appropriate receipts/invoices.
- The Library Manager reviews and approves expense claims prior to reimbursement.
- If a Library Board or staff member requires a caregiver to accompany them when conducting library business, the caregiver's expenses will be reimbursed.

Public Relations

It is recognized that Carstairs Public Library will, from time to time, engage in public relations activities that require some expense. These expenses will be reimbursed in accordance with budgeted expenditure levels upon presentation of receipts with the claim.



SCHEDULE A

REIMBURSEMENT RATES AND ALLOWANCES

Transportation Rates:

- a. Air travel – at economy rates by the most direct route. Submission of receipts required.
- b. Automobile travel, other ground transportation, meals and accommodation will be reimbursed at the current rate established by the Government of Alberta for its employees. Submission of receipts is required, except as noted for meal per diems and mileage.



5.3 Financial Administration

Audit

- The Carstairs Public Library's financial records will be prepared for audit within ninety (90) days after the end of the fiscal year.
- The Library Board will appoint an auditor annually, to be approved by the Town of Carstairs
- The Library Board has the authority to approve the audit.
- Original copies of the audited statements will be sent to authorized parties, and an original copy will be available at the library for the public to view.

Fiscal Year

- The fiscal year of the Carstairs Public Library shall be January 1 to December 31.

Signing Authority

- The signing officers shall be the Library Manager, the Board Chair, and Vice-Chair. The signing officers shall be appointed by a motion of the Board.
- In case of an extended absence or vacancy for one of the signing authority positions the board may make a motion to appoint an additional signing authority from the board directors or staff as they deem appropriate.
- Cheques shall be signed by two signing authorities: the Library Manager, the Board Chair, and/or the Vice Chair
- Electronic Funds Transfer (EFT) payments, with the exception of payroll, shall be signed by the Library Manager and one of the board's signing authorities.
- Signatories cannot sign off on funds being issued to themselves unless the payment has been previously authorized and approved by another process (e.g., expense reimbursement).

Credit Card

- A corporate credit card will be used by the Library Manager or designated staff members for reservations, travel expenses, and specific purchases where a credit card number is required.
- Receipts for the expenses will be submitted to the Library Manager as soon as possible after the expense has occurred.
- Other staff members who require a credit card for purchases must receive permission from the cardholder before use.
- Personal use of the credit card is prohibited.
- The Board approves the total credit card limit

Grant Applications



- The preparation and submission of grant applications and any reporting required is the responsibility of the Library Manager.
- The record of disbursement of funds so obtained is the responsibility of the Library Manager who supplies all necessary documentation to account for the funds.

5.4 Investments

Purpose

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

Authorization

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

Guidelines

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

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

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



5.5 Reserves

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

- All requests to use reserve funds or to re-designate reserves must be approved by means of a Board motion. Reserves must be used for specific budget items, not to cover a general shortfall in expense. Requests to use reserve funds may also be submitted as part of the annual budget process.
Any surplus funds in CPL’s operating budget at year-end will be allocated to reserves as specified by the Board during the financial audit process.
- Reports on the status of reserves will be provided to the Board during the audit process and upon request throughout the year.
- **an operating reserve will be created with a maximum amount \$10,000**

Schedule of Reserves

Operating Reserves	
Status	Unrestricted
Purpose	An operating reserve is an unrestricted fund balance set aside to stabilize the Library’s finances by providing a cushion against unexpected events, loss of income, and large unbudgeted expenses. Operating reserves should not be used to cover a long-term or permanent income shortfall, but can allow the library to weather serious bumps by buying time to implement new strategies. An operating reserve should be used to solve temporary problems or to shut down the operation of the library.
Funding Source	Contributions from operations



Approved Spending Categories	Providing a cushion against unexpected events, loss of income, and large unbudgeted expenses.
-------------------------------------	---

General Reserves	
Status	Restricted
Purpose	To fund capital projects according to the Strategic Plan of Service.
Funding Source	Contributions from fundraising
Approved Spending Categories	<p> Facilities Upgrade and Future Sites To provide for upgrade, replacement, additions and repairs of a capital nature to the physical building and property and for future sites. </p> <p> Technology and Innovation To acquire or upgrade technologies in order to meet changing organizational or community needs and/or to pursue innovation. </p> <p> Furnishings and Equipment To acquire or replace furniture /fixtures and equipment (other than computer equipment). </p>
Other	The funds in these reserves may be separated into laddered terms for maximum return on investment.



5.6 Tangible Capital Assets

Purpose

The objective of this policy is to prescribe the accounting treatment for tangible capital assets so that users of the financial report can discern information about the investment in Library property, plant and equipment and the changes in such investment.

Definition

Tangible Capital Assets (TCA) are non-financial assets with physical substance that are acquired, constructed or developed and are held for use in the production or supply of goods and services; have useful economic lives extending beyond an accounting period; are intended to be used on a continuing basis in the Library's operations; and are not intended for sale in the ordinary course of operations.

Carstairs Public Library will follow the Capital Asset policy as developed by the Town of Carstairs.

Section C – Presentation and Disclosure

The financial statements should disclose the following information about tangible capital assets, where beneficial a breakdown for each major category:

- Cost at the beginning and end of the period;
- Additions in the period;
- Disposals in the period;
- The amount of any write-downs in the period;
- The amount of amortization of the costs of tangible capital assets for the period;
- Accumulated amortization at the beginning and end of the period;
- Net carrying amount at the beginning and end of the period;
- The amortization method used, including the amortization period or rate for each major category of tangible capital asset;
- The net book value of tangible capital assets not being amortized because they are under construction or development or have been removed from service;
- The nature and amount of contributed tangible capital assets received in the period and recognized in the financial statements: and
- The nature of the works of art and historical treasures held by the Library. Works of art and historical treasures are not recognized as tangible capital assets, as a reasonable estimate of the future benefits cannot be made. Nevertheless, their existence and nature must be disclosed.



Capital transactions include acquisitions, disposals, betterments, write-downs, amortization and other adjustments. Sufficient information should be maintained through source documents, working papers and files supporting capital asset transactions for internal and external audit or review.



5.7 Property & Equipment

Capital assets not meeting the threshold are expensed in the year in which they are purchased. An inventory of non-capital assets and small and attractive items is maintained on the Library's behalf by the Town of Carstairs for insurance purposes. Small and attractive items are defined as those that are vulnerable to loss such as toys, cameras, electronics, computers, office equipment, etc. items are added to the inventory at the discretion of the Library Manager.

5.8 Deferred Contributions

Purpose

The objective of this policy is to prescribe the accounting treatment for deferred contributions at year end.

Deferral Method of Accounting for Restricted Contributions

Restricted contributions will be deferred and treated as a deferred liability at year end until such time as the corresponding expense is incurred and conditions for the contribution are met. The contribution must be from a third-party, provided for a specific purpose, and required by the funder to be repaid if not spent. In the case of donations, the funder must have given permission for the deferral.



SECTION 6 – HEALTH AND SAFETY

6.1 Health and Safety (General)

Purpose

The Carstairs Public Library (CPL) shall provide a safe and healthy environment for its staff members, volunteers, patrons, and visitors. This policy is intended to allow staff members, volunteers, patrons, contractors, vendors, and all other visitors to work and spend time in the library with minimum personal risk, and with the confidence that the organization has taken full precautions to ensure his/her physical safety and health.

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

Carstairs Public Library will ensure:

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

Supervisors will ensure:

- they are competent to supervise the workers under their supervision,
- the workers under their supervision work in accordance with procedures and measures required by the OHS Act, Regulations, and Code,
- the workers under their supervision use all hazard controls and properly use or wear the personal protective equipment required by the employer or under the OHS Act, Regulation or Code, and
- that workers are not subjected to or participate in harassment or violence at the workplace.



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

Workers will:

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

In addition, the employer, supervisors, and staff members will:

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

Health and Safety Incidents Investigations

All reported occupational health and safety incidents that result in injury or property damage or that could have resulted in serious injury or property damage (near miss) will be thoroughly investigated to determine the cause of the incident. Appropriate action will be taken to prevent recurrence.

The Manager of the library or the Town of Carstairs Human Resource designate shall be responsible for the conducting of the investigation. The investigation report shall be completed as soon as possible after the incident and report to the Library Board .

6.2 Right to Refuse Unsafe Work

Legislation: The Occupational Health and Safety Act

Refusing unsafe work is both a right and a responsibility of all Carstairs Public Library (CPL) staff members. A staff member's refusal of unsafe work is a key component in ensuring work is carried out safely. A staff member who reasonably believes work is unsafe must refuse to perform that work and are entitled to have their employer investigate all refusals, and, where necessary, correct the hazard.

CPL will ensure the health and safety of staff members by:

- Inspecting workplaces on a regular basis for hazards and ensuring any noted deficiencies are remedied at the earliest possible time.
- Review and documenting any safety concerns brought forward by staff members and correct deficiencies as soon as practical.
- Not disciplining or discriminating against employees that reported hazards or refused unsafe work in good faith.
- Investigating any claims of work refusal to ensure that hazards or dangers are addressed in a timely manner.

Procedure

1. A staff member who has reasonable cause to believe it is unsafe to perform an assigned task must immediately notify the library manager of the nature of the unsafe condition.
2. The library manager receiving the notification must immediately investigate and take actions to remedy the unsafe conditions.
3. The library manager must prepare a written record of the notification, investigation and actions taken to eliminate the unsafe conditions.
4. If it is determined that the reported unsafe condition is deemed to be invalid, the library manager must clearly communicate the reasoning to the staff member.

If, through the above process, the staff member is not satisfied that the unsafe condition has been corrected and continues to refuse to carry out work, the library manager must investigate the staff member. The process must be documented on the incident investigation form. If the staff member still feels that the appropriate corrective actions have not been taken, an Occupational Health and Safety (OHS) Officer must be notified. The officer will prepare a written record of the complaint, investigation and actions taken, including orders issued and provide copies to all parties.



At no point after the initial notifications, shall the staff member be discriminated against. A staff member may be assigned alternative duties, whenever practical, until the issue is resolved.

6.3 Emergency Response Plan (ERP) Protocol

The Carstairs Public Library will ensure that all staff are familiar with the Emergency Evacuation Procedures specific to the Library. The ERP will provide a high-level overview of Carstairs Public Library (CPL) strategies on emergency preparedness and response. Emergency preparedness means any and all measures taken to prevent, prepare for, respond, mitigate, and recover from emergency situations.

As a part of emergency preparedness, CPL has developed ERPs that outline and identify all potential emergencies and what to do in the event of those emergencies. All individual ERPs will be reviewed, at the very least, on an annual basis with staff members. The review provides the opportunity to identify new potential emergencies, and refresh roles and responsibilities for current scenarios.

Roles and Responsibilities

The Library Manager must ensure that all staff members are familiar with ERPs and know their individual roles and responsibilities. The Library Manager must orientate staff members on hazards, risks and potential emergency situations, the warning systems and response actions to protect themselves and fellow staff members in the case of an emergency.

The Library Manager is responsible for facilitating any emergency response drills, exercises, and training. They will also assist and maintain current emergency response plans and ensure emergency response equipment is checked and in good working condition through the inspection process.

Staff are to participate in ERP training and exercises and ensure they fully understand their roles in the event of an emergency by being familiar with CPL ERPs.

Visitors and contractors are to accept direction from CPL staff members in responding to an emergency.

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

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



Emergency Preparedness and Response Plans:

Training, drills, and exercises are conducted to ensure readiness to implement and respond to potential emergency situations.

There are two different types of emergency response drills:

1. Tabletop exercise: is an information exercise that is run in a conference room environment and emphasis is generally on problem-solving instead of rapid decision making.
2. Physical exercise involves simulated emergencies and emergency response agencies.

The Carstairs Public library will complete one tabletop or physical drill annually. This will allow all staff members to be familiar with their respective roles and responsibilities.

Communication:

In the event of an emergency situation, emergency services 9-1-1 will be the primary contact, after which the Library Manager should be promptly notified,

Absent Staff will be notified verbally by the Library Manager, only if there is a continuing threat or a change in library operations followed by Carstairs Public Library Board.

Debriefing will occur within 48 hours of an emergency situation, to review and address any deficiencies that were identified.

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

6.4 Violence and Harassment

This is an organization committed to creating a safe, inclusive, and welcoming environment. All stakeholders (staff members, children, families, and volunteers) are entitled to work and play in an environment free of harassment, violence, bullying, and prejudice. This is guaranteed under:

- Canadian Charter of Human Rights and Freedoms
- The Alberta Human Rights Act
- OHS Act and Code

This policy applies to all staff, guests, visitors, families, children, and board members that work, learn, play, or volunteer within our organization. In addition to the traditional roles within the organization, it also applies to all vendors, contractors, and any other individuals directly involved with our organization.

We are committed to creating a peaceful workplace by promoting a common understanding of acceptable behaviour and acting when inappropriate behaviour is taking place. Everyone is accountable to uphold this policy and work together to ensure that there are no incidents of violence or harassment in the workplace.

In support of this policy, we have also included a Hazard Assessment form for each work site with a component of Psychological Safety. In addition to this, each staff member will complete the Respect in the Workplace Training, and review and adhere to the organization's Code of Conduct.

We, the employer, will ensure that all reports are investigated in a fair and timely manner. The privacy of the complainant will be protected when possible, and individuals will not be penalized. For all individuals that raise a concern, they will be protected by the Whistle Blower Policy.

Inappropriate behaviour included in this policy are discrimination, harassment, workplace violence, sexual violence, and domestic violence. These behaviours are unwelcome and would be considered inappropriate.

The list below is non exhaustive, but includes some examples of unacceptable behaviour:

Workplace Harassment is “behaviour intended to intimidate, offend, degrade or humiliate a particular person or group” (Government of Canada, 2022). Some examples of workplace harassment include:

- unwelcoming conduct, comments, gestures, name calling etc.
- psychological and/or physical bullying including: misgendering, isolation, intimidation.
- setting individuals up to fail and/or withholding information to ensure that they fail.
- displaying/sharing harmful/inappropriate pictures or materials
- taking away work, responsibilities, and/or hours without cause

It is not considered workplace harassment when a supervisor or manager takes reasonable actions while supervising, managing, and directing employees.

Workplace Violence: could put the employee in risk of psychological or physical danger (Government of Alberta, 2020). Some examples of workplace violence could include:

- uttering threats or other threatening behaviours
- physical acts of aggression and/or violence
- verbal or written threats
- domestic violence
- sexual violence

Sexual Violence: refers to any sexual act, or an act directed against an individual's sexuality by using coercion, by any person, in a workplace setting (Government of Alberta, 2020). Examples of this include:

- name calling
- physical touching
- harassment
- sexual exploitation
- rape
- homicide

Domestic Violence: is a patterned behaviour used by one individual to gain power over the other (Government of Alberta, 2020). The relationship typically happens between individuals with personal relationships such as spouses, dating, custody relationships, etc. Some examples of domestic violence include:

- intimidation and/or threats – psychological and/or physical
- violent acts
- sexual assault
- financial control
- stalking – in person and/or electronic
- verbal abuse

Discrimination: the Alberta Human Rights Act (2017) prohibits discrimination based on race, colour, place of origin, sexual orientation, gender, gender identity, gender expression, age, disability (physical or mental), marital and/or family status, and income.

It is the responsibility of the employer and the employee to create an inclusive work culture that shows respect, integrity, and dignity for all employees.



Under the Alberta Human Rights Act (2017) Employees are Entitled to:

1. work in a respectful, inclusive work free environment free of discrimination
2. be accommodated based on their needs related to the protected grounds in the AHR Act
3. make a complaint to the Alberta Human Rights Commission if they believe discrimination occurred based on a protected ground under the AHR Act

Staff Responsibilities Include:

- carrying out duties
- adhering to all policies and legislations
- showing respect and acting appropriate
- being accountable for your own actions and understanding that your behaviours impact others
- informing employers of any accommodations required
- being solution focused
- reporting incidents in a timely fashion to Human

Resources Supervisor/Management Responsibilities Include:

- Setting a good example and modeling the behaviours to set a standard.
- Encouraging awareness of a respecting workplace
- Make sure that no individual suffers punishment for making a complaint or providing information.
- Taking the appropriate action and ensuring that confidentiality is maintained when required.

If a staff member violates a policy, the individual would be subject to the progressive discipline protocol. Staff members will be given opportunities to correct unwanted behaviour, but the process may be accelerated depending on severity of infraction. Typically, the progressive discipline guidelines would be as follows:

1. Coaching (informal). This would be the first step in creating opportunity for individuals to correct behaviour, depending on infraction and individual would have 2-3 opportunities before it escalates to a performance or on-going issue that requires escalation.
2. Verbal Warning (formal). This stage would be provided by the immediate Supervisor and shared with the Managing director.
3. Written Warning (formal).
4. Final Written Warning (formal).
5. Termination.

All supporting documentation from the progressive discipline protocol should be stored in the



individual's personnel folder regardless of severity and stored for 24 months. If no further discipline is required after the 24-month period, the warning will become inactive. If employee needs on-going support after informal coaching opportunities a Performance Improvement Plan will be created.

Once a complaint is received, the organization commits to begin an investigation in a timely manner. The organization is responsible for ensuring that a fair investigation has been made regardless of how the complaint is made. The investigation will be able to show beyond a reasonable doubt that the alleged incident happened.

Investigation Protocol (CPHR, 2018):

- 1- Complaint is received.
- 2- Investigator has been assigned – if an investigator cannot remain neutral or unbiased a 3rd party investigator must be brought in
- 3- A work plan will be created to ensure that complainant and respondent do not work together until there is an outcome from investigation.
- 4- Investigation will look at: power dynamics, potential biases, physical evidence, and history of parties involved.
- 5- Investigator will meet with parties involved and conduct interviews (and follow up interviews if required)
- 6- Credibility Assessment of both the complainant and respondent
- 7- Conclusion: harassment did occur, did not occur, unable to substantiate based on evidence
- 8- Investigative report compiled that includes all information from investigation and the findings.

All people are to be treated with integrity and respect. The organization acknowledges that conflicts, disagreements, and inappropriate behaviours will occur. The expectation is that these issues will be resolved in a manner that contributes to a healthy, safe, and productive workplace. The organization will address all complaints in a timely fashion ensuring that issues are being resolved quickly, openly, and honestly with all appropriate considerations for privacy and confidentiality.

All behaviours that are constituted by a criminal offense will be escalated to the police.

Complaints that are found to be false, frivolous, or made in bad faith will not be tolerated and subject to the progressive discipline protocol, up to and including termination and/or denial in services.

Retaliation by any person against anyone involved in informal, internal, or external formal complaint processes will not be tolerated and subject to the progressive discipline protocol, up to and including termination and/or denial in services.

6.5 Working Alone

Legislation: The Occupational Health and Safety Code, Part 28

The Carstairs Public Library (CPL) is committed to the safety of its employees and volunteers. The Library considers an employee or volunteer to be working alone if he/she works by himself or herself at a workplace in circumstances where assistance is not readily available when needed. Examples of employees or volunteers who could be at risk from working alone include those who work in places isolated from public view or who work by themselves without close or direct contact with fellow employees. CPL complies with provincial Occupational Health and Safety legislation regarding working alone.

CPL will:

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



SECTION 7 – LIBRARY BOARD

7.1 Board Membership

Legislation: The Alberta Libraries Act, part 1

The Town of Carstairs Public Library Board is established by the Town of Carstairs

The Town of Carstairs Library Board shall consist of at least 5 and not more than 10 members, each of whom is appointed by Carstairs Town Council. No more than 2 members of town council may be members of the Board.

Any person who is a resident of the Town of Carstairs or the surrounding rural area, and is 18 years of age or older, is eligible for appointment to the Board.

A person who is an employee of the Carstairs Public Library is not eligible to be a member of the Board.

Members are appointed to serve for a term of 3 years. When a member's term is up, they may be reappointed to the Board for an additional 3-year term. Shorter terms can be arranged as necessary.

Members of Town Council shall serve a term, the length of which shall be at the discretion of Council.

A member of the Library Board is eligible to be reappointed for only two additional consecutive 3-year terms or 9 years in total, unless approved by the Minister of Municipal Affairs under exceptional circumstances.

There shall be an annual election of the Chair and Vice-Chair positions from among the members of the Library Board.

A person is disqualified from remaining a member of the Board if he/she fails to attend, without being authorized by a resolution of the Board to do so, three (3) consecutive regular meetings of the Board, as per *The Alberta Libraries Act*, section 31 (1).

Formal appreciation will be shown to outgoing members of the Board by presenting them with a gift in recognition of their years of service. This gift will be a book of their choice added to the collection with a bookplate acknowledging their service.



The Town of Carstairs Library Board will report to council as soon as possible whenever a vacancy arises on the Board, and council shall fill that vacancy as soon as is reasonably possible to do so. The Library Board will advertise the vacancy or vacancies, review all applications, and then submit the applications with the Board's recommendations, to council for council's decision and action regarding appointment.

The Town of Carstairs Library Board has full management and control of the Carstairs Public Library, subject to legislation which may limit its authority, and is responsible to see to the organization and promotion of the library, and the maintenance of comprehensive and efficient library services within the municipality of Carstairs. The Board may also cooperate with, and enter into agreements with, other boards and libraries to assist with the provision of these services.

The Town of Carstairs Library Board has the authority to:

- Hire a library manager and approve the budget for the operation of the library
- Make and enforce all the policies for the governance of the Carstairs Public Library
- Administer funds received from the Province of Alberta, the Town of Carstairs, Mountain View County, and any additional funds which may accrue to the library.

7.2 Board Structure

Purpose:

The Town of Carstairs Library board recognizes the need to be structured and to operate in accordance with government regulations.

Regulation:

The Alberta Libraries Act.

Procedures:

The Town of Carstairs Library Board shall hold an organizational meeting annually, on or before March 31st of each year, at which meeting the Board members shall elect a Chairperson, Vice-Chairperson. These elected people shall jointly be known as the Executive Committee.

The duties of the Executive Committee of the Library Board shall be as follows:

Chairperson:

- Provides leadership to, and supervises the affairs of, the Board
- Presides at all meetings of the Board
- Appoints committees and subcommittees as may be necessary to carry out the purposes of the Board
- Serves as an ex-officio member of all Board committees
- Prepares the agenda for Board meetings with the assistance of the Secretary
- Ensures that proper records are kept
- Ensures that the Board plans, policies, and bylaws, are followed
- Signs all documents authorized by the Board
- Has signing authority with the financial institutions
- Has authority to authorize payment of all accounts payable
- Together with the Vice Chairperson, presents the estimated budget and budget to Carstairs Town Council. The budget may be presented to other funders as well.
- Authorizes calls for special meetings
- Chairperson is the board's liaison with the Town of Carstairs CAO and the Friends of the Carstairs Library.
- Provides annual review to library Manager prior to October 31st

Vice-Chairperson

- Presides at meetings of the Board in the absence of the Chairperson
- Has signing authority with the financial institutions
- Has authority to authorize payment of all accounts payable
- Performs other duties as may be assigned by the Board



- With the board Chairperson, present the budget to Carstairs Town Council and other funders as required.

At the organizational meeting members of the Board may volunteer, or the Board Chairperson may appoint a minimum of two (2) members to each standing committee, to serve for a two (2) year term. The Board Chairperson is an ex-officio member of each standing committee, and additional committee members may be drawn from the community. Committee meetings may be held in person, online via Zoom, by email, or telephone.

There shall be four(4) Standing Committees established by the Board, namely: Finance, Personnel, Policy, and Advocacy. At the board discretion this structure can be adjusted. Their responsibilities shall be as follows:

Finance Committee

- Monitors and recommends changes to policies pertaining to library spending, investing, and budgeting.
- Plans the annual budget, with the Library Manager, and submits a draft to the Board at the October meeting each year.
- Oversees and advises the Board in the use and investment of reserve funds
- Meets at least two times per year, keeps minutes of the meetings, and has the minutes signed by the Committee Chairperson and second committee member. Minutes of the Finance Committee meetings are forwarded to the Library Manager
- Receives the monthly and annual financial reports from the library comptroller and verifies and confirms their accuracy. Reviews finances in April, September, and December annually.
- Note: No elected Official shall present the budget to council. This would be perceived as a conflict of interest.

Personnel Committee

- Reviews personnel policies annually and recommends changes
- Writes the Library Manager's job description and annual performance appraisal prior to October 31st each year.
- Recruits, interviews candidates, and makes a recommendation to the Board when a Library Manager is required
- When requested by the Library Manager, acts as a resource in dealing with personnel issues
- Serves as part of the grievance process as needed
- Makes recommendations regarding continuing education, courses, and conferences for trustees, staff, and volunteers
- Submits an annual written report to the Board at the organizational meeting



- Meets at least two times per year, keeps minutes of the meetings, and has the minutes signed by the Committee Chairperson and a second committee member. Minutes of the Personnel Committee meetings are forwarded to the Library Manager
- Reviews the request from the Library Manager for total staff salary for the next year. The Committee submits its recommendation for total staff salary as well as the salary for the Library Manager to the Chairperson and Finance Committee. (Note that the Library Manager is responsible for the staff salaries, not the Committee(s) or the Board.)

Policy Committee

- Receives input from the Board, committees, and/or the Library Manager, formulates new bylaws and policies, and brings them to the Board for approval
- Ensures that all new or revised bylaws or policies are signed by the Board Chairperson and given to the for distribution and retention
- Ensures that existing bylaws and policies are kept up to date and in compliance with current legislation by reviewing them annually
- Prior to each board meeting, the policy committee reviews at least one policy and presents any recommended changes of that policy at the next board meeting when time permits.

Advocacy Committee

- The right to solicit funding
- Monitors and recommends policy regarding advocacy, fundraising, and publicity for the library
- Ensures that the Mission of the Library is understood by the community
- Raises community awareness of the mission, value, and importance of the library
- Advises the Board on matters relating to government relations
- Ensures response to provincial and national issues that affect the Carstairs Public Library
- Develops, reviews, and implements an annual plan of action for advocacy
- Submits a written report annually at the organizational meeting
- Meets at least two times per year, keeps minutes of the meetings, and has the minutes signed by the Chairperson and a second committee member. Minutes of the Advocacy Committee meetings are forwarded to the Library Manager

At the discretion of the Board impromptu committees may be established from time to time to deal with specific issues, events, or concerns.

7.3 Board Meetings

Agenda Format and Preparation

- The agenda orders the business for a Library Board meeting and will follow a Consent Agenda model
- The Library Manager will call for agenda items, prepare a draft agenda and distribute it to the board.

Agenda Distribution

- Copies of the agenda and any attachments or reports will be provided to Board members electronically at least three full days prior to any regular meeting.
- The Library Manager will make copies of the agenda available to Library staff and the general public, upon request, but only after it has been delivered to Board members as noted above.

Adoption of Agenda

- The Board must vote to adopt the agenda prior to transacting other business at a meeting and may:
 - o resolve to add new items to the agenda;
 - o delete any item from the agenda by unanimous vote.

Preparation and Adoption of Minutes

- The Minute Taker will ensure all Board meeting minutes are prepared. Board meeting minutes will include:
 - o all decisions and other proceedings;
 - o the names of all Board members present and absent from the meeting;
- The minutes of each meeting must be circulated to each member prior to the meeting at which they are to be adopted. If there are errors or omissions, the Board must:
 - o pass a motion to amend the minutes:
 - o adopt the minutes as amended, and if there are no errors or omissions, the Board must adopt the minutes as circulated.
- The minutes adopted by the Board will be made available to Library staff and the general public.

Frequency of meetings

- Regular Board meetings will be held a maximum of 10 times per year and a minimum of 6 times per year.



Special meetings

- Special meetings may be called at the discretion of the Board Chair or at the request of five (5) members, for the transaction of business as stated in the call for the meeting.

Electronic voting

- At the discretion, or with the consent, of the Board Chair, and for matters of an urgent nature, OR time-sensitive matters OR where it would be more expeditious to do so OR when it is not feasible for the Board to meet in person, email polling and/or electronic voting may be used to help facilitate decisions of the Library Board in accordance with the following:
 - o In recognition that decisions are being made using email communication in lieu of a face-to-face meeting, extra effort will be made to ensure that members are provided with sufficient background materials and adequate documentation to support the request for a decision.
 - o All communication will be shared as a group email with all members copied on correspondence including questions, responses and general commentary. All members will select “reply all” when providing comments so that these will be shared simultaneously with all members and a record will be kept of the email exchange.
 - o If a resolution is required, the Board Chair may authorize the Library Manager to conduct an electronic vote of the members. A clear rationale will be given to the members to explain why a motion is necessary. The question to be answered will be stated clearly in the form of a specific resolution provided for members’ consideration. Respondents will be asked to vote upon the resolution.
 - o In the event of an electronic vote, a reasonable and adequate time will be determined for members to respond to the request for a decision. Members will have the opportunity to declare a conflict and not participate in the vote. Every effort will be made to obtain a response from each member (i.e. allow each person to register their vote). The resolution shall be deemed to have been approved only if, by the end of the time period specified, the Library Manager has received approval responses from a majority of the voting members.
 - o Non-response to an electronic vote will be considered an abstention.
 - o Voting records will be kept and included as minutes in the consent agenda of the next face-to-face meeting of the Board.



- o A resolution approved by email polling and electronic voting, permitted by the Board Chair and passed by a majority of voting members, shall have the same force and effect as a resolution passed at a regularly constituted meeting of the Library Board.
- o The Library Manager shall prepare a summary document noting the purpose of, and any decisions resulting from, the electronic exchange including any subsequent resolutions.

Virtual Meeting

- A meeting held virtually will be considered a face-to-face meeting and will be conducted as such. Remote attendees may include any or all board members while some meet in-person. Appropriate video conferencing tools or phone may be used.

Quorum

- Quorum for a meeting shall be 50% of the total number of Board members + 1.

Conduct of meetings

- The rules contained in the current edition of *Robert's Rules of Order – Newly Revised*, shall govern meetings of the Board in all cases to which they are applicable and in which they are not inconsistent with these by-laws and any special rules of order the Board may adopt.

In-camera sessions

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

7.4 Policy Making

The Carstairs Public Library Board has the authority under the Libraries Act of Alberta for the governance of the Carstairs Public Library and for ensuring that policies for framework, board self-governance and operations are developed.

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

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

7.5 Trustee Code of Ethics

Carstairs Public Library Board Members shall carry out their trustee duties in an ethical and businesslike manner by adhering to the following:

Accountability

- The duty of the Board member is to the Carstairs Public Library (CPL) rather than to any individual, community group or special interest.
- 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 CPL.
- This accountability supersedes the personal interest of any Board member acting as an individual or consumer of CPL services.
- Board members shall demonstrate respect and work harmoniously with each other, with CPL employees and with all those associated with CPL.
- Board members shall not publicly demean nor disparage CPL as an organization.
- Board members shall not publicly impugn the motives, abilities or personalities of fellow Board members or CPL employees.
- Because the board is a corporate body, individual trustees may not contradict the decisions of the Board. The time to air questions and disagreement is before the decision, not after. The Board speaks with one voice outside the confines of Board meetings.

Conflict of Interest

- If a conflict of personal, financial or other interest should arise, the member shall declare his/her 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.
- A Board member who abstains from participation due to conflict of interest is still included in determining quorum.
- The minutes must record all declarations of personal, financial and other interests, including the nature for such declaration.

Confidentiality

- Board members shall not communicate, either directly or indirectly, information designated confidential to anyone not entitled to receive the same.
- Board members shall not use information which has been designated as confidential by the Board for personal profit or use by themselves or any other person.
- Board members shall respect confidential information in perpetuity.



- All material is considered property of CPL and shall be returned at the expiration of the Board member's term.

Individual Authority

- Board members may not attempt to exercise individual authority over CPL except as set forth in Board policies.
- Board members' interaction with the Library Manager or with CPL employees must recognize that any individual Board member does not have authority other than that explicitly stated in Board policy.
- Board members shall make no judgments of the Library Manager or employee performance except as that performance is assessed against explicit Board policies.

Acceptance of Gifts

- In their capacity as Board members, Board members shall not accept a gift, money, 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 functions.

Training and Development

- Board members shall acquaint themselves with the documents of the Board as well as the rules of procedure and proper conduct of a meeting so that any decision of the Board may be made in an efficient, knowledgeable and expeditious fashion.
- Board members shall regularly take part in continuing education activities that assist them in carrying out their responsibilities.

Uphold Library Principals and Values

- Board members will uphold basic library tenants including:
 - Free access to Information
 - Lifelong Learning
 - Intellectual Freedom
 - Barrier Free Access
 - Diversity and Inclusion

Violation of the Code of Ethics



- The Board Chair is responsible for handling all reports of Board member violations of the *Trustees Code of Ethics* policy.
- The process for handling reports of violations is as follows:
 - The Board Chair will discuss the issue with the member concerned;
 - If unresolved, the Board Chair will discuss the issue with the Chair of the Human Resources Committee and the Board member;
 - If unresolved, the Board Chair shall refer the issue to the Board as a whole.

7.6 Trustee Orientation and Continuing Education

The Carstairs Public Library Board recognizes the importance of having informed trustees. To ensure this, the Board provides, within budget limitations, the following:

Trustee Orientation

- The Library Manager conducts an orientation session with new Board members to provide an overview of the Carstairs Public Library (CPL) services, trustee roles and responsibilities, provincial library legislation, and the framework for the provision of library services within the province of Alberta.
- At the orientation session, new Board members will receive Board information binder, and will be provided with a tour of CPL.
- New Board members are encouraged to attend a Board Basics Workshop facilitated by the provincial Public Library Services Branch. Board members who have attended the workshop previously are encouraged to participate regularly to refresh their knowledge.

Continuing Education

- Board members are encouraged to attend library conferences and workshops. Funds are allocated for one Board member to attend the annual Alberta Library Conference; however, at the discretion of the Board Chair, this may be overridden by the needs of the Board. Priority is given to Board members who have not attended previous ALC conferences.
- Board members will provide a verbal report to the Board following their attendance at a conference or workshop.
- The Library Manager will provide the Board with information on learning opportunities.



SECTION 8 – LIBRARY MATERIALS

8.1 Collection Management

Definitions

"Collection" refers to a grouping of library materials.

"Library materials", or other synonyms as they may occur in the policy refer to all information and leisure collections the Carstairs Public Library (CPL) makes available to the public including books in all formats, magazines, newspapers, visual media, and databases.

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

Purpose of the Collection Management Policy

The purpose of CPL's Collection Management policy is to guide CPL staff and inform the public about the principles upon which collection development, maintenance, and reconsideration decisions are made. The following principles have as their basis the Canadian Federation of Library Associations' Statement on Intellectual Freedom, which the Carstairs Public Library Board accepts as policy.

Works are selected on the basis of content without regard to the personal history, sex, race, nationality or political or religious views of the creator.

The presence of any item in the library does not indicate an endorsement of its content CPL.

CPL also recognizes an immediate duty to make available materials for entertainment and recreation, even though such materials may not have enduring interest or value. If public demand warrants it, CPL will provide a representative sampling of experimental and ephemeral material, but will not attempt to be exhaustive.

All staff members selecting library materials will be expected to keep these objectives in mind and apply their professional knowledge and experience in making decisions.

Scope

In general, CPL's collection will include but not be limited to the following formats:

- books
- magazines



- newspapers
- visual media (such as CDs, DVDs, and video games)
- digital materials (such as eBooks and eAudiobooks)
- databases
- toys
- physical objects

Other formats will be considered as demand, need, and budget permit.

Toys and Physical Objects

CPL maintains a lending library of educational toys and physical objects through the Backpacking to Literacy collection.

Responsibility for Collection Management

Ultimate responsibility for the selection and de-selection of all materials lies with the Library Manager who operates within the framework of policies determined by the Board.

Use of Library Materials

CPL recognizes that some materials may be controversial and that any given item may offend some patrons. The ultimate responsibility for their choice of materials rests with the patron.

Library materials will not be marked or identified to show approval or disapproval of contents, and no library materials will be sequestered.

Responsibility for the use of library materials by children rests with their parents and legal guardians. Selection of material will not be restricted by the possibility that children may obtain materials that their parents may consider inappropriate.

Collection Development

The primary objective of selection shall be to acquire materials of contemporary significance and value. CPL will always be guided by a sense of responsibility to both the present and future in adding materials that will enrich the collection and maintain an overall balance.

CPL attempts to make available a diverse range of views and expressions, including those which may be viewed as unorthodox or which may be unpopular.

The selection of library materials is based on the following:



- The need for recreational reading, listening and viewing material to reflect a diverse community with differing tastes, interests, purposes, and education
- The need to provide information in a balanced manner related to social, personal, racial, multicultural, religious, and scientific issues
- The need to provide as broad a base as possible of information and literature.

Criteria for the Selection of Materials

The following criteria will be considered when selecting material for CPL; however, it is impossible to establish a set of criteria for the indisputable acceptance or rejection of material. Items need not meet all the criteria to be acceptable.

- Suitability of physical format for library use
- Relation to the existing collection and other material on the subject
- Availability of funds and space
- Favourable reviews
- Popular demand
- Balance of viewpoints in the collection
- Value as a contribution to issues of continuing or topical interest; timeliness
- Currency
- Local interest
- Representation of an important movement, genre and/or culture
- Accuracy of information
- Quality of writing
- Identified area for collection development focus

The selection of local or self-published materials will be subject to the above criteria.

CPL is sympathetic to the needs of students, but it is not the primary responsibility of CPL to provide curriculum-centered materials in the collection. Textbooks and other curriculum-related materials are not acquired unless they also serve the general public.

Suggestions for Purchase

CPL encourages and invites suggestions from the public for the addition of specific items to the collection. These suggestions will be referred to the staff member for that collection area. Suggested items will then be considered according to selection criteria. Receipt of suggestions does not imply automatic acceptance of the item in CPL's collection.



Collection Maintenance

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

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

Discarded items will be sold, donated, or recycled.

Library Materials Vendors

The following criteria will be used by Library staff to select a vendor:

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

Reconsideration of Library Materials

CPL recognizes the right of a library user to register an objection to the presence of any item or items, or the placement of materials in the collection. In the event of an objection or complaint by a library user, the following are the steps of resolution:

- The user is encouraged to put their complaint in writing using the *Request for Reconsideration of Material* form. Following a personal review of the item and a check of outside review sources, the Library Manager will send a letter to respond to the user's concerns.
- If the user is not satisfied, the written complaint is reviewed and discussed jointly by the Library Manager and Parkland Consultants. A decision is made reflecting the principles of this policy, and a written explanation for the decision is sent to the user.
- If the user is still not satisfied, they may appeal in writing to the Board. The Board will consider whether the selection criteria were appropriately applied and/or whether some aspects of the policy are inappropriate or outdated and should be reviewed. The Board's decision is final.



No material shall be removed from the collection due to a challenge from a library user prior to all relevant steps in the process being carried out.

Donation of Library Materials

- The Carstairs Public Library reserves the right to accept or reject any donation of new or used books and other library materials.
- All donations become the property of the Carstairs Public Library and are subject to normal acquisition and disposal criteria applied to purchased materials.
- Tax receipts are not issued for donated library materials.



Schedule A – Requests for Reconsideration of Library Material

The Carstairs Public Library Board has delegated the responsibility for selection and evaluation of library resources to the professional staff and has established reconsideration procedures to address concerns about those resources. Completion of this form is the first step in those procedures. If you wish to request reconsideration of library material, please return the completed form to:

Carstairs Public Library Board Chairperson
Box 941
Carstairs, Alberta
T0M 0N0

Name: _____

Address: _____

Town: _____ Province: _____

Postal Code: _____ Phone Number: _____

Do you represent yourself? _____ Organization? (Please specify) _____

1. Resource on which you are commenting Book _____ DVD (Video) _____ Magazine
_____ Music CD _____ Audiobook _____ Newspaper _____

Library Program _____ Other (please specify) _____

Title: _____

Author or Producer: _____

2. How was this item brought to your attention?

3. Have you read or examined the entire resource?

4. What in your opinion is the purpose, theme, or message of the material?



5. What objections do you have to the material? Please cite specific pages and/or passages. Are your objections moral, political, religious or aesthetic?

6. Are there resource(s) you suggest providing additional information and/or other viewpoints on the topic?

7. What action are you recommending?

Signature of Complainant

Date

Since the Request for Reconsideration of Library Material may be presented to the Carstairs Public Library Board during its public meetings, the name of the complainant cannot be confidential. However, the contact information will remain confidential.

This Request for Reconsideration of Library Material form will be kept for one year after a final decision has been made on the resource in question. The form will be destroyed thereafter.

8.2 Intellectual Freedom

Carstairs Public Library supports the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries:

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

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

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

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

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

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

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



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

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.

(Approval history: June 27, 1974; amended November 17, 1983; November 18, 1985; September 2, 2015; adopted by CFLA-FCAB August 26, 2016; and reviewed April 12, 2019)

8.3 Resource Sharing

CPL supports and participates in resource sharing among libraries within Alberta.

- The Library will work within the guidelines in the document *Resource Sharing Operational Policy for Public Libraries* published by Alberta Municipal Affairs, and will participate in a provincial resource sharing network.
- The Library will participate in intra-library loan of all library resources within The Parkland Regional Library System.
- Material in a variety of formats may be lent at no charge to libraries throughout Alberta and Canada; loans of some library resources may be restricted, as per provincial resource-sharing guidelines.
- In accordance with the *Libraries Act*, the Library will not charge a fee to its users for acquiring items from other libraries. Fees imposed by lending libraries may be passed along to patrons.
- The Library will participate in The Alberta Library (TAL) card program and ME Libraries initiative by making its resources available to all library users who hold a valid TAL card or ME Libraries membership and ensuring that items belonging to other libraries are returned efficiently.
- The Library will work with other libraries in Alberta to access electronic resources and databases through subscriptions, licensing, or direct purchasing.

8.4 Lending of Library Materials

Purpose:

The Town of Carstairs Library Board endeavours to provide a selection of materials available for patrons to borrow for a designated period. The policy pertaining to borrowing will strive to meet the needs of the patrons while ensuring that materials are available to as many patrons as possible.

Regulation:

Libraries Regulation 7(2)(e)

Procedures:

1. Materials available to lend to patrons may include, but are not limited to books, audio books, magazines, videos, eReaders, and other activity kits and equipment.
2. There will be no charge to patrons for borrowing standard library materials but will be required to have a library card that entitles them to borrow materials from the Carstairs Public Library. Some materials will be subject to *CPL-09a: Lending of Equipment*, at the discretion of Library staff.
3. Patrons of the age of 13 years, or younger, must have written approval from a parent or guardian to obtain a library card. In special cases, the Library Manager has authority to waive this requirement.
4. There shall be no limit on the number of items a patron may borrow. However, some restrictions may be temporarily imposed by the Library Manager, if excessive demand, by a group or individual(s), hinders materials being available to the public.
5. The loan period for materials is laid out in *Schedule B of the Safety and Use Bylaws of the Carstairs Public Library*, however, the Library Manager may impose a shorter or longer lending period for materials, to facilitate special promotions and programs.
6. Materials may be renewed, either in person, online, or via telephone, provided the materials have not been requested by another patron.
7. Library materials may be reserved for patrons and will be held for a period of five (5) business days after notification has been made to the patron that the materials are available.
8. Patrons can request and borrow materials from other libraries within the Parkland Regional Library System, as well as through any other inter-library loan system with whom the Carstairs Public Library shares resources.
 - 8.1. These materials can be pick-up at, and returned to, the Carstairs Public Library.
 - 8.2. These materials may be returned to any other library with whom Carstairs Public Library shares resources.
9. Replacement, or the replacement cost, of lost or damaged materials are the responsibility of the borrower.



- 9.1. Repairs for lost or damaged materials belonging to the Carstairs Public Library, must be made to the Carstairs Public Library.
- 9.2. Reparation for lost or damaged materials not belonging to the Carstairs Public Library, must be made to the lending library. These replacement fees or items may be collected at the Carstairs Public Library but will be forwarded to the library owed.
10. Notwithstanding any of the above, the library may also designate available materials as non-circulating, (i.e., for use only within the library).
11. In addition to non-circulating materials and lent materials, the library may also loan certain materials/equipment of a higher value to patrons that will require an *Equipment Lending Agreement*. In such cases, a separate policy shall be in place to set out the terms and conditions upon which such items are made available. These policies shall form a subset of this policy under *CPL-09a Lending of Equipment*.

8.5 Lending of Equipment

Purpose:

The library lends equipment, for the use of its members, as an extension of its commitment to public access to technology and information in all its forms. This equipment may be of higher value to the library and will require an *Equipment Lending Agreement*. This policy is a subset of *CPL-8.4: Lending of Library Materials*.

Regulation:

Libraries Regulation 7(2)(e)

Procedures:

1. There is a 21-day maximum loan that may be extended only at the discretion of the employee.
2. If the equipment is lost or damaged, the patron will pay for the entire replacement cost. This cost will be clearly outlined on the lending agreement.
3. Materials requiring a lending agreement may only be given to patrons aged 18 years or older. Photo ID can be requested if necessary.
4. Patrons must be in good standing (i.e., no current or outstanding fines on account).
5. Equipment must be returned, together with all accessories, directly to the librarian at the circulation desk of the Carstairs Public Library. These may not be placed in the book drop or left on the circulation desk, nor shall they be returned at another inter-library location.
6. The borrower and staff must check, and sign off, that the equipment is in good working order and includes all accessories, where applicable, before checking out the materials or upon return of the materials.
7. The borrower will not register the equipment to their own computing device, nor will they download or remove any materials from the equipment.
8. The borrower will only use the equipment for its intended purposes, using the instructions provided by the library.



Schedule A - Carstairs Public Library Equipment Lending Form

Date: _____

Equipment Loaned: _____

By reading, initialing, and signing this form, you agree to the following:

_____ I am 18 years of age or older (ID may be requested)

_____ I am in good standing at the library (no current or outstanding fees)

_____ I am responsible for returning the equipment in proper working condition within 21 days

_____ I will use the equipment for its specified purpose, as indicated by the instructions

_____ I will return the equipment directly to the staff of the Carstairs Public Library

_____ I will not register the equipment as my own or modify the equipment in any way

_____ The replacement cost of the equipment is \$_____ I am responsible for this amount, if the equipment is damaged or lost.

Staff and patron have ensured that equipment is in working order and contains all of the parts:

Library Staff Initials: _____

Patron Initials: _____

Membership #: _____

Phone #: _____

Patron Name: _____

Signature: _____

Staff Name: _____

Signature: _____

Date Returned: _____

Staff and patron have ensured that equipment is in working order and contains all the parts:

Library Staff Initials: _____

Patron Initials: _____



SECTION 9 – LIBRARY SERVICES

9.1 Programs

Purpose

Programs are activities that support the strategic priorities of the Carstairs Public Library’s Plan of Service and respond to community needs and interests.

In the provision of its programs, the Carstairs Public Library (CPL) abides by the Canadian Federation of Library Associations’ Statement on Intellectual Freedom and Libraries, specifically:

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

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

CPL programs

- These programs may be presented by CPL staff or by a CPL-approved facilitator or partner
- Program proposals by community members are welcome; however, CPL will not be obligated to offer such programs
- CPL staff are responsible for completing all necessary program planning documentation

Other programs

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

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

9.2 Provision of Service to Those Unable to Use Conventional Print

Definition

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

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

Commitment

The Carstairs Public Library (CPL) Board believes those unable to use conventional print materials should have full access to library services, and will endeavor to incorporate appropriate services and materials for print-disabled users.

- These materials will be provided in a format appropriate to the user, subject to user needs and preferences, availability of materials, and within appropriate financial limits.
- CPL will cooperate with national, provincial and local community agencies in this effort.
- Library materials may be delivered to those print-disabled users who qualify for this service, as per CPL’s policy *9.4 Home Service for Those Physically Unable to Pick Up Library Materials*.



9.3 Public Computers and Wireless Network

Purpose

The Carstairs Public Library (CPL) provides a wireless service and public computers for access to the Internet, office software, and other electronic resources.

In the provision of wireless service and public computers, the Carstairs Public Library (CPL) abides by the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries, specifically: *"that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly."*

Access

CPL does not monitor and has no control over the information accessed through the Internet and is not responsible for its quality or content. Users are responsible for the content they choose to access. Parents and guardians are responsible for supervising their children's access to all library resources including the internet.

CPL provides and maintains the wireless network as a public service. Users are responsible for the setup and configuration of their own equipment.

CPL and its staff, cannot control the availability of access to the Internet or to specific sites which can change rapidly and unpredictably. Staff is available to assist users with using Microsoft Office software or CPL licensed digital content, printing documents, and other basic questions. CPL will also provide in-depth training on the general use of the Internet through library programming.

Use of the public access computers and wireless network is at the sole risk of Library users. CPL will not be responsible for damage to a user's computer, or for any loss of data, damage or liability that may occur from the use of these computers or network, whether from computer virus infection, or otherwise. Because the Library's internet service is not encrypted all users should be aware that any information sent or received could potentially be intercepted by another wireless user and therefore, users should avoid entering sensitive information such as credit card numbers, banking information, passwords, and other personal identifying information on any wireless and/or public network.

Users will be held financially responsible for any harmful software they knowingly or unknowingly install on Library computers. Users will also be solely liable for any illegal activity in which they participate while using Library computers.



Use of personal software programs or computer hardware on public access computers is not permitted except for the use of memory sticks and peripheral equipment.

The use of the public access computers and wireless network at CPL is a privilege. Misuse as defined in *CPL's Rules of Conduct for Library Users* will result in the loss of computer privileges.

9.4 Home Service

Purpose

Through Home Service delivery, the Carstairs Public Library will provide free home delivery of library materials to eligible participants by approved and assigned volunteers.

Eligibility

Home Delivery Service is available to any person within the Town of Carstairs who is confined to home due to illness or disability.

Branch Pick Up Service is available to any member of Carstairs Public Library.

Participants will be required to have an active CPL membership to qualify for this service. Requests for this service will be directed to the Assistant Manager.

Service

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

Types of service available:

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

Delivery

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

Volunteers

Volunteers will be required to provide a vulnerable sector police record check prior to working with this program, and on an annual basis. Any costs associated with such checks will be reimbursed by CPL.

Volunteers are required to carry a cell phone at all times for emergency purposes.

**Staff**

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

Fees

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

9.5 Volunteers

Role

- The work of volunteers shall complement, but not replace, the work of paid Carstairs Public Library (CPL) staff. Volunteers may also be used in areas of need to augment and enhance the range of services offered. At no time will volunteers interfere with the established duties of paid CPL staff.
- Recruitment, orientation, training, supervision and evaluation of volunteers will be the responsibility of the Assistant Manager and Manager.

Expectations

- All volunteers must abide by CPL's mission and policies.
- Volunteers must report any absences to the Assistant Manager. Missed schedules and failure to report may result in the volunteer being dismissed.
- Volunteers must be covered by their own vehicle insurance where their volunteer activity involves the use of a vehicle, and are liable for their own parking tickets or fines related to driving offences.
- Volunteers may be compensated for expenses incurred, at the discretion of the Library Manager.

Recruitment

- Any individual interested in becoming a volunteer must complete a *Volunteer Application Form*.
- at the discretion of the Assistant Manager and Manager volunteers will be required to provide a vulnerable sector police record check prior to working with CPL, and on a three year basis after. Any costs associated with such checks will be reimbursed by CPL.

Recognition

- The Board will recognize CPL volunteers in a special event held annually.

9.6 Information Services

Purpose:

The Town of Carstairs Library Board recognizes the importance of the provision of information to patrons and provides aid to patrons to enable them to access the information they are seeking.

Regulation:

The Libraries Act, Part 1, Section 7: Board Duties

Procedures:

1. The provision of information service is to be given a high priority by all Library staff and volunteers.
2. Library staff and volunteers will be professional in their approach to Library patrons seeking assistance with obtaining information.
3. Library staff will be familiar with the various resources available to assist patrons in their search for information.
4. Information accessed for and provided to patrons will be presented without interpretation or editing by the employee.
5. Library staff may be responsible to maintain a record of information service questions asked during a given period. Statistics will be kept regarding the type and number of questions asked, and numbers answered and not answered within the library or with the aid of external resources.
6. Library staff will hold confidential the specific nature of patron's queries.
7. Patrons requiring or expecting Library staff to undertake an extensive search for information need to be advised that the employee may not be able to devote the necessary time required for the search. Notwithstanding this, staff should endeavour to assist the patron in learning how to conduct their own search by familiarizing the patron with the various resources that are available.
8. Some reference and resource materials are only for use within the library, and patrons are not allowed to remove these resources from the premises. Such materials are clearly marked, and no exceptions will be made.
9. The Library Manager will handle problems such as a patron dissatisfied with the information obtained or made available. If problems persist, the Library Manager shall refer the issue to the Board.
10. The telephone in the library is a business phone, and patrons may only use the phone for an information search with the express permission of a staff member. The photocopier is only to be operated by employees.



SECTION 10 – PERSONNEL

10.1 Employee Code of Ethics

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

Provision of Information

- A CPL employee must provide information impartially and non-judgmentally, regardless of belief or personal philosophy.
- A CPL employee upholds the principles of intellectual freedom and resists efforts to censor library resources.

Acceptance of Gifts / Financial Gain

- A CPL employee shall not accept any gifts or rewards which may appear intended to influence them in the discharge of his/her duties.
- A CPL employee shall not accept anything of material value greater than \$50.00, or materials with a cumulative value greater than \$50.00 over the course of one (1) year, from one (1) source. Employees must report gifts of material value less than \$50.00 to their supervisor. In exceptional circumstances, approval for gifts greater than \$50.00 may be provided by the Library Manager or designate.

Political Office

- A CPL employee may request a leave of absence without pay to run for office
- A CPL employee elected to a public office may continue to be employed, provided there is no conflict of interest between the employee's duties with CPL, duties as a public official, and the *Libraries Act* of Alberta.

Use of Social Media

- When engaging in personal social media, CPL employees are expected to act responsibly and respectfully. In particular, we advise employees to:
 - Make it clear that the views expressed are personal and do not represent CPL. Using a disclaimer such as "opinions are my own" will avoid misunderstandings.
 - Avoid any defamatory, offensive or derogatory content, which may be a violation of CPL's *Violence and Harassment Policy* if directed toward colleagues, customers, partners, or CPL Board members.



Fraud

- CPL requires its employees to act with honesty and integrity and to safeguard the assets of the corporation. This includes neither facilitating nor ignoring current and past employee fraud. Fraud or misuse of CPL's assets will not be tolerated.
- CPL is committed to maintaining an environment where employees can raise concerns without fear of reprisal. CPL will investigate all allegations of fraud or corruption and every reasonable effort will be made to recover any gains obtained by, or receive compensation for any damages to CPL caused by, fraud or misuse.
- Fraud is defined as a dishonest act that results in actual loss or risk of loss, deception, misappropriation of resources, or the manipulation of data to the advantage or disadvantage of a person or entity.

Professionalism

- CPL staff treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our library.
- CPL staff can provide access to legal and medical information but shall not provide advice in these areas
- CPL staff distinguish between our personal convictions and professional duties and shall not let our personal beliefs on controversial issues such as religion or politics interfere with the aim of the library to provide information resources.
- CPL staff strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.
- CPL staff protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

Violation of the Code of Ethics

- A CPL employee violating any provisions of this policy will be subject to disciplinary action and possible dismissal.

10.2 Definition of Employment Status

- A “salaried” employee is a full-time employee who is paid a monthly wage.
- An “hourly” employee is a part-time employee who is paid an hourly wage.
- A permanent employee, either salaried or hourly, is an employee who occupies an established position or positions and who has successfully completed the three-month probationary period.
- A probationary employee is an employee who occupies an established position and who has not completed the three-month probationary period.
- A temporary employee, either salaried or hourly, is an employee who occupies an established position on a temporary basis.
- A casual employee is employed in a position where the hours worked are on an as-required basis.

10.3 Benefits and Pension Plan

Participation in the following programs is mandatory for all permanent, full-time and permanent part-time employees. Exceptions for Health and Dental where there is spousal coverage in place.

Benefits come into effect after ninety (90) days of continuous service. Employees will be notified of policy changes as they occur. Part-time and casual employees shall not be entitled to any fringe benefits.

Benefits plan is provided through the Town of Carstairs.

Programs currently in place are as follows for up to date information and further details refer to the Town of Carstairs Personnel Policy

Benefit	Employer portion	Employee Portion
Health and Dental	80%	20%
Basic Life Insurance	0%	100%
Accidental Death & Dismemberment (AD&D)	0%	100%
Short Term Disability (W)	0%	100%
Long Term Disability (LTD)	0%	100%
Local Authorities Pension Plan (LAPP)	as per LAPP agreement	as per LAPP agreement

***except for LAPP all benefits are provided by Group Source unless otherwise noted**

10.4 Annual Vacation

Carstairs Public Library understands the importance of personal time off for its employees. Employees are encouraged to use their accrued paid vacation time for rest, relaxation, and personal pursuits. CPL recognizes that other paid time off may be required from time to time. As such, the purpose of this policy is to explain the standards, guidelines, and procedures for all employees.

Part-Time and Casual Employment

Part-time and casual employees shall receive vacation pay at the rate of four (4) percent of their earnings for the first four (4) consecutive years of service. After five (5) consecutive years of service employees will receive six (6) percent of their earnings for each reference year.

Permanent Employees

Permanent, full-time employees shall accumulate vacation days in accordance to the chart below. Permanent, part-time employees working less than full-time hours shall receive vacation hours prorated to their full-time equivalents.

Calendar Months	Working Days Earned
Less than 12 months as of December 31	.38 of a day per pay period
Common Anniversary Date to December 31 of the same year	.38 of a day per pay period
1 full year following the Common Anniversary date	.58 of a day per pay period
6 full years following the Common Anniversary date	.77 of a day per pay period
16 full years following the Common Anniversary Date	.98 of a day per pay period

Employees are encouraged to use their allotted vacation time in full every year. The following policy statements are intended to guide paid vacation procedures for employees.

- All vacations must be taken before December 31 of the current calendar year, unless there are extenuating circumstances or prior arrangements made and approved by the Library Manager
- Vacation schedules for all employees are due April 1 yearly for the upcoming vacation year. All vacation days are to be approved by the Library Manager
- During the period of July 1 to August 30, no employee shall be entitled to a vacation of more than two consecutive weeks however, vacation of more than two consecutive weeks may be granted, but only at the discretion of the Library Manager.
- Any conflict in vacation requests between employees will be decided based on employee seniority, company needs, and the good judgment of the Library Manager.
- Employees may not take more vacation days with pay than they are entitled.
- If an employee's services are terminated, compensation will be paid in lieu of vacation pay earned but not taken, in accordance with Alberta's Employment Standards Code.

10.5 Paid Holidays

The Board recognizes twelve paid holidays for all employees during the year as follows:

New Year's Day, Alberta Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Heritage Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day

in addition the following non statutory holidays:

Christmas Eve, New Year's Eve, Saturday following Good Friday

and all other holidays proclaimed by the Town of Carstairs, the Province of Alberta, or the Dominion of Canada.

- Statutory holiday pay for hourly employees will be calculated as 5% of wages earned in the four-week period immediately preceding the holiday, in compliance with provincial *Employment Standards*.

10.6 Leaves of Absence

Paid Leaves

Sick Leave

Purpose:

The Carstairs Public Library provides the following program to assist employees who are absent from the workplace due to illness/injury. Employees have a responsibility to make every effort to ensure that they return to work in a state of health and well-being which will enable them to perform their job to the best of their abilities.

Regulation:

Employment Standards Act, 2000

Entitlement:

- Permanent, full-time Town of Carstairs Library Employees are entitled to twelve (12) sick days per year. Sick days are an additional benefit that the Carstairs Library offers and separate from any legal entitlement to leave under the Employment Standards Act, 2000.
- Permanent, part-time employees working less than full-time hours shall receive sick time prorated to their full-time equivalents; not to exceed the maximum prorated to their full-time equivalents
- Sick days are paid
- Eligibility for and use of sick days shall have no effect on the employee's entitlement to any protected leave under the Employment Standards Act, 2000.
- Unused sick days will not be carried over year to year, balances will reset January 1st each year.
- If an employee's services are terminated, no compensation will be paid for unused sick days.

Eligibility:

A sick day is defined as any unplanned illness (or injury) that prevents a staff member from being at work, including (but not limited to) an unplanned illness related to symptoms below. A staff member should not work if they exhibit any of the following symptoms:

- Fever (above 38.0 degrees Celsius)
- Vomiting or diarrhea that has occurred more than once in the last 24 hours
- A contagious disease such as COVID-19, Chicken Pox, Strep Throat, Hand-Foot-and-Mouth, Pink Eye etc.
- Mental Health such as severe anxiety, depression, etc.
- Have not been on prescription medications for 24 hours or continue to have symptoms of illness
- Constant, thick, and coloured nasal discharge

Sick Days may be used under the following circumstances:



- An employee suffers a personal illness or injury.
- An employee must attend a medical appointment.
- An employee's family member suffers a personal illness or injury, and the employee is providing care for the injured or ill family member.
- An employee's family member must attend a medical appointment and the employee is responsible for ensuring the family member can attend their medical appointment.
- An employee must respond to an emergency or other urgent matter.

Eligibility for sick days will be evaluated on a case-by-case basis and is at the sole discretion of management.

Call-in Procedure:

- Employees are required to notify management of their intention to take a sick day.
- Notification of the intention to take a sick day must be provided as soon as reasonably possible, but not less than 30 minutes before the start of the employee's scheduled shift.
- Management may at its sole discretion approve or deny an employee's request to use a sick day.

**The employee may be asked by Manager for addition information including details of illness if deemed necessary. **

PROTECTED LEAVES

Carstairs Public Library wants to ensure that its employees are provided with authorized time off as per applicable legislation without fear of a negative impact on their employment status or opportunities with the organization. CPL is committed to providing a work-life balance for its employees and understands that situations can and will arise that call for immediate, emergency leave. These leaves are detailed in the Town of Carstairs Personnel Policy and governed by Provincial and Federal legislation.

Protected Leaves include:

- Maternity Leave
- Parental Leave
- Compassionate Care Leave
- Long-term Illness and Injury Leave;
- Personal and Family Responsibility Leave;
- Bereavement Leave;
- Domestic Violence Leave;
- Citizenship Ceremony Leave;
- Critical Illness of a Child Leave; and
- Death or Disappearance of a Child Leave.
- Reservist Leave
- Jury Duty Leave

10.7 Performance Appraisals

A written appraisal of each employee's performance shall be conducted annually. The employee's supervisor is responsible for completing this review, which shall be a consultative process involving employee input.

- Appraisals for all employees will be conducted on the employee's anniversary date. Appraisals for casual employees will be completed at the discretion of the department head.
- An employee's anniversary date will normally be the first day of the month in which the employee begins employment or receives a salary increase. However, the anniversary date will be the first of the following month if the start of employment or salary increase occurs after the 15th of the month.
- Annual performance appraisals shall be retained in an employee's personnel file and a copy provided to the employee.
- The annual performance appraisal form(s) and any related content will be approved by the Library Manager and made available to the Personnel Committee.
- Library Manager's Performance Appraisal
 - The Board Chair and/or Personnel Committee are responsible for evaluating the performance of the Library Manager on their anniversary date using the approved evaluation instrument.
 - The Board Chair will meet with the Library Manager to discuss the performance appraisal.
 - The Board Chair will present a report on the performance appraisal to the Board for approval, including a recommendation concerning an incremental advancement for the coming year.

10.8 Staff Development

The Carstairs Public Library (CPL) is committed to the ongoing development of Library staff and as such, professional development funds, administered by the Library Manager, are made available annually to provide for the training and professional development of Library staff and Board members.

In particular, CPL supports staff development through:

- an annual Staff Development Day which focuses on skill development, teamwork and wellness;
- online and in person training for job specific duties; and,
- attendance at conferences and workshops related to job duties.

An employee wishing to pursue professional development through a conference, workshop etc. will submit a request proposal to the Library Manager

In order to facilitate staff development, the Library will, pending budget availability, reimburse out of pocket expenses, including registration/tuition fees and travel expenses, to its permanent employees for successfully completed courses, seminars, workshops and conferences. These expenses must be approved in advance by the Library Manager and, where applicable, will be in accordance with the Board and Staff Reimbursement Policy.

10.9 Progressive Discipline

Policy Intent

The Board has adopted a policy of Progressive Discipline to ensure that Carstairs Public Library (CPL) employees and volunteers have the opportunity to correct any performance or behavioural problems that may arise. To this end, the Board has established a set of reasonable rules and guidelines for employees to follow.

Progressive Discipline

- In the event that an employee or volunteer violates CPL policy or exhibits problematic behaviour, a system of progressive discipline shall be utilized where possible.
- With each infraction or apparent problem, these steps will be followed as required:

Step 1	Verbal warning
Step 2	Written warning
Step 3	Termination of employment

- In either of the first two steps, the employee or volunteer will be:
 - alerted to the problem
 - provided with a review of the correct CPL policy regarding the violation
 - advised of the consequences associated further infractions
 - provided with a suggestion towards a method of improvement
- If no further infractions of the policy in question occur after the initial verbal or subsequent written warning, no further disciplinary action shall follow.
- Degrees of discipline shall be used in relation to the problem at hand. As the situation dictates, based on the past performances of the employee or volunteer, and the seriousness of the violation, CPL reserves the right to skip the three-step disciplinary process and move straight to termination where necessary.

Investigation and Documentation

- Problematic behavior or violations of CPL policy shall be properly investigated and documented by the Library Manager.
- All measures taken in the progressive disciplinary process shall be documented, including verbal warnings.

10.10 Grievances

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

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

- Talk informally to his/her supervisor to see if the matter can be resolved.
- If still dissatisfied, the employee may submit the grievance in writing to the Library Manager within ten working days following this discussion, or discuss the grievance in person with the Library Manager.
- The Library Manager shall respond in writing to the employee within ten working days.
- If still dissatisfied, the employee may submit a written grievance to the Board through the Board Chair within ten working days of receipt of the Library Manager's response.
- The Board shall make its decision on the matter within 60 days.
- If still dissatisfied, the employee may continue pursuing the issue through Labour Relations.

Volunteers shall proceed with a grievance in the following manner

- Talk informally to his/her supervisor to see if the matter can be resolved.
- If still dissatisfied, the volunteer may submit the grievance in writing to the Library Manager within ten working days following this discussion, or discuss the grievance in person with the Library Manager.
- The Library Manager shall respond in writing to the employee within ten working days.
- If still dissatisfied, the volunteer may submit a written grievance to the Board through the Board Chair within ten working days of receipt of the Library Manager's response.
- The Board shall make its decision on the matter within 60 days.
- If still dissatisfied, the volunteer may continue pursuing the issue through the Town of Carstairs.

10.11 Recruitment and Hiring

Advertising

- Positions may be posted internally or posted internally and externally simultaneously, at the discretion of the Library Manager.
- External position advertisements may be placed on library employment websites, listserves, CPL's website, and other agencies that are deemed appropriate for the position.

Interviewing

- Interviews will be conducted by a minimum of two people including the supervisor.
- Costs of interviewing the shortlisted candidates will be considered, and virtual interviews used on a cost-effective basis.

Employment of Family Members

- CPL may employ members of the same immediate family at the same time, provided one family member is not placed in a supervisory position over the other. An applicant for a Library position must disclose, in writing, if another family member is employed by the Board or CPL.

Offer of employment

- An official offer of employment will be sent to new employees listing the position, remuneration, hours of work, benefits and start date.
- Written acceptance of a position is required.



Criminal Record Check

- The screening process for new employees will include a current (within 6 months) Police Information Check. A Vulnerable Sector Check (included in the Police Information Check) and a Child Intervention Check must be provided for those employees working directly with children. These record checks will be at the expense of the prospective employee with the exception of Pages.
- When an employee is charged with or convicted of an offence under the Criminal Code of Canada, the Controlled Drugs and Substances Act, the Child, Youth and Family Enhancement Act or similar legislation, the employee is required to immediately inform the Library Manager or designate. A written explanation may accompany the notification. Failure to provide such notification may result in disciplinary action.

10.12 Personnel Records

- The Carstairs Public Library maintains two separate types of personnel records. The first is the employee's electronic file which is managed by the Library Manager and is accessible by only the Library Manager. The second is a physical file that is kept by the Library Manager.
- All reasonable steps will be taken to ensure the confidentiality of both electronic and physical personnel records. Only the Library Manager and the concerned employee shall have direct access to the physical personnel records. The Board Chair will have access to both the electronic and physical records of the Library Manager.
- The concerned employee will be informed of documents added to or deleted from his/her physical personnel file.
- The Library Manager or designate must be present when any employee's physical file is accessed.
- An employee may access his/her files (both electronic and physical) with 24 hours notice provided to the Library Manager.



10.13 Conditions of Employment

Procedures:

The Library Manager is responsible for the implementation of policies established by the Board.

Statement of Intent:

- The Carstairs Public Library (CPL) shall be staffed by suitably qualified personnel with the knowledge and ability to help Library users find information and provide service according to their needs and interests, and within the ability of CPL to provide for these needs and services.
- The CPL aims to be a fair and safe workplace.
- CPL provides personnel with opportunities to use their skills to achieve further development.

Employment and Authority:

All paid staff will be considered to be employed by the Town of Carstairs Library Board, which establishes all personnel policies in accordance with the Alberta Employment Standards Code and the Individual Rights Protection Act.

The Alberta Employment Standards Code shall be available on the premises.

Employees are covered under the Workers' Compensation Act, as the Act may apply.

Conditions of Employment

Appointment:

Written notice specifying details of the appointment and terms of employment, a copy of the Personnel Policy, appropriate job description or, where applicable, a copy of a contract shall be given to each employee. Employment is conditional on acceptance of the terms contained.

Orientation:

New employees shall be given orientation and training consisting of an introduction to all staff by their supervisor; an overview of CPL's missions, goals and objectives, services, and organization; and provided with access to the CPL policy manual.

Employee Obligations:

To be familiar with the mission, goals, and objectives of the CPL, and the contents of the CPL Policies and Procedures Manual.

Job Description



A job description must exist for each position and must be in existence prior to any advertisement of a position and available to any candidate applying for a position.

Job descriptions are reviewed as part of the performance appraisal process and are required to be updated annually. It is the responsibility of the Library Manager to maintain an updated job description for each position. (Job descriptions to be attached as *Schedule "B"*, *Schedule "C"*, etc. and forming part of this policy).

If staff time is allocated to more than one program area, the job description should reflect this.

The job description for the Library Manager is revised and ratified as required by the Board. (The job description is attached as *Schedule "A"* and forms part of this policy).

Expectations of Conduct:

Since operations are dependent upon friendly cooperation and understanding between the Board, staff, clients, funding jurisdictions, Parkland Regional Library and many other agencies and organizations, it is imperative that all personnel make every effort to be of service and to foster a continuing climate of mutual respect, understanding, and cooperation.

Staff is expected to maintain an orderly work area and ensure that the business of CPL is carried on in an efficient manner. Similarly, documents that are property of CPL should be appropriately filed and accessible in an efficient manner.

Staff is expected to report for work dressed and groomed in an appropriate way for their work, and appropriate to this place of business. The Library Manager will discuss dress with employees who are inappropriately dressed.

Employees are expected to inform their supervisor of any changes in personal status, which may affect benefits, as well as personal address and phone number.

Lateness and Absenteeism:

Employees are expected to make every effort to be at their workstation at the time agreed upon with their supervisor. If employees are not able to report for work as scheduled, they shall notify the Library Manager or person in charge, as early in the day as possible, and shall make up the time. In the event of consistent lateness or absenteeism, the supervisor is expected to ascertain the reason and take steps to solve the problem. Continued excessive lateness or absenteeism will be recorded in the employee's personnel file and may result in disciplinary action.

The staff member who receives a message regarding an employee's absence is responsible for informing the appropriate supervisor as soon as possible.

If an employee is absent for more than three days, a medical certificate may be required.



Difficulties Inclement Weather or Other Transportation:

Employees are expected to make every possible effort to report to work, even under adverse conditions. If an employee is unable to report to work because of weather, that employee is responsible for informing the Library Manager one-hour before the start of the shift. It is the Library Manager's responsibility to ensure coverage of that shift. The Library Manager is responsible to arrange for employee, Board, and public notification in the event of unforeseen closures.

Hours of Work and Remuneration:

Hours of work for the Library Manager shall be set by the Board according to the service needs as determined by the Board.

Hours of work for all other positions are determined according to need and at the direction of the Library Manager.

Payment of Wages and Salaries:

The Board shall review wages no later than **October 31** of each year for the upcoming year's budget. At the Board's discretion, with consideration for performance appraisals, budgetary limits, and cost of living changes, wages may be adjusted at this or any time.