



Killam and District Municipal Library
WHERE KNOWLEDGE AND WONDER MEET

Killam and District Municipal Library

Policy and Procedure Manual

Reviewed October 15, 2024.

Approved October 15, 2024.

Board Chair Signature:

HC Clark

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1. GENERAL

1.1. Library Mission, Vision, and Values

Mission Statement:

To develop and provide services to inform and engage the community and promote discovery, lifelong learning and leisure pursuits.

Vision Statement:

The library will act as a community gathering place, providing the opportunity for people to:

- **Discover** information and ideas
- **Connect** with their community and the world around them
- **Inspire** the dreams and possibilities of the future

Values:

- **Innovation** – We encourage and support creative approaches and originality in all that we do.
- **Connections**- In supporting and forming relationships with partners, we assist people in our community to access information for health and wellbeing.
- **Information Literacy**- We believe in the importance of an informed and literate community.
- **Intellectual Freedom**- Everyone has the right to access knowledge without fear of censorship or discrimination.
- **Inclusion**- By reflecting the diversity of our community we endeavour to provide a safe space for all.

1.2. Definitions

In the Killam and District Municipal Library Personnel Policies:

- **Library Board** or “Board” means Killam and District Municipal Library
- **Killam and District Municipal Library** is the operating name of Library
- **Casual Employees** are those employed on an irregular basis for temporary replacement of, or supplement to, permanent employees
- **Contract Employees** are those employed under such conditions and for such a period of time as specified in a formal contract signed by both Employer and Employee
- **County** means Flagstaff County
- **Employer** means the Killam and District Municipal Library
- **Employee** means any person employed by the Killam and District Municipal Library
- **Family** *is one, which lives within the same dwelling unit and includes anyone where the adult(s) have guardianship, such as foster children, billeted children (i.e., student exchange), special needs adults, and grandparents. It does not include renters, boarders, or any person 18 years or older who provides compensation for meals and other services*
- **Full-Time Employee** means those employees retained to work at least 35 hours per week
- **Library** means the Killam and District Municipal Library
- **Library Board Chair** serves as leader of the Board, acting voice, voting member, and contact for the Library Board.
- **Library Manager** or “Manager” means the Chief Executive Officer of the Killam and District Municipal Library or designate
- **Permanent Employees** are those given permanent appointment to staff after satisfactory completion of a probationary period
- **City/Town/Village** means the Killam, Alberta
- **Trustee** is a member of the Library Board

2. GOVERNANCE

2.1. Library Board Code of Conduct

DUTY OF CARE: Board Members are to exercise reasonable care when they make a decision as a steward of the organization.

DUTY OF LOYALTY: Board Members can never use information obtained as a member for personal gain, but must act in the best interests of the organization.

DUTY OF OBEDIENCE: The duty of obedience requires Board Members to be faithful to the organization's mission and vision. Members of the Board will manage donated funds to advance the organization's mission. This duty also requires Board Members to obey the law and the organization's internal rules and regulations.

The Killam and District Municipal Library is committed to teamwork and effective decision-making. To this end, Board Members will:

- Endeavour to represent the broader interest of members and/or stakeholders.
- Seek to balance their contribution as both an advisor and learner.
- Be honest with others and true to themselves.
- Refrain from trying to influence other Board Members outside of Board meetings that might have the effect of creating factions and limiting free and open discussion.
- Be willing to be a dissenting voice, endeavor to build on other director's ideas, offer alternative points of view as options to be considered and invite others to do so too.
- On important issues, be balanced in one's effort to understand other Board Members and to make oneself understood.
- Once a Board decision is made, support the decision even if one's own view is a minority one.

- Not disclose or discuss differences of opinion on the Board with those who are not on the Board. **The Board should communicate externally with “one voice”.**
- Respect the confidentiality of information on sensitive issues, especially in personnel matters.
- Be an advocate for the organization and its mission wherever and whenever the opportunity arises in their own personal and professional networks.
- Disclose one’s involvement with other organizations, businesses, or individuals where such a relationship might be viewed as a conflict of interest.
- Refrain from giving direction, as an individual Board Member, to the Library Manager or any member of staff.
- Refrain from investigation or discussion of the Library Board Chair’s performance with staff members or stakeholders without Board authorization.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

2.2. Library Board

POLICY STATUS: Required by Act, Parts 1 and 5, and Reg. Parts 1 and 3

Statement of Intent:

The Killam and District Municipal Library is the corporate body empowered by law to operate the [insert name of Library] in accordance with *The Alberta Libraries Act and Libraries Regulation*. It is an autonomous, decision-making board created under The Town of Killam By-Law No. 442 and has full management and control of the Library. The following policies comply with the *Act* and guide the Board in its operation.

1. The Killam and District Municipal Library hereafter called the Board, will consist of between three and seven voting members appointed by the Town of Killam one of whom shall be a member of the Town of Killam.
2. The Board will strive to maintain representation from the rural community by appointing at least one member residing within the County.
3. All appointed Board members will complete a police information check in accordance with policy number PER – 3.
4. A term of office for a Board member, other than the annually appointed Town Council representatives, is three years. Ideally, the terms will be staggered so that one or two terms expire each year. No member of the Board may serve more than three consecutive terms unless Town Council passes a resolution stating that the member may be reappointed as a member for more than three consecutive terms subject to the *Act*.
5. A Trustee who is absent without notification from two consecutive regular meetings will be contacted by the Board Chairperson. A Trustee who is absent without notification from three consecutive meetings may be deemed to have resigned, as per *The Libraries Act*.
6. Within five working days of a member resigning or being deemed to have resigned, the Chairperson will report it to Town Council. The Board will then assume responsibility for filling the vacancy and will present Town Council with a recommended replacement for approval.
7. An annual organizational meeting will be held, and at that time, the Board will elect a Chairperson, Vice-Chairperson, Secretary, and Treasurer and will appoint committee members as required. The terms of office for Board executive and committee positions is one year. For these job descriptions, see **Schedules A and B**.

8. The Annual General Meeting of the Board will take place, and will serve to present annual reports and recognize volunteers. Town Council and the general public will be invited to attend this meeting.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

Schedule A - Board Executive Officers

As directed by governance policy, the term of office for these positions is one year. A Trustee may not hold more than one office at a time.

Chairperson:

The Chairperson will supervise the affairs of the Board. This person will preside at all meetings of the Board and will appoint such committees and subcommittees as may be necessary to carry out the purposes of the Board. The Chairperson shall be an *ex officio* member of all committees.

The Chairperson:

- provides leadership to the Board
- develops the agenda for Board meetings
- ensures that Board plans, policy, and bylaws are followed
- authorizes calls for special meetings
- executes all documents authorized by the Board
- has cheque-signing authority
- with the Treasurer, presents the budget to Town Council and other funders as required

Vice-Chairperson:

The Vice-Chairperson or Secretary will preside at meetings of the Board or otherwise act in the stead of the Chairperson, in the absence of the Chairperson.

Treasurer:

The Treasurer reviews all payments for expenses incurred by the Library. The Treasurer, along with the Chairperson or Library Manager, will be authorized to co-sign cheques. In the absence of the Treasurer, or his/her inability to serve, the Chairperson, Vice-Chairperson, or Secretary may perform the duties of the Treasurer.

The Treasurer:

- chairs the Finance Committee
- monitors bookkeeping
- is familiar with applicable legislation
- ensures a financial status report is submitted to regular Board meetings

- assists the Library Manager in the preparation of the annual financial report and ensures that it is properly audited, and submitted as required
- with the Board Chairperson, presents the budget to the Town and other funders as required

Secretary:

The Secretary ensures there are written records and permanent minutes of all Board proceedings, and files these documents.

The Secretary ensures:

- notification to Trustees of meetings
- that Trustees receive agendas, minutes, reports, etc. at least four business days in advance of meetings
- acts as Chairperson if both Chairperson and Vice-Chairperson are absent
- required materials (manual, minutes, reports) are present at meetings

Schedule B - Committee Structure and Duties

At the annual organizational meeting, the Board appoints at least two members to each committee. The Board Chairperson is an ex officio member of each committee and additional committee members may be drawn from the community. Committee meetings may be held in person or via teleconference, e-mail, or telephone.

Finance Committee:

1. Monitors, and recommends changes to policies that pertain to Library spending, investing, and budgeting.
2. Plans the annual budget with the Library Manager and submits it to the Board in November.
3. Assists in the preparation and overseeing of the budget for large-scale projects, such as Library construction/renovation.
4. Oversees and advises the Board in the use and investment of reserve funds.
5. Recommends an auditor for annual audit of the Library's financial records.
6. Serves as part of the grievance process.
7. With input from Board members, committees, and/or the Library Manager, reviews existing bylaws and formulates new bylaws and policies related to the financial affairs of the Library. Such policies shall be referred to the Governance Committee prior to presentation to the Board for approval.

Governance Committee:

1. Reviews personnel policies annually and recommends changes.
2. Writes the Library Manager job description; recruits, interviews and recommends to the Board applicants for the position of Manager; and performs annual performance appraisal.
3. When requested by the Library Manager, acts as a resource in dealing with personnel issues.
4. Serves as part of the grievance process.
5. Makes recommendations regarding continuing education, courses, and conferences for Trustees and the Library Manager.
6. Formulates new governance bylaws and policies and brings them to the Board for approval.

7 Ensures that existing bylaws and policies are kept up to date by reviewing each of them at least every three years.

Grievance Committee:

1. Is chaired by the Board Chairperson.
2. Includes the Governance Committee Chairperson and the Finance Committee Chairperson.
4. Hears, evaluates, and makes a decision on all grievances presented to the Committee.
5. The Committee shall report all grievances and respective decisions to the Board.

2.3.Trustee Roles

POLICY STATUS: required by Libraries Act, Part 1 and Regulations Parts 1 and 3

Statement of Intent:

The role of the Trustee is to protect and advance the interests of the broader community by effectively governing the operations and promoting the development of the Killam and District Municipal Library.

Qualifications:

- a satisfactory police information check
- a serious commitment to the provision of library services within our community
- the ability to attend Board meetings and be an active member of the Board
- a willingness to become familiar with library law, standards, principles, and practices
- the desire to ensure that the Library provides broad and equitable access to the knowledge, information, and diversity of ideas needed by community residents
- a commitment to freedom of expression and inquiry for all people
- preferably reside within the Town or County boundaries

Principal Activities:

1. Prepare for and attend regular Board meetings.
2. Know and apply the law pertaining to the operation of a library.
3. Be familiar with principles and issues relating to intellectual freedom and equitable provision of public library services.
4. Study the needs and interests of the community and see that they are addressed by the library.
5. Raise awareness of the library and promote its services.
6. Participate in the development, approval, and annual review of library policies.
7. Formulate, adopt, and regularly update a long-range plan for the library by setting service goals, objectives, and timelines.
8. Work with governing bodies to obtain adequate library funding.
9. Approve and monitor the annual budget and monthly expenditures as presented by the Treasurer.
10. Hire, supervise, and annually evaluate the Library Manager.
11. Advocate for reasonable staff salaries and benefits.

12. Maintain your effectiveness as a Trustee through participation in the many training opportunities available to Board members.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

2.4.Trustee Orientation & Continuing Education

POLICY STATUS: required by the Libraries Act and Regulations Parts 1 and 7(1) b

Statement of Intent:

The Library Trustee's job is complex and demanding. The Board recognizes the importance of assisting Trustees to understand and fulfill their role to the best of their ability.

1. The Library Manager will provide each new Trustee with access to the following:
 - The Libraries Act and Regulations
 - The Library's policy manual
 - The Library's Plan of Service (Strategic Plan)
 - Annual report for the previous year
 - Staff names and positions
 - Contact information for the Library Manager
 - List of Trustee names and contact information
 - Minutes of the past three Board meetings
 - Budget for the current year
 - Library Trustees associations reference material
 - List of web links and acronyms
 - List of upcoming Library Board Basics workshops
2. The Board Chairperson and Library Manager will meet with a new Trustee before the first Board meeting after the appointment takes effect. This meeting will include a tour of the Library and will serve as an opportunity for the new Trustee to meet Library staff and to become familiar with the philosophy and operating procedures of the Library.
3. Trustees are encouraged to participate in workshops, seminars, and conferences related to library issues. A Trustee will be given opportunity to attend a Library Board Basics workshop. The Board will reimburse Trustees for approved expenses incurred in attending conferences, workshops, and meetings when the Board has authorized their attendance.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

2.5. Board Meetings

POLICY STATUS: required by the Libraries Act, Part 5 (36, 38) and Regulations Parts I and 5(1)

Statement of Intent:

This policy is intended to ensure that meetings of the Library Board run efficiently, effectively, and in accordance with accepted business practices.

1. Regular meetings of the Board will be held each month except July and August.
2. The date, time, and place of meetings are to be determined by Board majority vote.
3. A special meeting of the Board may be held at any time at the call of two members. Verbal or written notice of such meetings must be given to all Board members at least 24 hours in advance.
4. Except in extenuating circumstances, such as matters related to health and safety, all meetings of the Board are open to the public. In order for the public to participate in discussion of an agenda item they must be recognized at the discretion of the chair to speak.
5. Only legally appointed Library Board Trustees may vote on Board matters.
6. A quorum of the Board will consist of 50% of the members, plus one.
7. Robert's Rules of Order will govern Board meetings with the exception that no Secunder is required for motions to proceed to the vote.
8. The Chair votes only in the event of a tie.
9. Trustees wishing to have items included on the agenda should submit such items to the Chairperson or the Library Manager. The agenda, minutes of the previous meeting, reports, and any other relevant material will be e-mailed, or otherwise made available to Trustees at least four working days prior to the meeting.
10. No vote or action by the Board will be rescinded at any special Board meeting unless there are as many Board members present as were present when the vote or action was taken.
11. Any member who has a personal interest in any matter before the Board may not vote on that matter and will remove themselves from any discussion of the matter.
12. An agenda for each regular Board meeting will be prepared by the Chairperson and the Library Manager.

The agenda and minutes of all meetings shall include:

- Call to Order
 - Library Manager's Report
 - Opportunity to make changes to and approval of the agenda
 - Approval of the Minutes of the previous meeting
 - Correspondence
 - Committee Reports
 - Financial Reports
 - Old and New Business
12. All approved minutes, resolutions, and bylaws of a Board shall be signed by the Chair or Acting Chair.
 13. All minutes and agendas shall note the name of the person(s) who prepared them.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

2.6. Committees

Statement of Intent:

In order to carry out their work efficiently, the Board forms advisory committees to deal with executive functions, research issues, and make recommendations to the full Board. The Board may include community members when appropriate.

Standing Committees

- members volunteer for committees or are appointed by the Board.
- the Chair of the Board is automatically an ex officio member of every standing committee.

Ad-hoc Committees

- are authorized by and accountable to the Board.
- mandate and terms of reference for each ad-hoc committee created by the Board when the committee is formed.

For the mandate and terms of reference for current standing committees, see **Schedule B**.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

2.7. Policy Development and Maintenance

POLICY STATUS: Required by the Libraries Act and Regulations 1 and 4(2) b

Statement of Intent:

The *Alberta Libraries Act* gives the Board authority for the management of the Killam and District Municipal Library and, with that authority, the Board develops policies related to the governance and operation of the Library. These policies are developed to:

- ensure that all workers have the information they need to do their jobs effectively
- ensure the provision of equitable public service
- ensure consensus within the Library

Process for Policy Making:

1. Initial suggestions for policy development may come from staff, Trustees, Town Council, volunteers, other Board standing committees, and members of the community.
2. All policies and policy amendments will be approved by means of a motion at a duly convened Board meeting and will be recorded in the minutes of that meeting.
3. All approved policies will be given a number and title and will be signed by the Board Chairperson, indicating the date of approval.
4. The Manager is responsible for the implementation of and adherence to policy in the day-to-day operation of the Library.

Process for Policy Maintenance and Distribution:

Copies of the approved policy will be made publicly available.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

2.8. Bylaw Development and Maintenance

POLICY STATUS: Required by Libraries Act. Sec. 36, 37, 38 and Regulations 1(3), 1(6), 4(3)

Statement of Intent:

In order to foster equitable library service across the Province, the *Libraries Act* and *Libraries Regulation* require that all Alberta libraries have policies in regard to the use of the facility, borrowing privileges, loan periods, and penalties. Policies in these areas are required to take the form of legally enforceable bylaws.

1. The Library Board is responsible to develop and annually review the policies and Safety & Use Bylaws.
2. Bylaw revisions accepted by the Board are dated, signed by the Chairperson and another officer of the Board and are then submitted to Council and Alberta Public Libraries Services Branch.
3. Once a new or revised bylaw has been accepted by Council and Alberta Public Library Services Branch, it is the responsibility of the Policy Committee to identify any bylaw or policy in conflict with the new bylaw and to bring it to the attention of the Board to be rescinded.
4. Current bylaws are published online.
5. The Library Manager is responsible for the implementation of and adherence to bylaws in the day-to-day operation of the Library.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

2.9. Protection of Privacy

Statement of Intent:

The Library must file and retain certain information in order to conduct business and to manage the circulation of materials. In so doing, the Board supports the individual's right to privacy, recognizes the confidential nature of the personal information gathered by the Library and ensures that Patron Information Banks and circulation records are confidential.

1. Borrower Records

- 1.1. Personal Information Banks will require only sufficient information to be able to identify and communicate with the borrower: name, mailing address, street address, email address (if applicable), phone number, borrower type, and status (expiry date, suspension, etc.).
- 1.2. No records are kept of a cardholder's item checkout history, unless the cardholder has given permission for records to be maintained. Holds will be identified with limited borrower information so as to maintain patron confidentiality.

2. Internet Use Records

- 2.1. Public sessions on the Internet are confidential.
- 2.2. Sign-in sheets are used simply to tally the number of public computer sessions.
- 2.3. When borrowing in-house laptops, checkout sheets will require the patron's name, library card number, checkout date, and time in/out. Sign-out sheets will be shredded after one month.

3. Personal Information of Staff and Trustees

- 3.1. Contact information for staff and Trustees can be posted in the office. This information shall only be distributed to staff and Trustees.
- 3.2. Personal information shall not be posted in the public area of the library.
- 3.3. Schedules for staff, volunteers, and meeting room use shall not be posted in the public part of the library.
- 3.4. Evaluations, employment records, and payroll records shall be kept in a secure environment. These shall only be accessed by the Manager, the Board Chair, or their designate.

4. Access to Records

- 4.1. Only statistical data shall be retained and published in library documents.
- 4.2. Personal Information Banks or circulation data shall be made available to others only through due legal process: court order, subpoena, or warrant.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

2.10. Personal Information Banks (PIB)

POLICY STATUS: Required under AB Protection of Privacy Act (POPA).

Patron Records

- The membership database may contain the following information: patron name, library code, address, phone number(s), and email address.
- Records of items borrowed are deleted upon check-in.
- The member database is a shared database and is accessible by library staff within the Parkland Regional Library System.
- Programs/Participant Lists may be collected and may contain patron name, phone number(s), and email address, and will be destroyed immediately following event.
- Interlibrary Loan Forms may contain patron name, library barcode, phone number(s), and email address. These will be disposed of upon completion of the transaction.

Volunteer Records

Volunteer Schedules contain the names and phone numbers of the volunteers.

Human Resource Records

- Personnel Files may contain the following information: employee name, address, phone number(s), 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.

Board Trustee Records

- Trustee records may contain the following information: name, address, phone number(s), years of service, and positions held.

Trustee/Staff Directories

- Trustee/Staff Directories contain the following information: name, address, phone number(s), and email address.

Confidentiality

As PIBs contain personal information, Killam and District Municipal Library's Confidentiality of User Records Management Policy must be abided by with respect to PIBs.

Confidentiality of Patron Information

The Killam and District Municipal Library Board supports its patrons' rights to privacy and protects the confidentiality of patron information in accordance with the Protection of Privacy Act (POPA).

Sharing Personal Information with Third Parties

All library staff, volunteers, and members of the Killam and District Municipal Library Board shall hold in strict confidence any information relating to the patrons' use of the library, its services and resources, borrowing, complaints, delinquent accounts, reading habits, etc.

Exceptions

Patron information will be only be shared:

- When required by a court order
- For library administration purposes, including shared between libraries to facilitate interlibrary loans, collect fines, retrieve overdue materials, and other related business.

At the written request or with the written consent of the individual who is the subject of the record or information.

Patron Access to Personal Information

Upon request, a library user will be given access to all information concerning their records that the library has on file.

Parental Access to Minor Child's Information

When a parent or guardian requests access to the personal information of their minor children, the library will need to consider whether the parent or guardian is acting in place of their minor children, with the age of the child being one consideration.

If that is not the case, consider whether it would be an unreasonable invasion of the child's privacy under POPA to disclose the information. Should a situation arise where a parent asks to access a mature child's library records, contact the Director of Parkland Regional Library System (or their designate).

Revision History	Date Adopted	June 17, 2026.
	Date Revised	

Privacy Management Program (PMP)

Statement of Intent: Killam and District Municipal Library will only collect personal information if the information is necessary for an operating program or activity of the library. Library employees and volunteers will not inappropriately disclose any private information gathered in the due course of their employment. Killam and District Municipal will make their Privacy Management Program available upon request.

Designation of a privacy officer Section 6(1)a (MIN)

The library manager will act as privacy officer who is responsible for compliance with the *Protection of Privacy Act (POPA)*

Correction of Personal Information Section 7

An individual who believes there is an error or omission in their personal information held by a library may request that their information be corrected, in accordance with guidelines outlined in Section 7 of the *POPA*.

Notification of Incident or Loss of Personal Information Section 10(2)

If an incident occurs involving the loss of, unauthorized access to, or unauthorized disclosure of personal information in the library's custody where there is real risk of significant harm to an individual as a result of that loss, the Killam and District Municipal Library will give notice to

- a) the individual
- b) Parkland's Privacy Officer
- c) the Commissioner
- d) the Minister

Request for Review Section 38(2)

If a complaint regarding personal information about an individual has been received by the Killam and District Municipal Library, a request for review cannot be delivered to the Commissioner unless the Killam and District Municipal Library does not respond to the complaint within 30 business days of receiving the complaint.

Creation, Use, and Disclosure of Personal information Section 6(1) ii (MIN) The Killam and District Municipal Library may create and use non-personal data for statistics to assist in decisions about library services. The Killam and District Municipal Library will ensure that individuals cannot be re-identified.

Personal Information in Automated Systems Section 6(1) iii (MIN) The Killam and District Municipal Library does not use automated systems to generate content or make decisions, recommendations, or predictions.

Security Classification System Section 6(1) c (MIN)

High-sensitivity information is defined in the (Ministerial) Regulations to include personal information related to biometric, financial, or personal information regarding a minor, senior, or vulnerable individual. Any high-sensitivity information will be protected with additional safeguards.

Mandatory Training Section 6(1) d (MIN)

Library staff will be trained regarding their responsibilities under *POPA*.

Review of Privacy Management Program Section 6(1) e (MIN)

The Killam and District Municipal Library's Privacy Management Program will be reviewed and updated, if needed, every three years.

Privacy Impact Assessments Section 7(1) (MIN)

The Killam and District Municipal Library will conduct a Privacy Impact Assessment (PIA) whenever there is new or changes to any administrative practice, program, project, or service that will involve the collection, use, or disclosure of personal information if one or more of the following apply:

- e) the loss of personal information could result in significant harm
- f) one or more of the factors requiring the submission of a PIA to the Commissioner apply. See Section 7(5) (MIN)

The Killam and District Municipal Library will submit a copy of any PIA to the Commissioner, if required by guidelines outlined in the (Ministerial) Regulation or by specific request of the Commissioner.

A Privacy Impact Assessment must:

- include a summary of the purpose of the collection, use, or disclosure of personal information for the new, or substantial change to an existing, administrative practice, program, project or service
- identify the types of personal information that will be collected, used or disclosed and reasonable security arrangements in place to protect that personal information.
- identify the legal authorities for the collection, use, or disclosure of the personal information
- identify of any privacy risks and mitigation strategies respecting the personal Information
- identify the administrative, physical, and technical safeguards in place to protect the personal information
- describe accuracy, correction, and retention procedures that will be implemented to ensure the personal information is accurate and complete

In the case of a substantial change to an existing administrative practice, program, project,

or service, if the library has previously completed a PIA relating to the practice, program, project, or service, the existing PIA may be amended to account for the change to the practice, program, project, or service provided that the amended PIA complies with the Act and Regulation.

If the library is required to submit a PIA under subsection (5) and the Act or Regulation required the library to enter into an agreement relating to the practice, program, project, or service the PIA relates to, the portions of the

agreement relating to the protection of privacy must be submitted to the Commissioner together with the PIA.

Completed PIAs will be retained for six years. See Records Retention Schedule.

Consent to Gather Personal Information Section 6(2) iv (MIN)

The Killam and District Municipal Library will require written or electronic consent for the gathering of personal information. If the information is to be used to make a decision that directly affects the individual, the library will retain the records for one year, or the amount of time agreed to in writing by

- g) The individual
- h) The Library Manager, or the "Head"
- i) The Library Records Retention Schedule

Manner of Collection Section 5(2)

The Killam and District Municipal Library will collect personal information directly from the individual the information is about. A collection notice will be provided at the time of collection and can be provided either electronically, in writing, or verbally during an in-person conversation. The collection notice must include:

- j) The purpose for which the information is collected
- k) The specific legal authority for the collection
- l) The contact information to which the individual may direct the individual's questions about the collection

Administrative, Technical, and Physical Safeguards Section 6(2) b (MIN)

1. *Administrative Safeguards:* The Killam and District Municipal Library will restrict access to personal information to those who need it for the regular duties of their employment.
2. *Physical Safeguards:* Personal information will be locked in regular or fire-proof filing cabinets depending on the Security Classification of the information.
3. *Technical Safeguards:* Parkland will employ firewalls and restriction

to electronic access to personal information within the SuperNet.

Delegation by Head of Public Body Section 55

See APPENDIX – Protection of Privacy Act Delegation Tables

Revision History	Date Adopted	June 17, 2026.
	Date Revised	

Schedule C - Protection of Privacy Act – Delegation Tables

Duty, power or function of Head	Section reference	Retained by Head	Delegated to Privacy Officer
Collection, Correction, Protection of Personal Information			
Authority to set aside collection requirements	5(3), (4)	X	
Authority to decide on requests for correction of personal information	7(1)	X	
Duty to correct, annotate or link personal information, duty to notify previous recipients	7(3), (4)	X	
Duty to give notice to individual requesting correction	7(7)	X	
Authority to transfer a request for correction	8	X	
Duty to ensure protection of personal information by making reasonable security arrangements	10(1) Regulation (MIN) 2,3	X	
Duty to notify the affected individual when there exists a significant risk of harm	10(2) Regulation (MIN) 4	X	
Duty to ensure protection of data derived from personal information	20	X	
Duty to ensure protection of data derived from non-personal data	24	X	
Use and Disclosure of Personal Information			
Establishing rules for electronic consent	Regulation 2(4)(a)	X	
Establishing rules for oral consent	Regulation 2(5)(a)	X	
Authority to disclose to guardian of a minor	54(1)(e)	X	

Authority to disclose to relative or adult interdependent partner of deceased individual	13(1)(s)	X	
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Schedule D – Authorization of Representative (POPA)

I, _____,
living at _____, in the province of _____,
authorize _____
living at _____, in the province of _____,
as my personal representative to act on my behalf, and to exercise:
(select one)

☐ all my rights under the *Protection of Privacy Act*

☐ my right to access all my records containing personal information in all categories of personal information

☐ my right to access all of the following records containing personal information or all of the following categories of personal information (*number and titles of records or categories*):

☐ the rights that I have under the *Protection of Privacy Act* regarding the following other matters (*e.g., consent to disclose personal information*):

I confirm that my representative has the authority to exercise the above right(s) under the Act for me.

This authorization will be in effect until _____

Signed By _____ in the presence of _____

Signature of Authorizing Person

Signature of Witness

(See Affidavit of Witness form to complete)

Schedule E – Request for Access to Information Form

Personal information on this form is collected under Alberta's *Protection of Privacy Act* and will be used to respond to your request. See instructions for completing this form.

About you	Title (optional)		Last Name		First Name	
	Name of Company or Organization (if applicable)					
	Mailing Address		Street		City/Town/Village	Province Postal Code
	Telephone Number (daytime)		Telephone Number (evening)			
	()		()			
E-mail Address						

About your request	1. What kind of information do you want to access?
	☐ General information (An initial fee of \$25 is required – see instructions for explanation of fees.) ☐ Your own personal information (No initial fee is required for personal information.)
	2. Do you want to: ☐ receive a copy of the record? OR ☐ examine the record?

About the information you want to access	1. What records do you want to access? Please give as much detail as possible. (If you want access to your own personal information, be sure to give all your previous names. For another person's information, you must attach proof that you can legally act for that person.)
	2. What is the time period of the records? Please give specific dates. (See instructions for details.)

Your signature	Signature	Date

Where to send your request	Send your completed request form and initial fee, if applicable, to the Privacy Officer, Box 329 Killam, AB. T0B 2L0.						
	<table border="1"><thead><tr><th colspan="2">FOR OFFICE USE ONLY</th></tr></thead><tbody><tr><td>Date Received</td><td>Request Number</td></tr><tr><td></td><td>Comments</td></tr></tbody></table>		FOR OFFICE USE ONLY		Date Received	Request Number	
FOR OFFICE USE ONLY							
Date Received	Request Number						
	Comments						

Request to Access Information

Instructions

You can access many public body records without making a request under the *Protection of Privacy Act (POPA)*. To determine whether you need to make a request under the Act or if you need help completing the form, contact the Privacy Officer of Killam and District Municipal Library @ 780-385-3032

About you

In this part of the form enter:

- your last name, first name and preferred title, if any;
- the name of the company or organization you are representing, if applicable;
- your complete mailing address and daytime and evening telephone numbers so that the public body can contact you about the request;
- an e-mail address, if any, where correspondence may be sent.

About your request

If you need help to find out what records Parkland Regional Library has, please contact the Privacy Officer.

1. **What kind of information do you want to access?**
Check **general** or **personal** information.

General information is information other than personal information (see below). For example, it would include information about a third party.

Do not include your credit card information in the mail.

- There is an initial fee of \$25.00.
 - Please make the cheque payable to Killam and District Municipal Library
- Killam Regional Library System provides you with an estimated cost before processing begins
- If the total cost of processing your request is more than \$150, you are asked to pay a 50% deposit.
- The records are provided when the fee is paid in full.

Personal information is your own personal information or the personal information of an individual you are entitled to represent.

- You must provide proof of your identity before records containing your personal information are released to you.
- If you are requesting records for another person, you must provide proof that you have authority to act for that person (e.g. guardianship or trusteeship order, power of attorney).
If the cost of photocopying is more than \$10, you will be notified of the fee.

Continuing request: This is a single request that is processed more than once at predetermined time intervals over a period of up to 2 years.

- Contact the Privacy Officer if you are making a continuing request.
 - The initial fee is \$50.00.
 - You must pay any additional costs as the information becomes available.
2. **Do you want to receive a copy of the record OR examine the record?** Check the appropriate box indicating whether you want to receive a copy of the record *or* examine the record.

About the information you want to access

1. **What records do you want to access?**
 - Be as specific as possible in describing the records.
 - If you need more space, continue your description on a separate sheet of paper and attach it to this request form.

If requesting your own personal information, give:

- your full name;
- any other names that you have previously used; and
- any identifying number that relates to the records, such as your employee number, case number or other identification number.

If requesting another person's information, give:

- the person's full name;
- any other name that person may have used on the records; and
- any identifying numbers for the person, if you know them.

If you are requesting records for another person, you will have to provide proof that you have authority to act for that person.

2. **What is the time period of the records?** Enter the specific dates or date ranges of the records you want to access. (e.g. if you want records for the period January 1, 2005 to August 31, 2007, enter those dates.

Your signature

Sign and date the form.

Where to send your request

Send your completed form, and initial fee if applicable, to:
Privacy Officer, Killam and District Municipal Library, 5017-49 Ave. P.O. Box 329 Killam, AB. T0B 2L0

2.11. Financial Management

Statement of Intent: Appropriate methods and procedures are followed by the Library Manager and staff to ensure that accurate and accountable financial records are kept.

1. The Fiscal Year is January 1 to December 31.
2. Fixed assets include books and magazines, shelving, furniture, computers, and other electronic equipment.
3. Investing:
 - 3.1. When funds exceed immediate need, they will be invested in a flexible savings plan, until needed for budgeted expenses.
 - 3.2. Interest on savings account(s) shall be included in general revenue.
4. Petty Cash: A float to a maximum of \$100.00 shall be available for petty cash. This will be used for library incidentals. The Library Manager will reimburse the petty cash as needed.
5. Security of Financial Records: Hard copy of records shall be kept, filed by year, for 7 years. Financial Statements by an accounting firm are to be kept permanently. Accounting data will be backed up at least weekly and the most recent backup will be stored offsite on Parkland Regional Library server.
6. Signing Officers: The Board will have three people as signing authority for the Board: Chairperson, Treasurer, and Library Manager.
 - 6.1. Those with signing authority must be appointed by a motion of the Board
 - 6.2. Any two of the three will need to sign cheques
 - 6.3. Signing authority changes at the bank will be made as soon as possible, following any changes to the Board that affect the signing authority.
 - 6.4. Signing authorities will not sign a blank cheque. Cheques will be filled out with attached receipts prior to signing authorization.
 - 6.5. Contracts: The Board may engage in contracts for services. Contractors will be insured, or be included in the Library's Workers Compensation insurable hours calculation.

Revision History	Date Adopted	Oct. 15, 2024
	Date Revised	

2.12. Financial Accountability

1. Financial Reports and Statements:
 - 1.1. Financial reports effective the last day of each month shall be prepared by the Library Manager in time for presentation to the next regularly scheduled board meeting. These reports shall include a Balance Sheet, Bank Reconciliation(s), Cheque Register, and Budget vs Actual. The Treasurer, representing the Board, is responsible for working with the Manager in the monitoring of receipts and disbursements in accordance with the budget.
 - 1.2. The current financial reports shall be distributed prior to each Board meeting.
2. A financial review will be conducted annually by a person who is not a member of the Library Board and whose qualifications are approved in accordance with the Town of Killam, as per the Libraries Act.
3. Filing of GST Rebate and Charity Status to be done annually. A copy of the Financial Review will be filed with the Town of Killam, Parkland Regional Library, and the Public Library Services Branch of the Alberta Government.
4. The municipality, provincial government, or Library Board may also conduct an internal audit at any time to ensure that public funds have been handled responsibly and legally.
5. From time to time the Finance Committee and/or Library Manager may review the banking services and make recommendations for change to the Board. All changes must be approved by motion of the Board.

Revision History	Date Adopted	Oct. 15, 2024
	Date Revised	

2.13. Budget

1. Budget:

- 1.1. The Library Manager and Board shall develop a long-term financial strategy that includes planning for building maintenance and replacement, adequate insurance, capital equipment replacement, financial emergencies, technological sustainability, and for the long-term stability of Library services. The budget must follow the Plan of Service and Goals and Objectives set by the Library Board.
- 1.2. The annual budget is prepared by the Finance Committee and Library Manager and is brought before the Board for discussion and approval. The approved Library Budget will be submitted to the Town of Killam, by November 1 of every year, for approval on the amount requested for Operational Funds. Budgets are also to be submitted to the Parkland Regional Library System and the Public Library Services Branch of the Alberta Government.
- 1.3. The budget will balance the expenditures made, with the revenues available for the budget period, and will not assume a deficit that would mean drawing from the library reserve account. Primary sources of revenue will be provincial funding, municipal funding, related fees, donations, and fundraising.
- 1.4. If the year-to-date identifies any issues or problems with either expenditures or revenues, as were anticipated in the budget, then the Board will make decisions as to the necessary adjustments so that the budget will be balanced at year-end.

2. Capital Equipment Purchases:

- 2.1. The Library Manager has the authority to purchase capital equipment which have been included in the operating budget.
- 2.2. A proposed purchase of capital equipment which will exceed the budget allocation must first be reviewed and approved by the Board. Purchases may be made by the Library Manager on the basis of catalogue selection or best buy. When a higher priced item is selected, a written explanation shall be left on the filed quote explaining the reason for the purchase.
- 2.3. The Library Manager has the authority to decide on sourcing of library materials and to negotiate terms with vendors. Expenditures over \$300 not outlined in the budget must be approved by the Board.
- 2.4. For purchases expected to cost more than \$5,000.00, three quotes will be obtained when possible. For purchases over \$10,000.00, a tender shall be let. All

aspects of a quote or tender are to be considered and presented to the Board for approval.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

3. FACILITY

3.1. Code of Conduct

Killam and District Municipal Library is committed to providing everyone with fair and equitable access to a wide range of library services in a welcoming environment. This code of conduct has been established to ensure that your visit to the Library is a positive experience for everyone.

Please:

1. Use behavior and language that is respectful, responsible, and considerate of others.
2. Be careful with library equipment, furniture, and property.
3. Ensure that children under the age of 7 are accompanied by a responsible chaperone
4. Ask for approval from staff before taking photographs or videos.
5. Bring only certified assistance animals inside the Library.
6. Understand that the Library is not responsible for personal belongings that are unattended. You may be required to make available for inspection all bags and carrying cases when leaving the Library.

Behavior that is not acceptable within the library includes, but is not limited to:

7. Soliciting, panhandling, canvassing, selling or distributing unsolicited materials.
8. Vandalism or graffiti, damage to or theft of library materials.
9. Inebriation or disorderly behavior.
10. Excessive noise.
11. Verbal or physical abuse, threats, insults, or harassment.
12. Unlawful activities.
13. Smoking in the library.
14. Failure to adhere to the Library's Computer and Internet Use Agreement.

Violation of this Code of Conduct may, at staff discretion, result in the individual(s) involved being asked to leave the library, or, in more serious cases, being banned from use of the Library facility.

Thank you for adhering to the Code of Conduct and helping to do your part to make the Library a safe and comfortable place for all.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

3.2. Facility Use by Public

Statement of Intent:

The Library is a publicly funded facility and its purpose is to be a community hub. As such, there are areas of the facility that the community can request to use for business that are not normally used for Library purposes.

1. Local non-profit organizations may use collaborative spaces for meetings, either public or private, during Library hours of service, at no charge.
2. Individuals may use collaborative spaces for such purposes as, but not limited to: tutoring, mentoring, interviewing, during Library hours of service at no charge.
3. Businesses may use collaborative spaces for meetings or training sessions during Library hours of service.
4. Students may have their exams (either written or online) proctored in the Library, by Library staff.
 - 4.1 There will not be an exam fee for exams invigilated at Killam and District Municipal Library.
 - 4.2 Printing costs and postage of exams are the responsibility of the person being invigilated.
5. Anyone wishing to book spaces in the Library must book such space in advance.
6. All bookings are subject to Library approval.
7. Staff are to enter such booking information on the Library's calendar. Fees will be charged according to **By-Laws SCHEDULE A**.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

3.3. Facility Hours of Service

Statement of Intent:

The Library endeavors to meet the needs of the community within a range of business, evening, and weekend hours.

1. The Library's hours of service will be as follows:
 - Mondays 9 am to 12 noon, 1 pm to 4 pm.
 - Wednesdays 9 am to 12 noon, 1 pm to 6 pm.
 - Fridays 9 am to 12 noon, 1 pm to 4 pm.
2. The Library will be closed for *Statutory and Statutory Holiday long weekends*.
 - New Year's Day
 - Alberta Family Day
 - Good Friday
 - Easter Monday
 - Victoria Day
 - Canada Day
 - Heritage Day
 - Labour Day
 - Thanksgiving Monday
 - Remembrance Day
 - Christmas Day
 - Boxing Day
3. Hours of service may be modified for safety reasons due to power outages, severe weather, or widespread illness creating a staff shortage or public health crisis.
4. The Library Manager may opt to close the Library on occasion to enable staff to engage in professional development or other training as required.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

3.4. Unattended Children

For the safety and comfort of children, it is the policy of the Board that a guardian (parent, legal guardian, or other adult caregiver) accompany children while they are using the library and its services.

1. Children under the age of seven (7) must be accompanied by a guardian/parent at all times.
2. Children over the age of seven (7) years will be permitted to be in the Library unattended with the understanding that:
 - Children must abide by the Library's Code of Conduct.
 - Responsibility for the safety and the behavior of children rests with the parent/guardian.
 - Staff will always respond with care and concern, but the Library will not assume responsibility for safety or behavior of children when they are unattended.
 - If children remain at the Library at closing time, the staff may then contact police or child welfare.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

3.5. Equipment Use by the Public

Statement of Intent:

The Library has equipment that the public may use. The use of this equipment is provided for public convenience and is not intended to compete unfairly with businesses in the area.

1. Public access computers are free for the public to use, as is the wireless WiFi provided by Parkland Regional Library System for the public to use with their own devices.
2. Printers can be used by the public. Rates will be determined by the Library Manager.
3. Equipment is available to borrowers for in-house use or checkout. Equipment may only be checked out by adult cardholders.
4. Library equipment can be used by patrons, but only in the library.
5. Certain Library equipment, such as a media screen and projectors, may be borrowed. Users are encouraged to make a donation to the Library to save for eventual replacement, but are not obligated to do so.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

3.6. Internet Access

Statement of Intent: The Library supports access to electronic information that serves the needs of the community. This access is provided equally and equitably to all Library users. As demand sometimes exceeds available Internet resources, the Library aims to ensure fair access to all persons by establishing rules, regulations, and procedures that regulate the time, manner, and place of Internet access.

1. **Intellectual Freedom and Access to Information:** The Library provides unfiltered public access to the Internet as a means of expanding information access to the widest variety of resources to all members of society. We uphold the principles of intellectual freedom and the public's right to know by providing people of all ages with access to information that reflects all points of view. This may include resources that some may consider controversial or offensive.
2. **Children and Families:** The Library does not act in loco parentis. Parents and guardians are responsible for supervising their children's access to all library resources, including the Internet. Library staff will be pleased to provide information and advice to assist parents or guardians in educating their children on the safe and effective use of the Internet.
3. **Appropriate Use:** The Library's computers are located in a public space shared by people of all ages and backgrounds. When using these computers, individuals are required to do so in a responsible manner that respects the rights and privacy of others. Any use of the Internet which violates local, provincial, or federal laws, including the Criminal Code and Copyright Act, or creates a hostile environment for others, is prohibited on all Library computers.
4. **Assumption of Risk:** Use of the Library's Internet service and wireless network is entirely at the risk of the user. The Library is not responsible for any damage to personal devices, loss of data, loss of confidential information, or any other damages that may occur while using the Library's Internet service or wireless network. The Library makes no guarantee that Internet content will be accurate, reliable, or safe for download or any other purpose.
5. **Wireless:** The Library's wireless network is a public, unsecured network. As with all public networks, users are at risk of having their information intercepted and viewed by others. Bandwidth limits on wireless access may be imposed.
6. **Time Limits:** Time limits on Internet computers may be enforced at the discretion of Library staff to ensure that all users have the opportunity to use Internet resources.

7. **Failure to Comply:** Failure to comply with the Internet use policy may result in suspension of Internet privileges and/or a request to leave the Library. Continued violation may result in suspension of Library privileges.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

3.7. Animals in the Library

Statement of Intent:

To ensure that all users and staff of the Library are comfortable and safe.

1. Animals are not permitted in the Killam and District Municipal Library with the exception of certified service dogs under the control of their handlers and/or animals involved in the delivery of Library programs.
 - a. Patrons with certified service dogs must present documentation as per *The Service Dogs Act, Chapter S-7.5*.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

4. LIBRARY MATERIALS

4.1. Collection Development Policies Statement of Intent

The selection of books and non-print materials is core to the provision of Library service. It is the intent of these policies to:

1. Guide the Library Manager in selecting and acquiring a useful, well-rounded collection to meet the expressed needs of the community.
2. Help the Board determine whether the Library Manager is doing an acceptable job of building a collection of materials that is relevant to community needs and that meets accepted standards of quality.
3. Inform the public and answer questions regarding the presence or absence of certain materials in the collection and explain the basis on which materials have been selected.
4. Obtain materials that will assist patrons in their pursuit of:
 - a) continuing education and knowledge in all fields
 - b) citizenship
 - c) career or occupation
 - d) creativity
 - e) spirituality
 - f) leisure activities

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

4.2. Selection and Acquisition

POLICY STATUS: Libraries Act, Reg. 1, 7(2) b

1. Ultimate responsibility for materials selection rests with the Library Manager who operates within the framework of policies determined by the Library Board. Library staff and the general public should recommend materials for selection but these policies should always apply.
2. Selection is based on the merits of a work in relation to the needs, interests, and demands of the Penhold & District community as perceived by such means as needs assessment surveys, suggestions and recommendations, and ongoing borrowing patterns.
3. Pertinent to this policy is the Canadian Federation of Library Association's *Statement on Intellectual Freedom and Libraries* as adopted by the Board in this manual. The Library does not promulgate particular beliefs or views, nor is the selection of any given item equivalent to endorsement of the viewpoint it expresses.
4. Responsibility for reading by children rests with their parents or legal guardians. Selection should not be inhibited by the possibility that books may inadvertently come into the possession of children.
5. It is the responsibility of the Library to provide reference, research, and circulating materials for the general public and students. However, the Library is not expected to provide specific curriculum support.
6. The Library Manager will use a variety of accepted, professionally recognized selection aids and reviews in choosing materials.
7. The following principles will condition selection of print materials:
 - contemporary significance or permanent value, including popular best sellers or items in high demand
 - accuracy
 - authority and credibility of the author
 - relation of work to the existing collection
 - price and quality
 - suitability of format
 - scarcity of information in the subject area
 - availability of material elsewhere in the community or within the regional library system

- requests from patrons for specific titles or subjects will be considered within the previous principles
 - budget constraints
8. In addition to the principles listed above, specific collections shall be developed as follows:
- Audiobooks are purchased not only for the visually impaired but for general interest.
 - Videos are purchased based on demand and popularity, with particular attention to:
 - Award nominees and winners
 - Documentaries of general interest, world issues, current concerns and subjects
9. Annually, during budget considerations, the Library Manager will prepare a priority purchase plan for the coming year. The plan will be based on expressed community needs and assessment of the existing collection.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

4.3. Gifts & Donations

1. Gifts and Donations:

- 1.1 The Killam and District Municipal Library/Town of Killam is a registered Charity under the Canada Revenue Agency.
- 1.2 Tax receipts will be issued for donations of cash upon request, according to the guidelines and rules set out by Canada Revenue Agency.
- 1.3 Funds may be used for any library purpose unless specified by the donor or dedicated to a fundraising program.
- 1.4 Donations of books or other materials are accepted with the understanding that they may be sold if not required by the library. All donations, bequests, or gifts must support the goals and objectives of the library and are given without any attachments.
- 1.5 All gifts to the library will be accounted for and acknowledged by the Library Manager.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

4.4. Intellectual Freedom and Challenged Materials

The Killam and District Municipal Library Board subscribes to the Statement on Intellectual Freedom and Libraries of the Canadian Federation of Library Associations, as found attached to this policy. (See Schedule F)

The Killam and District Municipal Library Board does not believe its role, or that of its staff, is to censor materials or act in any way as the supervisor of public morals. It believes in the freedom of the individual and the rights and obligations of parents to develop, interpret, and enforce their own code of acceptable conduct/reading upon their own household.

If an individual strongly objects to an item, they may complete a "Request for Reconsideration of Library Material" form (Schedule G), and submit this form to the Library Manager for review by the Board. Only requests for reconsideration submitted on this form will be considered by the Board.

The Board will review the written request, usually at its next regular Board meeting.

The procedure for receiving requests for reconsideration of library materials is as follows:

- A. Discussion of complaint with patron by the Library Manager.
- B. Review Selection and Acquisition Policy (4.2)
- C. Provision of "Request for Reconsideration of Library Material" form to complainant. (Schedule G)
- D. Informing Board Chair.
- E. Forming material review committee (2 members of the Board and the Library Manager).
- F. Committee review of material, which shall include:
 - o Reading and/or viewing the challenged item.
 - o Seeking out and reading reviews and other evaluations of the challenged item.
 - o Determining if challenged item meets the Selection and Acquisition Policy (Policy 4.2).

- o Providing written report of committee recommendation to the Board.
- G. Communicating Board decision to the complainant in writing.

Revision History	Date Adopted	June 17, 2026.
	Date Revised	

Schedule F – CFLA’s Statement on Intellectual Freedom and Libraries

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 prompts 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 principle, 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 thought 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.

Approved by Executive Council June 27, 1974

Amended November 17, 1983; November 18, 1985; and September 27, 2015

Schedule G – Request for Reconsideration of Library Materials Form

Request for Reconsideration of Library Materials Form



Date issued: _____

Date returned: _____

Author/Creator of the item:

Title of the item:

Request initiated by:

Name:

Address:

Telephone:

Requester represents:

Self _____ OR name of organization:

1. Did you read/ listen to/view the entire item? _____

If not, what parts? _____

2. To what in the item do you object? (Please be specific, site pages or scenes)

3. What do you feel might be the result of reading/ viewing/ listening to this item?

4. Is there anything positive about this item?

5. Have you read any reviews of this item by literary critics/ reviewers? What did they think of this item?

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

7. Have you read the Killam and District Municipal Library Policy 4.2 Selection and Acquisition?

☐ Yes ☐ No

Requester's Signature:

Library Manager Signature:

4.5. Weeding and Replacement

- 1) The Library collection will be weeded on an ongoing basis in order to:
 - a) utilize the available space efficiently
 - b) maintain a reliable collection
 - c) improve access to the collection
 - d) present a clean and inviting appearance to patrons
 - e) find items that need repair or replacement
- 2) The criteria for weeding are:
 - a) age (with the exception of items of lasting value)
 - b) lack of use
 - c) change in local interests
 - d) poor physical condition
 - e) duplication
 - f) availability of space

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

4.6. Resource Sharing

Statement of Intent:

The Board is committed to sharing its resources with all libraries and to enabling its borrowers to benefit fully from resource sharing with others.

1. The Library participates in a provincial resource-sharing network and the conditions that apply to the acquisition of Library resources and information from other sources, including inter-library loans and information in electronic databases.
2. Intra-library loans are items borrowed from and lent to libraries within Parkland Regional Library System.
3. Inter-library loans are items borrowed from libraries outside of Parkland Regional Library System.
4. Neither Inter nor Intra-library loans are to be a substitute for well-grounded and sound collection development. They are to act as a mechanism for acquiring material for patrons, which is beyond the scope of the local collection.
5. Staff are trained in methods and procedures for locating, requesting, and processing interlibrary loans.
6. Staff will teach borrowers how to access material from other libraries should they desire to do so themselves.
7. The Library does not charge to lend its materials to other libraries.
8. Interlibrary loan fees imposed by other libraries will not be charged to the patron.
9. Postage and other delivery expenses are the responsibility of Parkland Regional Library System.
10. Intra and Inter-library loans can only be obtained for those with resident Borrower cards.
11. As a member of Parkland Regional Library System, Killam is a member of The Alberta Library (TAL), and, as such, issues and honours TAL and ME cards as per The Alberta Library Policies.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

4.7. Special Collections

Multilingual Large Print Persons Unable to Use Conventional Print

1. The Library does not normally purchase items in other languages, but will purchase some dual-language material to benefit our primarily English-speaking patrons, as well as new Canadians.
2. The Library does not normally purchase items in large print format. Instead, block loans of large print are borrowed from the Parkland Regional Library on a rotating schedule, thus providing a greater variety of genres and subjects than the Library could otherwise afford to purchase.
3. The Library includes in its regular collection development, the purchase of books in recorded format (audiobooks) accessible to all patrons.
4. Library staff will assist patrons unable to use conventional print formats to access recorded books and Braille books as needed from the CNIB, Centre for Equitable Library Access (CELA), and the National Network for Equitable Library Service (NNELS), according to the regulations and procedures of those organizations.
5. Provision of resources will also be made in co-operation with community agencies.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

4.8. Gifts and Memorials

Gifts of materials are welcome. However, the Library reserves the right to evaluate them for permanent inclusion in the collection in accordance with the same principles and criteria applied to purchased materials.

1. No conditions may be imposed by the donor as to the disposition of donated materials.
2. The Library does not assess the value of materials and therefore does not provide that information for tax purposes.
3. The Library welcomes books, or funds to purchase them as memorials. A thank-you note will be sent to the donor, and notification provided to the family of the person honoured. If desired by the donor, memorial materials will have a bookplate inserted, displaying the name of the person honoured.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

4.9. Borrower Cards

1. Borrower cards are issued for the purposes of tracking items taken out of the Library.
2. Fees for Borrower cards may be set by the Board in a schedule as per the Safety and Use Bylaws.
3. Borrower cards are those cards provided by Parkland Regional Library System to be issued by Library staff.
4. A Parkland Regional Library card may be used as TAL or ME Libraries card:
 - 4.1 A TAL Card enables Albertans to use an academic library. TAL cards are paper and have spaces to hold the barcode for the college or university library where the patron registers.
 - 4.2 TAL cards are free.
 - 4.3 TAL cards can only be used to borrow physical materials, not digital content, as per the province-wide agreements.
 - 4.4 Physical materials borrowed with a TAL card can be returned to any library in Alberta and should be accompanied by TAL flags indicating date and location of return when returned to the owner library.
 - 4.5 TAL card users are responsible for the materials they borrow and for fines incurred no matter which library they borrow from. Fines must be paid directly to the Library from where the material was borrowed.
 - 4.6 TAL card users should report any lost or damaged items to the Library from which they were borrowed.
 - 4.7 Adult Parkland Regional Library cardholders may also register with ME Libraries: <https://melibraries.ca/> to check out non-digital material that can be returned at any participating ME Library.
5. Cards are issued to residents of the Town of Killam and Flagstaff County.
6. Cards may be issued to residents of other member libraries in Parkland Regional Libraries.
 - 6.1 Membership fees collected for those cards shall be remitted to the resident's home library.
7. Children under the age of 16 may be issued an individual borrower card, with the express permission and acceptance of responsibility of their parent or guardian.
8. Emancipated minors may be issued a borrower card without permission of a parent or guardian.

9. Persons with active Library memberships who reside in municipalities that are not members of PRLS, but are members of The Alberta Library (TAL), will be registered as TAL or ME Borrower type, with no charge, and entitled to the same borrowing privileges as resident borrowers, with the exception that they will not be able to access digital content.
10. Persons who reside in municipalities, that are not members of PRLS and are not members of TAL or ME Libraries, may purchase a Non-Resident Borrower card for a fee of \$60.00.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

4.10. Circulation

1. Borrowers will be asked to present their borrower card or their unique borrower barcode number in order to check out library material. Borrowers may check out material if they can answer a question regarding the account.
2. All catalogued items may be checked out of the Library with the exception of those designated as *reference* or for "library use only". Such designation is assigned at the discretion of the Library Manager to items suitable for reference only (ie., dictionaries, encyclopedia; almanacs) or items too fragile, large, rare, or irreplaceable, as to be not worth the risk of loss or damage in normal circulation.
3. There are items that are not catalogued, these items are barcoded and are able to be circulated using the On-the-Fly checkout procedure.
4. Lending periods, reserve policies, renewal policies, and overdue fines are in accordance with the recommendations of the Parkland Regional Library System as established in the Integrated Library Software (Polaris).
 - 4.1 Loan periods are 3 weeks for books, audiobooks, music, DVDs, and magazines.
 - 4.2 Extension of due dates may be made to accommodate Borrowers' needs on items, but only if they are not already requested.
 - 4.3 Maximum items checked out at one time are 50. Exceptions may be made at the discretion of library staff in extenuating circumstances, for patrons in good standing.
5. Renewals:
 - 5.1 Items may be renewed no more than five times.
 - 5.2 Items that are requested by another patron are non-renewable.
 - 5.3 Borrowers may renew items in person in the library, by phone or email using their Borrower barcode number, or online using their barcode number and PIN.
6. Overdue fines are accrued at the rate of \$25 per item per day as per Parklands policy. Fines can be waived upon the item's return.
7. Patrons are encouraged to make a donation to the library in lieu of fines.
8. Replacement or replacement costs of lost or damaged materials are the responsibility of the borrower.
 - 8.1 Reparation for lost or damaged materials not belonging to Killam and District Municipal Library must be made to the owning library.

- 8.2 Reparation for lost or damaged materials belonging to the Killam and District Municipal Library, must be made to the Library.
- 9. Borrowing privileges will be suspended when a Borrower's fees exceed the fee set by Parklands policy.
- 9.1 In the instance when a Library patron has not returned overdue library material, as per By-Law 4(1)c, that is the property of Killam and District Municipal Library or an interlibrary loan from another library, the Library Manager and staff will make every effort possible to recover the library material by approaching the patron.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

5. ADMINISTRATION

5.1. Retention of Records

Statement of Intent:

The Library must file and retain certain information and documents in order to conduct business and to manage the circulation of materials. The Library will endeavor to do so in such a manner as to retain and organize only what is necessary. Reference Schedule A for information on retention of records.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

Schedule H - Retention of Records

The records as set out are:

Destroyed – the records shall be destroyed without any copy being retained

Permanent – the original records shall be preserved and never destroyed

Replaced - documents are replaced when superseded

Permanent records are held as:

Hardcopy – the original document is retained

ILS – information is retained only in Integrated Library System

Subject		Description	Years		Action
Accounts		Receivables/ Paid Invoices	7		De
Agendas		Agendas - part of minutes	P		H
Annual Reports			P		H
Bank		Deposit books	7		De
		Reconciliations	7		De
		Statements	7		De
Budgets			P		H
Bylaws			P		H
Cash		Receipts journal	7		De

		Petty (vouchers)		7		De
Cheques		Paid (cancelled)		7		De
		Register		7		De
		Stubs/duplicates		7		De
Contracts				P		H
Correspondence		General		7		De
		Historical		P		H
Deeds or Agreements for Library Space				P		H
Employee benefits		WCB claims		P		H
Employees and volunteers		Job applications (hired)		P		H
		Job applications (not hired)		1		De
		Job Descriptions		7		De
		Personnel files		P		H
		Appraisals - staff		P		H
		Resumes - unsolicited		1		De
		Resumes - solicited		1		De
		Termination		P		H
Expression of Concern Forms				1		De
Financial Statements				7 P		De P
Grant applications		General		7		De

Income Tax		Deductions		7		De
		TD1 forms				Re
		T4 slips/summaries		7		De
Interlibrary loan/transit records.		Destroy as soon as possible with a maximum of 1 year retention.				
Inventory		Capital Assets (after superseded)		7		De
Invoices		Paid		7		De
Legislation		Only keep most current				Re
Local staff and volunteer contact lists		Only keep most current				Re
Media releases				P		H
Minutes		Library Board		P		H
Newspaper clippings				P		H
Organization		Structure and records		P		H
Overdue/fine notices.		Destroy as soon as possible with a maximum of 1 year retention.				De
Patron records held in ILS						
		Expired		2		ILS
		Expired with fees/fines attached		P		ILS
Payroll				7		De
		Garnishees		7		De
		Individual earnings records		7		De

		Journal		7		De
		Time sheets - Daily/Overtime		7		De
		Timesheets - WCB		7		De
		UIC records		7		De
Photos		General		P		H
Policy		After superseded		7		De
Publications		Special reports or documents authored by Library staff, Friends of Penhold & District Library Friends or Trustees with historical value		P		H
Purchase orders		Paid		7		De
Receipts		Books		7		De
Special event files		(non-historic)		7		De
Vendors		Correspondence		7		De
		Suppliers catalogues				Re
		Warranties		until expired		De

5.2. Posting and Distribution of Materials for Outside Agencies

Statement of Intent:

The purpose of posting flyers or making handouts available in the Library is to inform people in the community about local educational, cultural, and service-oriented programs. Placement of posters and handouts is at the discretion of the Library Manager.

1. Commercial ventures or sales events may be permitted in the Library, insofar as they support community-based non-profit organizations and they do not conflict with the general goals and objectives of the Library.
2. Flyers, brochures, pamphlets, etc. accepted for placing on Library counters must meet the same criteria as the above statement.
3. Exhibit areas are provided within the Library for display of locally created arts and crafts and community projects. Such areas are subject to the above criteria and are assigned on a first-come, first-served basis for a maximum of three (3) months on display, subject to the approval of the Library Manager
4. The Library cannot accept any responsibility for any exhibits placed on display.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

5.3. Volunteers

Statement of Intent:

The Library Board supports a volunteer program to help further its goals. The program teaches volunteers the skills needed to perform their duties and provides appropriate recognition to them in exchange for their time, talents, and skills. Volunteers are recruited to enrich Library services and do not replace paid employees.

1. The Library Manager, or designate, shall be responsible for selecting, interviewing, and assigning volunteers.
2. Volunteers may be special needs clients with job coaches, work experience students, patrons, and persons with special expertise.
3. All volunteers working in a position of authority with vulnerable persons and/or delivering outreach services to an institution will require a Police Information Check with a Vulnerable Sector Check. Records of the check will be maintained in the volunteer's personal file. (see Policy PER-3)
3. Potential volunteers may be required to submit personal and/or professional references as part of the application process and may be requested to provide signed consent giving the organization permission to contact the provided references.
4. Volunteers will have job descriptions created by the Library Manager.
5. Volunteers will receive training to provide them with specific knowledge, skills, and support to perform their roles effectively.
6. Personal expenses such as mileage and meals may be reimbursed for volunteer activity subject to approval by the Library Manager.
7. Volunteer projects will be evaluated by the Library Manager or designate.
8. Volunteer work will be recognized and acknowledged publicly.
9. Volunteers will not have access to circulation workstations in order to protect the confidentiality of user records and the security of Library records.
10. Liability and accident insurance covers all volunteers engaged in activity for the Library.
11. Volunteers are expected to perform their duties on a scheduled, punctual, and reliable basis. When unable to meet their commitments, volunteers need to inform their supervisor as far in advance as possible so that alternate arrangements can be made.

12. Informal or formal evaluations are carried out by the Library Manager or volunteer supervisor, as needed.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

5.4. Reimbursement of Expenses

1. Membership to professional associations deemed appropriate by the Manager and approved by the Board within the annual Budget, shall be paid by the Library. Annual memberships include:
 - *The Alberta Library Trustee's Association (ALTA)*
 - *The Library Association of Alberta (LAA)*
 - *Access Copyright*
2. Expense reimbursement for staff and Trustees:
 - 2.1 Trustees or staff will be reimbursed for reasonable expenses incurred while conducting authorized Library business in accordance with policy Gov – 3 and budget provisions.
 - 2.2 These expenses may include mileage, accommodation, and registration fees.
 - 2.3 Travel will be reimbursed at the rate used by the Town of Killam.
 - 2.4 Expenses will be claimed on the form, as attached to this policy.
 - 2.5 The Claim Form will be submitted to the Library Manager for payment.
 - 2.6 All other authorized expenses shall be reimbursed according to receipts submitted along with the Library Expense Claim form.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

5.5. Artificial Intelligence Policy

Background

KILLAM AND DISTRICT MUNICIPAL LIBRARY (KDML) recognizes that library staff may seek to integrate Artificial Intelligence (AI) tools into their workflows. While there is potential for AI tools to enhance efficiency and service delivery, the use of those tools also presents challenges and risks to KDML operations in regards to security, privacy, transparency, and equity. Software such as Microsoft Copilot, ChatGPT, Canva AI, Murf AI, and more, are likely being used by staff already. The purpose of this policy is to ensure that the use of AI is done ethically, lawfully, and in compliance with all applicable legislation and policies.

Policy

This policy will set out principles for the secure, responsible, ethical, legal, and effective use of AI tools by KDML staff, while mitigating the risks involved. This policy applies to all employees with access to AI tools or platforms, whether through company-owned or personal devices.

Data Privacy

No private data, whether staff and/or patron related, is to be used directly with any AI platform, unless that platform has been previously approved by KDML for that purpose. Staff will not input data (including any personal or confidential information), text, or pictures that would compromise KDML. Information entered into an AI tool may enter the public domain and doing so may be in violation of privacy laws.

The use of AI notetaking software in online meetings hosted by KDML will be strictly prohibited. The KDML staff member in charge of hosting the meeting will be responsible for ensuring no AI notetaking is taking place, either internally or externally. This will apply to all video meetings, including ones hosted on platforms such as Teams and Zoom.

Employees must follow all applicable data privacy and protection laws that are currently in place. Likewise, AI usage should not infringe upon internal privacy policies.

Information Accuracy & Bias

While improvements are being made, AI is still prone to inaccuracies and errors so employees should always exercise caution. Every single work that was created with help from an AI tool should be vigorously fact-checked and verified by staff for accuracy and tone.

KDML recognizes that algorithmic bias is a well-known risk associated with using AI. All AI content should be evaluated for discriminatory bias by a staff member and the data being fed to AI tools must be of the highest quality, free from any bias that can pose risks, cause harm, or reinforce forms of discrimination.

Legal & Ethical Concerns

All copyright laws will be adhered to when using AI tools, and it is prohibited to use AI to generate content that infringes on the intellectual property rights of others. This includes, but is not limited to, all copyrighted material.

KDML is committed to respecting legal authorities governing the use of AI and will continue to monitor the legal status of these tools in Canada as policies, regulations, and case law evolves.

Accountability & Transparency

As AI becomes more advanced and its use more common, it is increasingly difficult to identify where AI has been used. KDML makes a commitment to transparency and proper oversight of these technologies.

AI will *never* be used in any form of KDML communications or correspondence, either internally or externally.

No AI-generated work product will be used or published without oversight from a KDML staff member. Additionally, staff are responsible for clearly identifying all work products that have been created using generative AI. Generative AI is defined by Oxford Languages as “artificial intelligence designed to produce output, especially text or images, normally requiring human intelligence, typically by applying machine learning techniques to large collections of data.” KDML will be transparent about where and how AI is being used within the organization and standards for identifying AI-created work will be developed for consistency across the organization.

Sustainability

KDML recognizes that AI tools have a significant environmental impact and will promote the environmentally responsible use of these tools. Staff should be mindful of the extreme resources most AI tools require and should consider using an alternative approach where the end results would be comparable.

As the field of AI is rapidly evolving, KDML will continue to engage with stakeholders to invest in shared knowledge and a shared vision for responsible use of AI.

Violation of Policy

Any violation of this policy should be reported to the staff member’s manager and the director. Failure to comply may result in disciplinary action in accordance with KDML policies.

Revision History	Date Adopted	April. 15, 2026.
	Date Revised	

5.6. Social Media

Statement of Intent: To guide the Library's use of social media in a manner consistent with the Board's mission, vision, and values and social media's inherent characteristics.

1. Definitions:

1.1 Social media: Any Web application, site, or account created and maintained by Killam and District Municipal Library which includes the capacity for public sharing, commentary, discussion, and contribution.

2. The Library will use social media in support of the following objectives:

2.1 To provide information on and promote Library services, programs, and activities;

2.2 To highlight community events, activities, resources, and issues;

2.3 To provide a simple method for customers to provide feedback on Library services and to request assistance;

2.4 To collect information on community needs and preferences;

2.5 To build and sustain community.

3. The Library will configure social media settings to best meet the objectives defined in the policy.

4. The Library reserves the right to delete, remove, or not accept, any user-submitted content that the Library believes, in its discretion, is objectionable or that:

4.1 may be unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, libelous, hateful or discriminatory;

4.2 impersonates any person or entity, or falsely states or otherwise misrepresents an affiliation with a person or organization;

4.3 may infringe intellectual property rights including copyright;

4.4 is personally disrespectful of another individual;

4.5 includes personal information published without the consent of the person to whom the information relates;

4.6 is unrelated to the content of the social media channel;

- 4.7 links to material that is not directly related to the discussion on the relevant channel;
- 4.8 is commercial promotion or spam;
- 4.9 is not in keeping with the safe and welcoming environment of the Library.
- 5. The Library reserves the right to ban or block individuals from social media posting or access where there is repeated posting of objectionable content. Also, in cases where the social media interface and functionality makes blocking the most effective way of dealing with objectionable posts.
- 6. The Library does not accept any responsibility for any content appearing on its online and social media channels that does not originate from staff members, or authorized external contributors.
- 7. Only staff members authorized by the Library Manager may post to Library social media channels.
- 8. Any post to social media representing the Library will be made from a Library account. No staff or Board member will claim to represent the Library when posting from a personal account.
- 9. Postings, comments, and all online content posted by staff members to Library social media accounts shall reflect the mission, vision, and values of the Library.
- 10. Social media content created by staff members as part of their employment responsibilities is the property of the Library and not the employee.
- 11. Documentation will be kept of any comments that are removed.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

5.7. Memberships in Associations

The Board recognizes the value to the Library of regular contact by the staff with individuals and events in the Library community at large, particularly through participation in professional associations. The Board, therefore, agrees to make provision in its budget estimates for:

1. Annual fees for the organizational membership in the *Library Association of Alberta* and *Alberta Library Trustee's Association*.
2. All reasonable expenses, including travel, accommodation, and such other out-of-pocket expenses that may be incurred by the Library Manager or designate, to attend meetings and workshops of these associations and of the Parkland Regional Library.
3. All reasonable expenses, including travel, accommodation, and such other out-of-pocket expenses that may be incurred, for the Library Manager, or a member of the staff appointed by the Library Manager, to attend the annual Alberta Libraries Conference and/or other suitable conferences that potentially benefit the employee and the Library.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6. HUMAN RESOURCES

6.7. Personnel Policies

Statement of Intent:

Personnel constitute an important resource for the provision of high-quality public library service. Important contributions to the service are made by all staff members. The Library will provide the best service when it employs competent personnel; provides for staff development activities, and establishes policies and working conditions which are conducive to high morale in order to enable each staff member to make the fullest contribution to the Library's programs and services. It is the desire Board to make clear the duties and responsibilities of each employee; to compensate each employee in accordance with his or her duties and responsibilities, and to follow employment practices that enhance library service.

In all employment practices, the Board subscribes to the provisions of the current *Employment Standards Code and Regulations* of Alberta, the current *Alberta Human Rights, Citizenship and Multiculturalism Act*, and all relevant federal and provincial acts.

6.8. Personnel Responsibilities of the Library Manager

1. The Library Manager hires, evaluates, promotes, disciplines and, if necessary, dismisses employees of the Library.
2. The Library Manager establishes and maintains personnel procedures and directs the training and development, performance evaluation, salary administration, and discipline of staff.
3. The Library Manager recommends staff compensation levels and salary administration policies for approval by the Board.
4. The Library Manager advises the Board on staffing requirements.
5. The Library Manager acts as a liaison between the staff and the Board.
6. The Library Manager prepares work and vacation schedules and authorizes leaves of absence.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.9. Police Information Checks

Definition:

A police information check includes a search for records of criminal convictions for which a pardon has not been granted, records of outstanding or pending criminal charges, probations, prohibitions, or other judicial orders that are in effect.

Statement of Intent:

The Library Board will endeavour to ensure the safety of Library patrons, staff, volunteers, and property through the employment of qualified and trustworthy staff, volunteers, and Trustees. It is the policy of the Library that all adult (18+) persons appointed to the Library Board or employed by the Library must request and obtain a Police Information Check completed by the R.C.M.P. An offer of paid employment or a recommendation for Board appointment is conditional upon the satisfactory outcome of this Police Information Check.

Volunteers not in a position of trust do not require a police information check. However, all staff and volunteers working with vulnerable persons in a position of authority and/or delivering outreach services to an institution will require a Police Information Check with a Vulnerable Sector Check.

Trustees will provide a Police Information Check at the beginning of their initial appointment.

Staff will be required at the time of their annual review to disclose any outstanding or pending criminal charges, probations, prohibitions, or other judicial orders in effect, since the date of their initial Police Information Check. Trustees and volunteers will be required to disclose the same upon request.

The Library Manager will, upon request, reimburse any costs associated with this Police Information Check.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.10. Job Descriptions

POLICY STATUS: Required by Regulation 7(2) a

1. A written job description shall be developed for each staff position. The Library Manager job description shall be prepared by the Board. All other job descriptions shall be prepared by the Library Manager. A job description shall include the following:
 1. Job title
 2. Qualifications required specific tasks
 3. Supervisory responsibilities
 4. Accountability: Reports to
2. Job descriptions shall be reviewed annually and updated as required. The Board reviews the Library Manager's job description and the Library Manager reviews all others.
3. Job descriptions are attached to this policy. Staff are to have a current copy of their job description.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

Schedule I - Library Manager Job Description

KILLAM AND DISTRICT MUNICIPAL LIBRARY

JOB DESCRIPTION

JOB TITLE: Library Manager

Function/Purpose:

To be accountable to the Board, through the Board chair, in carrying out Board direction and policy; and to be responsible for the overall day-to-day operation of the library including administration, programming, and managing of library resources.

Reports To:

The Killam and District Municipal Library with the primary contact being the Board chair.

Direct Reports to this Job:

- Staff
- Volunteers

Duties, Responsibilities and Authorities:

A. Library Board

- Supports the board members by providing prompt and accurate information and ongoing assistance.
- Provides reports to the Board as requested, in a timely way.
- Maintains a good working relationship with the Board.
- Participates in Board and committee activities, including attendance at all Board meetings unless otherwise determined.
- Works closely with the Board in planning for all aspects of the library, including policy development, and short/long-term planning.

B. Administration

- Ensures detailed knowledge of Board policy, and ensures that policy is followed.
- Administers library funds, according to the yearly budget set by the Board.
- Works with the Board to draft budget.
- Assists the Board in fundraising activities.

- Staffing
 - hiring staff
 - supervision and scheduling of staff
 - administer staff evaluations
- Pays bills, does payroll, and completes the required paperwork related to employment requirements (MERC, WCB, etc.).
- Ensures that reporting requirements to the Town, Parkland Regional Library System, and the Province are met according to deadlines.
- Picks up mail and responds accordingly, including the passing on of correspondence to the Board as appropriate.
- Works with the Board chair to prepare Board and committee agendas, and provides administrative support as required (typing, distribution, etc.).
- Administers the library memberships.
- Ensures that a good filing system is in place and that filing is kept up to date.
- Prepares and submits library advertising to Town newsletter.
- Manages Library website.
- Assumes the role of the Privacy Officer to oversee privacy compliance
- Assumes the role of head of Public Body- may delegate powers and duties to another employee of the public body
- Manages the day-to-day operations of Protection of Privacy Act (POPA).

C. Library Resource Management

- Selects and purchases library resources including books, magazines, videos, and any other material as deemed appropriate by the Board.
- Receives and ensures processing of donations, according to Board policy.
- Ensures that library resources are entered into the regional library catalogue as required.
- Ensures that library resources are organized in such a way that patrons can access material readily.
- Ensures that library resources are weeded yearly, utilizing Parkland Regional Library System for assistance.
- Meets and addresses patron's needs on a day-to-day basis, utilizing good customer service principles.
- Handles and fulfills requests for inter-library loans.
- Works in partnership with the Parkland Regional Library System.

D. Library Programming

- Plans library programming and ensures the implementation of the plans.
- This will include summer programming for children and youth, as well as other programming that will encourage library use by the community
- Ensures staff/volunteers are available to implement programming.
- Attend workshops that will assist in program development and implementation.

E. Building Management

- Ensures that the Library is clean and well-maintained.
- Identifies maintenance and other facility needs to the Board so that they can be addressed.

F. Partnering

- Works in partnerships as identified by the Board, through the Plan of Service.
- Identifies potential partnership opportunities and discusses with the Board.

G. Public Relations

- Promotes increased public awareness of the library.
- Ensures effective representation of the library to the community.
- Sits on library and community committees as necessary.

Minimum Entry Requirements/Skills

- Education: School of Library and Information Studies, Library Technician or equivalent work experience
- Previous library experience is preferred
- Good computer skills
- Demonstrated administrative skills, including some financial
- Ability to work with Boards
- Well-developed time management skills
- Ability to work independently
- Ability to interpret policy

Schedule J - Library Programmer Job Description

KILLAM AND DISTRICT MUNICIPAL LIBRARY

JOB DESCRIPTION

JOB TITLE: Library Programmer

Purpose:

This position serves as a creative liaison in providing community programming with the purpose of building library/community relations, under the direction of the Library Manager. This position also assists in providing front-line service to the public. Specific tasks outlined in the job description are assigned responsibilities of the position in order to keep library operations running smoothly.

Reports to: Library Manager

A. Relations:

- Ensures knowledge of Board policy and that policy is followed when working in the library.
- Works to create a harmonious work environment with peers and other organizations within The Town of Killam

B. Customer Service:

- Greets the public, creating an approachable and inviting atmosphere for questions and promotion of the library.
- Inform the public of library and community events.
- Addresses patron's needs by:
 - Maintain excellent public relations with library patrons and community
 - Circulation desk duties, including the charge and discharge of circulating materials and patron registration
 - Provide new patrons with a tour through the PRLS and TAL catalogue as well as our library
 - Assist patrons in resource and information retrieval
 - Educate patrons on how to access eBooks and eAudio materials
 - Maintain patron circulation files
 - Deals with damaged or lost items

- Contact patron by phone for overdue items and renewing
- Handles and fulfills requests for inter-library: preparing PRLS intra- and interlibrary loans for van runs
- Provide faxing and photocopying service
- Provide *basic* help at public computer terminals and with eReaders
- Answers telephone inquiries

C. Library Programming

- Plan and implement youth and community programs and services under the supervision of the Library Manager.
 - Be a liaison with programming to community organizations.
- Prepare and distribute promotional advertising for programs.
- Collect stats for each program and submit to the Library Manager for Annual Report.
- Organize programming craft and activities into a filing system that can easily retrieve information from year-to-year; include information like attendance, rate the success of the craft or activity, record any adaptations to improve the program.
- Keep craft storage organized.
- Attend workshops that will assist in program development and implementation.
- Organize and instruct volunteers for programs.
- Be willing to participate or facilitate a Book Club.

D. Other Duties and Responsibilities:

- Re-shelf library materials.
- Keep records of library statistics; people entering library, program statistics, and circulation of library material.
- Accept and record money taken into the library and balances intake at end of day.
- Inform Library Manager of patron requests or complaints.
- Photos: Capture library programming moments that may help in the promotion of the Library.

E. Library Resource Management

- May assist in selecting library resources including books, magazines, videos, and any other material, under the direction of the Library Manager.

F. Library Facility

- Ensure the orderliness and attractiveness of the Library.
- Report safety issues to the Library Manager.

G. Other

- Other duties as assigned by the Library Manager.

Schedule K - Library Circulation Clerk Job Description

KILLAM AND DISTRICT MUNICIPAL LIBRARY JOB DESCRIPTION

JOB TITLE: Library Circulation Clerk

Purpose:

This position serves as a front-line service person to the public. Specific tasks outlined in the job description are assigned responsibilities of the position in order to keep library operations running smoothly.

Reports to: Library Manager

H. Relations:

- Ensures knowledge of Board policy and that policy is followed when working in the library.
- Work to create a harmonious work environment with peers and other organizations within the Town of Killam.

I. Customer Service:

- Greet the public, creating an approachable and inviting atmosphere for questions and promotion of the library.
- Inform the public of library and community events.
- Addresses patrons' needs by:
 - Maintain excellent public relations with library patrons and community
 - Circulation desk duties, including the charge and discharge of circulating materials and patron registration
 - Provide new patrons with a tour through the PRLS and TAL catalogue as well as our library
 - Assist patrons in resource and information retrieval
 - Educate patrons on how to access eBooks and eAudio materials
 - Maintain patron circulation files
 - Deals with damaged or lost items
 - Contact patron by phone for overdue items and renewing

- Handles and fulfills requests for inter-library: preparing PRLS interlibrary loans for van runs
- Provide service of faxing and photocopying
- Provide *basic* help for patrons at public computer terminals and with eReaders
- Answers telephone inquiries

J. Duties and Responsibilities:

- Maintaining orderly shelves; shelve library books, shelf-read, organizing resources, and facing library resources while shelving.
- Manage the PRLS rotating Large Print and Audio Book collections.
- Record weekly stats from the weekly computer sign-in sheet on a chart, of the number of hours and patrons that used the computers for the week; compiling the information for a year.
- Keep records of library statistics: people entering library, program statistics, and circulation of library material.
- Accept and record money taken into the library and balance intake at end of day.
- Providing circulation desk upkeep (preparing cards, photocopying library information).
- Keep an organized bulletin board.
- Inform Library Manager of patron requests or complaints.

K. Library Resource Management

- May assist in selecting library resources, including books, magazines, videos, and any other material, under the direction of the Library Manager.
- May receive and process donations, under the direction of the Library Manager.
- Ensures that library resources are entered into the Integrated Library System, keeping orderly records of library resources.
- Remove damaged or worn items from circulation and, if need be, process fines.

L. Library Programming

- Assist in the planning and implementation of special events.
- Be willing to participate or facilitate a Book Club.

M. Library Facility

- Ensure the orderliness and attractiveness of the Library.
- Report safety issues to the Library Manager.

N. Other

- Other duties as assigned by the Library Manager.
- Attend Parkland Regional Library System training workshops.

Schedule L - IT Support Job Description

KILLAM AND DISTRICT MUNICIPAL LIBRARY JOB DESCRIPTION

JOB TITLE: IT Support

Purpose:

This position serves as a technical advisor and maintenance of technical equipment of the Library.

Reports to: Library Manager

O. Relations:

- Ensures knowledge of Board policy and that policy is followed when working in the library.
- Work to create a harmonious work environment with peers and other organizations within the Town of Killam

P. Customer Service:

- Greet the public, creating an approachable and inviting atmosphere for questions and promotion of the library.
- Inform the public of library and community events.
- Addresses patrons' needs by:
 - Maintain excellent public relations with library patrons and community
 - Circulation desk duties, including the charge and discharge of circulating materials and patron registration
 - Provide new patrons with a tour through the PRLS and TAL catalogue as well as our library
 - Assist patrons in resource and information retrieval
 - Educate patrons how to access eBooks and eAudio materials
 - Provide service of faxing and photocopying
 - Answers telephone inquiries

Q. Duties and Responsibilities:

- Advertising

- i. Create program promotional videos
 - ii. Promote the library through social media (Facebook, X)
- Equipment
 - i. Assist with technical equipment purchases and set-up
 - ii. Troubleshoot malfunctions
- PRL technical services:
 - i. Follow through with instruction emails
 - ii. Communicate with PRLS any operational concerns
- Web site:
 - i. Maintain and update Killam and District Municipal Library website
 - ii. Post program updates

R. Library Facility

- Ensure the orderliness and attractiveness of the Library.
- Report safety issues to the Library Manager.

S. Other

- Other duties as assigned by the Library Manager
- Attend Parkland Regional Library System training workshops

6.11. Eligibility for Employment

POLICY STATUS: Required by Regulations 7(2) a

1. Desirable qualities and qualifications of a prospective employee shall be based on the responsibilities and requirements outlined in the job description for the position being filled. Such qualities and qualifications may include education, special training, basic skills, experience, potential, personality, and compatibility and may be determined on the basis of the written application, the personal interview during which a test of skill may be given, and personal and professional references. They shall be set by the Board for a prospective Library Manager and by the Library Manager for all other prospective employees.
2. To help ensure that staff appointments and subsequent administrative decisions are made in the best interests of the Library, a person who is a member of the Library Board shall not be considered for appointment to the Library staff. In addition, an employee of the Library cannot be supervised by a member of his/her family.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.12. Notice of Vacancies

1. Hiring and recruitment will involve the posting of a vacancy or new position within the workplace for the consideration of internal as well as external candidates.
2. When vacancies occur or new positions are created, the Library Manager (or the Board, when recruiting a new Library Manager) shall ensure that notice thereof, job title, qualifications required, hours to be worked, specific tasks such as supervisory responsibility or accountability, remuneration and deadline for the application shall be advertised. Advertising will be posted in the Library, on the Library's social media, website, and on appropriate job-searching sites.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.13. Interviewing Candidates

1. No employee of the Library shall be hired without an interview. A prospective Library Manager shall be interviewed by a special committee of the Board, which shall then recommend an applicant to the Board for approval. All other prospective employees shall be interviewed by the Library Manager.
2. The Library Manager shall carry out the interview process for all Library staff.
3. When preparing to conduct interviews, the following guidelines shall be followed.
 - 3.1 Criteria for selecting candidates shall be based on the job description and desirable qualities.
 - 3.2 Before the interview, each candidate will be given a copy of the job description for the position.
 - 3.3 To ensure fairness, each candidate will be asked the same basic questions.
 - 3.4 Candidates should be encouraged to ask questions.
 - 3.5 Personal and professional references of short-listed candidates shall be checked before a final decision is made

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.14. Letter of Agreement

1. When a person is employed by the Library, he or she shall receive from the Library Manager (or, in the case of a newly hired Library Manager, from the Board) a written statement outlining the agreement reached by the employee and the Library.
2. The offer of employment shall indicate:
 - 2.1 Congratulations and welcome to the library staff
 - 2.2 The library's decision to hire the employee for the particular position
 - 2.3 That the employee will initially be hired on a probationary basis
 - 2.4 The length of time of the probation period
 - 2.5 The date and time the employee should be present to begin work
 - 2.6 Hours of work
 - 2.7 Rate of pay, benefits, and vacation during and after the probationary period
 - 2.8 Length of notice required according to Board policy in case of termination or resignation
 - 2.9 Copy of job description
3. A signed copy of this offer to hire shall be filed by the Library Manager in the Library's personnel file.
4. The employee shall be provided access to a copy of the Board's policies.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.15. Probationary Period

1. Each newly hired employee shall be on probation for three (3) months.
2. The Library Manager (or in case of the Library Manager, the Board) shall assess the probationary employee's performance and file a written report within the initial probationary period.
3. The probationary period may be extended for three (3) months with written notice.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.16. Orientation and Training

The Library Manager shall, in a timely manner, ensure that new employees receive:

1. An orientation to the Library building, services, and organizational structure.
2. Access to the Library's policy manual and procedures, either in print or online.
3. Step-by-step training on procedures for specific tasks.
4. Orientation in Occupational Health and Safety, Working Alone, and Disruptive Patrons policies.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.17. Hours of Work

1. The range of work hours shall be as indicated in the letter of agreement for each position.
2. Any employee requested by the Manager, or designate, to exceed 8 hours a day or 44 hours a week may choose to bank those hours at 1.5x for all hours worked. The Library Manager may only bank hours as straight time.
 - 2.1 Said time may be banked for up to 6 months, at which time it will be paid out, unless otherwise authorized.
3. Work schedules shall be designed to accommodate rest breaks and enable all staff to properly complete their duties.
 - 3.1 Breaks, including those allotted for meals, are per Alberta Employment Standards.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.18. Salaries and Wages

1. **Grading and rate of pay**

- 1.1 The salary of all staff should be comparable to that of similar organizations, taking into consideration qualifications and experience.
- 1.2 Each job category will have a pay scale that is set by the Library Board and reviewed annually. A new employee's starting pay will be based on that scale, taking into account the individual's education, training and/or experience.
- 1.3 It is understood that some weeks may require more hours to be worked and some will require less, therefore, support staff pay will be based on the actual hours worked per week. A record of actual time spent will be maintained by the staff and approved by the Library Manager.
- 1.4 The Library Manager:
 - is paid as a per hours worked
 - This position shall be 14 hours per week
 - is entitled to benefits, equivalent to Town of Killam

2. **Salary increases**

- 2.1 Reviews will reflect placement on the salary grid, until maximum is reached. The Governance Committee reviews the Manager, and the Library Manager will review Library staff. All increases are approved by the Board.
- 2.2 When an employee permanently assumes increased responsibility or specialized duties, he or she shall receive commensurate compensation as determined by a revised job description.

3. **Pay period**

- 3.1 Employees of the Library shall be paid on a regular basis.
- 3.2 It is understood that some weeks may require more hours to be worked and some will require less, therefore, support staff pay will be based on the actual hours worked per week. A record of actual time spent will be maintained by the staff and approved by the Library Manager.

4. **Payroll Services**

4.1 Payroll may be managed by the Manager, or may contract a payroll service company to:

Compute the salaries on the basis of information provided by the Library.

4.2 Maintain records of sick leave and vacations based on information provided by the Library.

4.3 Withhold appropriate amounts for employee benefits.

4.4 Withhold and remit to Canada Revenue Agency appropriate source deductions.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.19. Performance Reviews

1. Reviews should determine whether the employee is doing a satisfactory job, in accordance with the related job description, and whether the employee meets other job expectations such as punctuality, attitude, personal demeanor, and skills. The written evaluation form should record the employee's accomplishments, areas requiring improvement, and job-related goals for the period extending to the next evaluation. Ongoing verbal formative feedback should be a frequent practice.
2. Permanent employees shall be reviewed annually. Probationary employees shall be reviewed after three months. Any employee may be reviewed more frequently if this is judged necessary by his or her supervisor.
3. Performance and remuneration of the Library Manager shall be ratified by the Board annually.
4. The Library Manager shall review the performance of all other employees.
5. Performance reviews shall be conducted privately. They shall follow a standard format, and comments and results shall be recorded on a standard form.
6. The Governance Chair or Library Manager, as the case may be shall sign the evaluation form. The employee shall also sign the evaluation form to indicate that he or she has been made aware of its contents. The employee shall be provided with a copy of the evaluation, while the original copy shall be retained in the library's personnel file.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.20. Establishment of Pay Grids

1. The Board shall set the salary scale for the position of Library Manager and the Library Manager shall set the salary and wage scales for all other positions, subject to approval by the Board.
2. Each salary and wage scale shall consist of a range of incremental steps.
3. Annual Budget preparations will include an analysis of the Consumer Price Index for Alberta in September, to determine any need for Cost of Living Adjustments (COLA) to the pay grid for Library employees.
4. The pay grid will be reviewed annually. At least every three (3) years, the review will include a wage parity analysis encompassing:
 - 4.1. Wage surveys with comparable municipal libraries
 - 4.2. Wage surveys across the industry
 - 4.3. Wage survey of comparable positions with Town of Killam staff
5. The Library Manager shall be responsible for:
 - 5.1. Assigning, with the approval of the Board, a salary or wage scale to each job category;
 - 5.2. Recommending to the Board a wage grid increase for staff during budget preparation, to be applied at the Library Manager's discretion based on satisfactory performance;
 - 5.3. Reviewing salaries and wages annually and making recommendations to the Board.
6. A new employee should be appointed at the minimum salary or wage. An appointment at a rate higher than the minimum assigned to the category can be considered if:
 - 6.1. The qualifications and experience of the applicant exceed those for beginning in the category;
 - 6.2. The budget of the Library permits the payment of a salary or wage higher than the minimum;
 - 6.3. It is clearly in the interests of the Library to pay a salary or wage higher than the minimum;
 - 6.4. The salary or wage does not exceed the maximum attached to such position.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.21. Payroll and Source Deductions

In accordance with government requirements and schedules, the Board will remit:

1. Appropriate source deductions for Income Tax. Employment Insurance and Canada Pension Plan deductions will be withheld from the employee's gross pay.
2. Appropriate employer share of contributions to Employment Insurance and CPP on behalf of all employees.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.22. General Holidays

1. Each salaried employee of the Library is entitled to the following holidays with full pay: New Year's Day, Alberta Family Day, Good Friday, Victoria Day, Easter Monday, Canada Day, August Civic Holiday, Labour Day, Thanksgiving, Remembrance Day, Christmas Day, and Boxing Day.
 - 1.1 Where such a holiday falls within the annual vacation period of a salaried employee, the employee shall have earned an additional day of vacation which may be taken at a mutually agreed upon time.
 - 1.2 As per legislation, permanent hourly staff are entitled to their average daily wage if a holiday falls on a day that is normally a workday for the employee.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.23. Annual Vacation

1. The Library Manager's vacation will be negotiated during the hiring process pending Board approval and stated in the letter of offer. Salaried employees shall be entitled to Alberta Employment Standards vacation entitlement.
2. Unless otherwise approved by the Manager, permanent hourly employees paid monthly as per the following schedule:
 3. 2.1 4 % for the first to fourth year of employment OR 2 weeks paid holidays
 - 2.2 6 % the fifth to ninth year of employment, or 3 weeks paid holidays
 - 2.3 8 % the tenth to fourteenth years employment, or four weeks paid holidays
 - 2.4 10 % after fifteen years of employment, or five weeks paid holidays
4. Permanent hourly staff are entitled to their average daily wage if a holiday falls on a day that is normally a workday for the employee as per legislation.
5. Temporary and casual employees shall receive 4% vacation pay with each pay cheque.
6. Vacations may be taken anytime within the calendar year with the approval of the Library Manager and where consistent with good public service.
7. Notification of desired vacation dates should be submitted for approval to the Library Manager two (2) months in advance.
8. A salaried employee leaving the Library's service before having taken all of his or her allotted vacation shall be entitled to receive vacation pay for the unused balance of vacation.
9. Normally, all salaried staff accrued days will be taken within the fiscal year in which they are earned. Special arrangements may be made at the discretion of the Library Manager for staff and Library Board for the Manager to accumulate and carry vacation days over to another fiscal year.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.24. Leave of Absence

1. Leave without pay – All employees are eligible, after 90 days of employment for Leave Without Pay and job protection following *Alberta Employment Standards Regulations*.
2. Leaves of absence, as may be granted under the terms of this policy, shall be considered as continued service by the employee.
3. Employees on long-term disability will not receive the employer contribution to the Registered Retirement Savings Plan (RRSP) during the leave period.
4. Leaves of absence may be granted by the Board for the Library Manager and by the Library Manager for all other employees of the Library.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.25. Work Outside the Library

1. Employees may from time to time be called upon to attend meetings or to conduct other Library business outside of the Library premises. Such business may include:
 - 1.1. Trips to the Post Office, Bank, and local stores
 - 1.2. Trips to Parkland Regional Library System headquarters
 - 1.3. Trips to workshops
 - 1.4. Trips to local and out-of-town dealers to acquire materials for the library collection
 - 1.5. Delivery of Programs
 - 1.6. Visits to schools and other local institutions to promote the library or to discuss library-related business
2. Approved expenses incurred by an employee in carrying out such duties shall be reimbursed by the Library per the Reimbursement of Expenses at a rate used by the Town of Killam.
3. If an employee uses a personal vehicle for work purposes, they are responsible for complying with the appropriate licensed driver requirements of provincial legislation, and insurance, as well as ensuring the vehicle is maintained in sound mechanical condition.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.26. Staff Training and Development

Statement of Intent:

Recognizing the benefit to the Library operation of a staff that is well-trained and whose skills and knowledge are expanded and kept up-to-date, the Board encourages its employees to continue their education and professional development through participation in formal courses, workshops, conferences, and/or observing in other libraries.

The Board shall support requests from employees wishing to enhance their library expertise. This support may include the payment of course fees and the use of Library facilities in order to complete assignments.

1. Unless already approved in the annual budget, an employee wishing to participate in a training and development event or program shall make applications in advance to the Manager. The application should provide details of the event or program, an indication of how the employee's participation will benefit the Library, a detailed account of what related expenses the employee may wish the Library to cover, and agreement to submit a written report so that all staff and Trustees may benefit from the experience.
2. If, in the judgment of the Manager, an employee's application is reasonable and of potential benefit to the Library, the Manager may, depending on budgetary and staffing considerations:
 - 2.1. Grant a leave of absence with pay of up to five days, or a leave of absence without pay for a longer period;
 - 2.2. Agree to cover the cost of some or all of the following: tuition, registration, materials, travel, and accommodation, upon the employee successfully completing each course;
 - 2.3. In the event costs are above what the Manager can approve, the Manager will present the request to the Board with a recommendation.
3. The Board shall, in drafting its annual budget estimates, make provision for the training and development of employees.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.27. Grievances

1. In the event of issues concerning, but not limited to: working conditions, salary, workload, or interpersonal conflicts:
 - 1.1. The employee shall discuss the complaint with the Library Manager, who shall make every effort to resolve the problem immediately.
 - 1.2. If the problem is still unresolved within seven (7) working days, the employee may put the complaint in writing and submit it to the Library Manager and Board Chair.
2. When a grievance is directed to the Board Chair, the Board Chair may grant a hearing to the parties involved. Alternatively, the Chair may direct the grievance back to the Library Manager, in which case, the Library Manager will report the outcomes to the Board Chair.
3. In the event the Board Chair grants a hearing to the parties involved, an ad hoc committee, consisting of the Board Chair, Governance Chair, and Finance Chair, shall be struck. The Board Chair shall notify the parties involved, in writing, of its decision concerning the grievance. The decision of the Grievance Committee shall be final. All grievances directed to the Board Chair, and outcomes shall be reported to the Board at its next regular meeting.
- 4.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.28. Disciplinary Action

1. All Library employees and Library Board Trustees shall conduct themselves in the performance of their duties in a professional manner and in a way that reflects favourably on the Library as an important and respected institution in the community.
2. The Board considers the following to be unacceptable conduct on the part of its employees:
 - 2.1. Being rude to patrons or to coworkers
 - 2.2. Being absent without authorized leave
 - 2.3. Unauthorized use of Library property to his/her own benefit
 - 2.4. Breach of confidentiality and trust
 - 2.5. Not supporting Library Board decisions or policies
3. Due to the position of the Library within the community, employees are expected to conduct themselves in a professional manner in public, including all manners of social media.
4. The Library Manager shall ensure that the unacceptable nature of such conduct is immediately brought to the attention of any employee found responsible, and shall require that the offending conduct not be repeated. In the case of unacceptable conduct by a Board Trustee, the Board Chairperson shall ensure that the unacceptable nature of such conduct is immediately brought to the attention of the Board Trustee and shall require that the offending conduct not be repeated.
5. For serious or repeated infractions or unacceptable conduct, the Library Manager or, in the case of a Board Trustee, the Board Chairperson, shall draft a written agreement, to be signed by the employee/Board Trustee, outlining means for improvement within a specific time frame.
6. In the event that the measures outlined in paragraphs 4 and 5 fail to resolve the problem, the Library Manager will initiate documentation procedures for employee dismissal.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.29. Dismissal of Employee

1. The Library Manager may terminate the employment of any employee for just cause or without cause. The Library Manager will inform the Board Chairperson prior to termination of employment of any employee and such termination shall be reported to the Board at its next regular meeting.
2. Every effort shall be made to assist an employee who is having difficulty doing his or her job properly. However, if all efforts fail and the employee is unable to fulfill job requirements, the interests of the library as a whole require that the employee be removed from the position.
3. The employee's difficulties, as well as attempts to help him or her improve, shall be carefully documented by the Library Manager. All such documents shall be retained in the Library's personnel file and shall remain the property of the Library.
4. Advance notice of termination in writing, or wages in lieu of advance notice, shall be given to the employee in accordance with the provisions of the current *Alberta Employment Standards Code and Regulations*.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.30. Resignation of Employee

1. The Library Manager shall be required to provide the Board with four weeks advance notice of his or her intention to resign.
2. All other staff are required to give notice as per the provisions of the *Alberta Employment Standards Code and Regulations*.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.31. Personnel Files

1. The Library Manager shall keep a complete and current record on file for each employee of the Library. *This includes a file for all Library Managers hired by the Board.* The file shall include:
 - 1.1 Resume or completed application form
 - 1.2 Letter of agreement or contract
 - 1.3 Correspondence concerning the employee
 - 1.4 Performance Evaluations
 - 1.5 Job description
 - 1.6 Emergency information (AHC number, next of kin)
 - 1.7 Payroll information and pay stubs
 - 1.8 Police Information Check
 - 1.9 Code of Conduct and Confidentiality
 - 1.10 Any other relevant documentation the employer or employee wishes to add
2. An employee may view the contents of his or her own file and may add material to the file in the presence of the Library Manager.
3. All personnel files are the property of the Library.
4. All personnel files shall be kept confidential and retained in a locked cabinet.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.32. Worker's Compensation

1. All employees shall be covered under the provisions of the Workers' Compensation Act during the performance of their regular duties. The premiums shall be paid by the employer.
2. An employee must report immediately to the Library Manager any injury sustained while at work using the WCB injury report form.
3. Time absent due to injuries sustained on the job and covered by Workers' Compensation shall not be deducted from sick leave.
4. WCB injury reports shall be reported to the Board immediately upon the filing of the report.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.33. Service Recognition

Statement of Intent:

Paid and unpaid staff and volunteers are all part of the Library team or family, and together they make our organization successful and effective. Recognizing and honouring loyal service and life events are ways to maintain healthy working relationships and foster a sense of belonging in an organization. Life events, such as anniversaries, weddings, births, and deaths, have an impact on all of our people and can be acknowledged, recognized, or supported in an appropriate way.

1. Volunteers and Trustees will be recognized annually.
2. In the event of serious illness or death of a staff member, Trustee, or other volunteers, or of one of their immediate family it will be acknowledged with the addition of a book of their choosing to the Library collection as an acknowledgement of the Library's support.
3. Resignation of a staff (employed for less than five years), Trustee, or other volunteer will be honoured with the addition of a book, of their choosing, to the Library collection. This book will be inscribed with the details of their service.
4. Selection of cards or gifts will be made by the Library Manager and/or the Board Chair
5. Other libraries are our partners in service, and as such, the Library could acknowledge special events or milestones, with a gift of a new book for their collection suitably inscribed in honour of the occasion.
6. Staff may, if they desire and agree, create a fund from their personal contributions, which they will use as they wish to acknowledge or host special events.

Service Awards

The Killam and District Municipal Library endorses an awards program that recognizes length of service. Service Awards will be given to employees at the successful completion of each five-year phase of employment. The years of service will commence from the employee's anniversary date.

Employment Anniversary/Retirement/Departing Award Value

1. Fifth Anniversary Gift Value of \$50.00
2. Tenth Anniversary Gift Value of \$100.00
3. Fifteenth Anniversary Gift Value of \$150.00

4. Twentieth Anniversary Gift Value of \$200.00
5. Twenty-Fifth Anniversary Gift Value of \$250.00
6. Thirtieth Anniversary Gift Value of \$300.00

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

6.34. Working Alone

POLICY STATUS: Required by the Occupational Health and Safety Code of Alberta. Guided by the *Health and Safety Guide for Libraries* prepared by the Canadian Centre for Occupational Health and Safety

Statement of Intent:

The Library has put in place measures to protect employees, volunteers, and the public at all times and in particular, when working alone.

Those measures include, but are not limited to:

1. Installing a facility alarm security system (the school is alarmed after hours);
2. Providing periodic educational or training opportunities for staff to learn to be aware of workplace safety threats measures to minimize them;
3. Have the staff carry their cellphone
4. Annually conducting a review and/or inspection assessment of, and developing procedures to address, potential hazards (done by Killam Public School).
5. Identified issues with the facility are immediately communicated to the Killam Public School

Working Alone

The Killam and District Municipal Library is required by the *Occupational Health and Safety Act* to ensure that employees required to work alone can do so safely. The following outlines how the Library will take steps to make staff working alone as safe as possible.

Definition

The Library considers an employee to be working alone if the employee is by himself or herself at a work site in circumstances where assistance is not readily available when needed. Examples of those who could be at risk from working alone include those who: work in sites isolated from public view, work by themselves without close or direct contact with co-workers, travel alone or do hazardous work with no routine interaction with the public, travel away from base offices to meet clients, or handle cash.

Guidelines

1. The Library will identify, as part of a hazard assessment, the potential hazards of working alone and will take practical steps to eliminate or control the hazards.
2. The Library will, where practical, establish an effective means of communication appropriate to the hazards involved for employees to contact other people who can respond to the employee's needs. Alternatively, the employee will be visited by and will contact a competent worker or their employer at intervals appropriate to the nature of the hazards.
3. The Library will ensure employees are trained and made aware of the hazards of working alone and the preventative steps that can be taken to reduce or eliminate potential risks so they can perform their jobs safely.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

Schedule M - Working Alone Procedures

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

Procedures

1. Any arrangement of furniture or shelving should be kept in straight lines to ensure that visibility of patrons is not obstructed.
2. Computer stations should be kept near the front desk for monitoring.
3. Float monies must be kept to a minimum in cash drawer and the balance stored in a second location.
4. Emergency contact numbers must be in an easy access location for staff.
5. New staff and volunteers are oriented in Working Alone Policy and related procedure.
6. Library Manager to contact Town Killam yearly to ensure he/she is aware of Library hours and activities away from the regular schedule.

Action for Staff

1. The Library's main entrance must be checked making sure they are locked upon entering and exiting the library facility.
2. Program room is to be kept locked when not in use. Prior to securing room, check storage area and program area ensuring there are no people.
3. Staff should have an awareness of who is entering the library.
4. Working close to front circulation is recommended during the evenings.
5. Use of the washroom facilities should be monitored.
6. Staff working evening schedule are encouraged to park close to the Multiplex main entrance doors.
7. In the event of a situation that may endanger the employee, they are to flee instead of confronting the offender. In a situation where the library is busy with the public, at the time of a confrontation with an offender, employees are encouraged to leave the premises and call 911, then proceed to notify Library Manager or the Board Chairperson.

Closing Time

1. Make sure all patrons have left the premises at closing time.
2. Lock library door at closing time and then follow through with closing procedures for the library
3. It is suggested staff make a point of contact with family members during the course of the evening and have an expected arrival time home.
4. Suggested that family members have contact phone numbers of the Library Manager in case of a concern/emergency.

6.35. Violence and Harassment

POLICY STATUS: Required by the Occupational Health and Safety Code of Alberta. Guided by the *Health and Safety Guide for Libraries* prepared by the Canadian Centre for Occupational Health and Safety

The Library promotes an abuse-free environment. As such the Library shall endeavour to ensure that:

1. employees and volunteers are aware of and understand that acts of violence or harassment are considered a serious offence and consequences shall ensue;
2. anyone subjected to acts of violence or harassment is encouraged to access any assistance they may require in order to pursue a complaint; and
3. employees and volunteers are advised of available recourse if they are subjected to, or become aware of, situations involving violence or harassment.

Employees or any other individuals affiliated with the Library shall not subject any other person to workplace violence or allow or create conditions that support workplace violence. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable or probable grounds.

Definitions:

Acts of violence and harassment can take the form of physical contact or non-physical behaviours and can include but are not limited to:

1. Threatening behaviour - shaking fists, destroying property or throwing objects;
2. Verbal or written threats - any expression of an intent to inflict harm;
3. Harassment - any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known to be, or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities;
4. Verbal abuse – swearing, insults, or condescending language;
5. Physical attacks – hitting, shoving, pushing or kicking.

Employees who contravene this policy shall be subject to disciplinary action commensurate with the incident, up to and including dismissal.

For acts of violence or harassment by individuals outside of this organization, action taken would be commensurate with the incident up to and including temporary or permanent withdrawal of services and/or legal action.

An employee faced with an urgent situation involving threats or conduct where there is reasonable belief that the safety of persons may be threatened should contact the police immediately.

Revision History	Date Adopted	Oct. 15, 2024.
	Date Revised	

HAZARD IDENTIFICATION AT KILLAM AND DISTRICT MUNICIPAL LIBRARY

	Potential Hazard	Controls in Place	Awareness / Action	Person Responsible
	Lifting and handling	25 books in a box 20 lbs limit for box capacity Use carts to aid in transporting boxes Staff awareness that it is possible to injure your back when lifting children Lifting of handicapped people is to be done by the support worker. Staff can assist by lifting lighter loads such as books When possible, avoid using the lower shelves when filing library materials Bookcart: use two hands when pushing or pulling	When library books are being weeded it is a potential hazard to strain oneself. Any other similar situations are to be handled in the same matter. Lifting Techniques: - Stand Close to the Load - Grip firmly - Bring the load close to your body - Lift head and shoulders first, and with your back straight, use the strength of your legs to slowly and smoothly push up - Make sure that you can see over the load - Don't twist your body. Torquing action can be especially dangerous. Move your feet first to change direction - Bend your knees to lower the load	Library Manager Library Staff Volunteers
	Long periods of computer use			

	Neck injuries using the phone for extended periods and tasks that would encourage cradling the receiver	Take frequent breaks from computer screens Use headset for phone	- Keep your fingers from under the load - Lower slowly and smoothly - When in doubt ASK FOR HELP	
	Slipping and Tripping	Mats at front door are to be in good condition and flat (no rough edges) Awareness of tripping hazard with rubber trim between linoleum and carpet Spilt liquids are to be wiped up, especially on tiled floors Electrical cords must be tucked away Watch for patron's shoes, coats and book bags that may be placed by front door or on floor in the library	Constant awareness of safety on floor space is required by staff and immediate action is needed to keep a safe environment Awareness of where janitorial supplies and equipment are located First Aid Kit located in staff work area, hung on the wall	Library Manager Library Staff Janitor Volunteers
	Front Doors	Awareness that the entrance doors are heavy	Use of door activator recommended	Library Manager Library Staff Janitor Volunteers
	Climbing Ladder	Ladder to be placed securely Staff not to climb to an uncomfortable height No standing on the top platform of the ladder	Awareness of ladder safety Have a spotter hold the base of the ladder for extra security	Library Manager Library Staff Janitor Volunteers

			First Aid Kit located in staff work area, hung on the wall	
	Electricity	Repairs on electrical equipment	Equipment must be unplugged upon inspection. Repairs must be done by professionals who know about the equipment. First Aid Kit located in staff work area, hung on the wall	Library Manager Library Staff Janitor Volunteers
	Workplace Violence	Working Alone Policy must be read and followed Emergency numbers are easily access by staff	Staff must read and sign Working Alone Policy upon hiring. Report any incidences to Library Manager.	Library Manager Library Staff Janitor
	Fire	Fire extinguishers mounted by front entrance doors Extinguisher must be recertified after use	Call 911 for emergencies First Aid Kit located in staff work area, hung on the wall	Library Manager Library Staff Janitor Volunteers
	Shelving	All shelving units must be securely anchored to the wall or floor All shelves must be level and stable in the shelving unit	First Aid Kit located in staff working area, hung on the wall	Library Manager Library Staff Janitor Volunteers

Biological	Blood and Body Fluids	Any book returned with questionable staining must be deleted from the system and disposed of Wash hands frequently Wipe phone with disinfectant	Staff are to be aware of condition of books as they are circulated First Aid Kit located in staff work area, hung on the wall	Library Manager Library Staff Volunteers
Chemical	Toner for Copier machine	Staff are to be aware that if inhaled the powder can be dangerous to health Sweep up all loose powder	Face masks are located with the First Aid kit and should be worn First Aid Kit located in staff working area, hung on the wall	Library Manager Library Staff Janitorial Volunteers
	Cleaning Supplies	All cleaning supplies are to be kept in the locked janitorial closet Gloves should be worn when cleaning washrooms	Chemical substances and cleaning supplies must be properly labeled when stored First Aid Kit located in staff working area, hung on the wall	Library Manager Library Staff Janitor Volunteers
Community Relations	Working with children	Children must use washroom facilities on own - NOT to be assisted by staff. Staff are to stand outside of the washroom door. Parents must be called to pick-up sick children	Staff are to work in a social aspect and are not to be involved with private nurturing, such as helping with the washroom needs	Library Manager Library Staff Volunteers

Staff Awareness of Hazards for children		Watch for children's fingers in door jams Watch for children climbing chairs Fireplace metal frame and grill is hot when fireplace is on		
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Schedule O – Confirmation of Notification

Purpose: To ensure staff are informed of Policies on Working Alone, Occupational Health and Safety, and Disruptive Patron.

Procedure: All staff and volunteers must be informed and adhere to Work Place Safety Procedures:

1. Working Alone: #: PER-31 SCHEDULE A
2. Occupational Health and Safety: POLICY #: PER-31 SCHEDULE B
3. Procedure For Disruptive Patron: POLICY #: PER- 33.

This form is to be signed and placed in the employee's employment file after reading and discussing the policies with the Library Manager.

Employee Statement: I have read the Working Alone, Occupational Health and Safety, Procedure for Disruptive Patron and have discussed concerns with the Library Manager.

Employee Signature

Date

Library Manager

Date