

Town of Penhold Library Board



Policy and Procedure Manual

Reviewed: March 27, 2021

Approved: May 26, 2021

Library Board Chair - Lisa Newton

Signature _____

Town of Penhold Library Board

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1. GENERAL

1.1. Library Identity

Vision Statement:

The Penhold & District Library is passionate about community literacy and lifelong learning.

Mission Statement:

Provide effective library service to all citizens of Penhold and region by connecting people of the community through programming, partnerships and the efficient use of resources.

Tag Line:

Fun for the whole family.

Key Words:

Connect, Rejuvenate

1.2. Definitions

In the Penhold & District Library Board Personnel Policies:

1. **Board** means The Town of Penhold Library Board.
2. **Penhold & District Library** means the operating name of Library.
3. **Casual Employees** means those employed on an irregular basis for temporary replacement of, or supplement to, permanent employees.
4. **Chaperone** means a responsible individual appointed by a parent or guardian over the age of 12.
5. **Contract Employees** means those employed under such conditions and for such a period of time as specified in a formal contract signed by both Employer and Employee.
6. **County** means Red Deer County.
7. **Employer** means Town of Penhold Library Board.
8. **Employee** means any person employed by the Town of Penhold Library Board.
9. **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, grandparents. It does not include renters, boarders or any person 18 years or older who provides compensation for meals and other services.
10. **Full Time Employee** means those employees retained to work at least 35 hour per week.
11. **Library** means the Penhold & District Library.
12. **Library Board Chair** means the Trustee who serves as leader of the Board, acting voice, voting member and contact for the Library Board.
13. **Library Manager or "Manager"** means the chief executive officer of the Penhold & District Library or designate.
14. **Permanent Employees** means those given permanent appointment to staff after satisfactory completion of a probationary period.
15. **Police Information Check** means 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.
16. **Schedule** means an appendix to the policy, provided for information only. As such, schedules may be amended by the Manager from time to time without formal amendment to this Manual.
17. **Social Media** means any Web application, site or account created and maintained by Penhold & District Library, which includes the capacity for public sharing, commentary, discussion and contribution.
18. **Town** means the Town of Penhold.
19. **Town of Penhold** means the municipality in which the Library is located.
20. **Trustee** means a member of the Library Board.

2. GOVERNANCE

2.1. Library Board Code of Conduct

DATE AMENDED:

DATE FOR REVIEW: 3 years

Duty of Care: Board Members are to exercise reasonable care when he or she makes 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 Town of Penhold Library Board is committed to teamwork and effective decision-making. Towards this end Board Members will:

1. Endeavour to represent the broader interest of members and/or stakeholders.
2. Seek to balance their contribution as both an advisor and learner.
3. Be honest with others and true to themselves.
4. 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.
5. Be willing to be a dissenting voice, endeavor to build on other Board Member's ideas, offer alternative points of view as options to be considered and invite others to do so too.
6. On important issues, be balanced in one's effort to understand other Board Members and to make oneself understood.
7. Once a Board decision is made, support the decision even if one's own view is a minority one.
8. 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.
9. Respect the confidentiality of information on sensitive issues, especially in personnel matters.
10. Be an advocate for the organization and its mission wherever and whenever the opportunity arises in their own personal and professional networks.
11. Disclose one's involvement with other organizations, businesses or individuals where such a relationship might be viewed as conflict of interest.
12. Refrain from giving direction, as an individual Board Member, to the Library Manager or any member of staff.
13. Refrain from investigation or discussing the Library Chair's performance with staff members or stakeholders without Board authorization.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

2.2. Library Board

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

The Penhold & District Library Board is the corporate body empowered by law to operate the Penhold & District Library in accordance with *the Libraries Act* and Libraries Regulation. It is an autonomous, decision-making board created under Town of Penhold By-Law No. 342/81 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 Library policies incorporate a Library Board Code of Conduct that outlines the ethical and legal obligations of being a Board trustee. Each trustee will sign the Library Board Code of Conduct at the beginning of their three-year term. Trustees will be required to disclose any outstanding or pending criminal charges, probations, prohibitions, or other judicial orders that are in effect, since the date of signing the Library Board Code of Conduct (see Policy 5.3.1).
2. 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*.
3. 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 recruit potential board members and present Town Council with a recommendation for appointment. Public notification of Board vacancies shall be undertaken prior to the Board recommending a replacement to Town Council for appointment. As Council is solely responsible for the appointment of Board members, Council may choose to appoint Board members without Board input.
4. 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.
5. The Board will present annual reports and recognize volunteers at a designated meeting once a year.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

Schedule A - Board Executive Officers

REFERENCE: Policy 2.2.

REVISION DATE:

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.

The Chairperson will supervise the affairs of the Board. This person will preside at meetings of the Board and, in consultation with the Board, 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.

1. Chairperson:

Working closely with the Library Manager, the Chairperson oversees all actions of the Board. As such, the chairperson:

1. Provides leadership to the Board;
2. Develops the agenda for Board meetings;
3. Ensures that Board plans, policy, and bylaws are followed;
4. Authorizes calls for special meetings;
5. Executes all documents authorized by the Board;
6. Has cheque-signing authority;
7. With the Treasurer, presents the budget to Town Council and other funders as required.

2. Vice-Chairperson:

The Vice-Chairperson:

1. Will preside at meetings of the Board or otherwise act in the stead of the Chairperson, in the absence of the Chairperson;
2. May assume the role of Chairperson at the completion of the Chairperson's term.

3. Treasurer:

The Treasurer reviews all payments for expenses incurred by the Library. The Treasurer, along with the Chairperson or Library Manager, has the authority 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:

1. Chairs the Finance Committee;
2. Monitors bookkeeping;
3. Is familiar with applicable legislation;
4. Ensures a financial status report is submitted to regular Board meetings;
5. Assists the Library Manager in the preparation of the annual financial report and ensures that it is properly reviewed by a financial firm approved by the Town of Penhold, and submitted as required;
6. With the Board Chairperson, presents the budget to the Town and other funders as required.

Town of Penhold Library Board

4. Secretary:

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

1. Notification to Trustees of meetings;
2. That Trustees receive agendas, minutes, reports, etc. at least four business days in advance of meetings;
3. Acts as Chairperson if both Chairperson and Vice-Chairperson are absent;
4. Required materials (manual, minutes, and reports) are present at meetings.

Schedule B - Committee Structure and Duties

REFERENCE: Policy 2.2.

REVISION DATE:

At the annual organizational meeting, the Chair, in consultation with the Board, appoints at least one person to each committee, one of which will Chair the Committee. The Board Chairperson is an ex-officio member of each committee and additional committee members are chosen from the community. Committee meetings held in person, via teleconference, e-mail or telephone.

1. 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 October;
 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 a professional accounting firm to the Board, for annual review of the Library's financial records, which is forwarded to the Town of Penhold for approval;
 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.
2. Governance Committee:
 1. Reviews personnel policies and recommends changes;
 2. Under the direction of the Board, 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; Ensures that existing bylaws and policies are kept up to date by reviewing each of them at least every three years.
3. Grievance Committee:
 1. Is chaired by the Board Chairperson and includes the Governance Committee Chairperson and the Finance Committee Chairperson;
 2. Hears, evaluates and makes a decision on all grievances presented to the Committee;
 3. Reports all grievances and respective decisions to the Board.
4. Ad-hoc Committee:
 1. Authorized by the Chair and accountable to the Board;

The mandate and terms of reference for each ad-hoc committee is created by the Board when the committee is formed.

2.3. Trustee Roles

DATE AMENDED:

DATE FOR REVIEW: Annually

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 Penhold & District Library.

1. Qualifications:

1. A satisfactory police information check;
2. A serious commitment to the provision of library services within our community;
3. The ability to attend Board meetings and be an active member of the Board;
4. A willingness to become familiar with library law, standards, principles and practices;
5. The desire to ensure that the Library provides broad and equitable access to the knowledge, information, and diversity of ideas needed by community residents;
6. A commitment to freedom of expression and inquiry for all people;
7. Preferably, reside within the Town or County boundaries.

2. Principal Activities:

1. Prepare for and attend regular Board meetings;
2. Know and apply the law pertaining to the operation of the 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. Maintain your effectiveness as a Trustee through participation in the many training opportunities available to Board members.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

2.4. Trustee Orientation & Continuing Education

POLICY STATUS: required by the Libraries Regulation 7(1) b

DATE AMENDED:

DATE FOR REVIEW: 3 years

A 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:
 1. The *Libraries Act* and Regulation;
 2. The Library Policy & Procedure Manual;
 3. The Library Plan of Service;
 4. Annual report for the previous year;
 5. Staff names and positions;
 6. Contact information for the Library Manager;
 7. List of Trustee names and contact information;
 8. Minutes of past three Board meetings;
 9. Planning calendar;
 10. Budget for the current year;
 11. Library Trustees associations reference material;
 12. List of web links and acronyms;
 13. 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 meetings, 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

2.5. Board Meetings

AMENDED DATE:

DATE FOR REVIEW: 3 years

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 at least 50% of the members.
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. 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.
9. 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.
10. Any member who has a personal and/or pecuniary interest in any matter before the Board may not vote on that matter and will remove themselves from any discussion of the matter.
11. 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:
 1. Call to Order;
 2. Staff Reports;
 3. Opportunity to make changes to and approval of the agenda;
 4. Approval of the Minutes of the previous meeting;
 5. Correspondence;
 6. Committee Reports;
 7. Financial Reports;
 8. Old and New Business.
13. All approved minutes, resolutions and bylaws of a Board shall be signed by the Chair or Acting Chair.
14. All minutes and agendas shall note the name of the person(s) who prepared them.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

2.6. Policy Development and Maintenance

DATE AMENDED:

DATE FOR REVIEW: 3 years

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

1. Ensure that all workers have the information they need to do their jobs effectively;
2. Ensure the provision of equitable public service;
3. Ensure consensus within the Library.

1. 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.

2. Process for Policy Maintenance and Distribution:

1. Copies of the approved policy will be publicly available.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

2.7. Bylaw Development and Maintenance

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. The Library Board is responsible to develop and regularly 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 Town Council and Alberta Public Libraries Services Branch;
3. Once a new or revised bylaw has been accepted by Town Council, it is the responsibility of the Governance 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

2.8. Protection of Privacy

DATE AMENDED:

DATE FOR REVIEW: 3 years

The Library must file and retain certain information in order to conduct business and to manage 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. 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 (expire date, suspension, etc.);
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

1. Public sessions on the Internet are confidential;
2. Sign-in sheets are used simply to tally the number of public computer sessions;
3. When using/borrowing in-house laptops, checkout information required will be the patron's name, library card number, valuable piece of identification, checkout date, and time in/out. Checkout information sheets will be shredded monthly.

3. Personal Information of Staff and Trustees

1. Contact information for staff and Trustees can be posted in the office. This information shall only be distributed to staff and Trustees;
2. Personal information shall not be posted in the public area of the Library;
3. Schedules for staff, volunteers, and meeting room use shall not be posted in the public part of the library;
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

1. Only statistical data shall be retained and published in Library documents;
2. Personal Information Banks or circulation data shall be made available to others only through due legal process: court order, subpoena, or warrant.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

2.9. Financial Management

DATE AMENDED: June 22, 2022

DATE of REVIEW: 3 years

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 1st to December 31st.
2. Fixed assets include books and magazines, shelving, furniture, computers and other electronic equipment.
3. Investing:
 1. When funds exceed immediate need, they will be invested in a flexible savings plan, until needed for budgeted expenses;
 2. Interest on savings account(s) shall be included in general revenue.
4. Petty Cash: A float to a maximum of \$50.00 shall be available for petty cash. This will be used for library incidentals. The Library Manager will reimburse the petty cash as needed.
5. Cash Register: a float of \$35.00 will be maintained in the cash register at circulation and stored in a secure place in the library when library is closed. Deposits from the cash register shall be made on a regular basis.
6. 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 back up will be stored off site on Parkland Regional Library server.
7. Signing Officers: The Board Chairperson and Treasurer, and the Library Manager will have members as signing authority:
 1. Those with signing authority must be appointed by a motion of the Board;
 2. Any two of the three signatories will be required to sign cheques;
 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;
 4. Signing authorities will not sign a blank cheque. Cheques will be filled out with attached receipts prior to signing authorization;
 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

2.10. Financial Accountability

DATE AMENDED: June 8, 2021, June 22, 2022

DATE of REVIEW: 3 years

1. Financial Reports and Statements:
 1. Financial reports effective the last day of each month shall be prepared by the Library Manager for presentation to the next regularly scheduled board meeting. These reports shall include 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;
 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 Penhold, as per the *Libraries Act*.
3. Filing of GST Rebate and Charity Status to be done annually.
4. A copy of the Financial Review will be filed with the Town of Penhold, Parkland Regional Library, and the Public Library Services Branch of the Alberta Government.
5. 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.
6. 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.
7. Town of Penhold Library Board may borrow or raise funds to meet its objectives or operations. The Board decides the amounts and ways to raise money, including giving or granting security.

Approval Date: May 26, 2022

Signature: Lisa Newton, Library Chair

2.11. Budget

DATE AMENDED:

DATE of REVIEW: 3 years

1. Budget:

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. 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 Penhold, by November 1 of every year, for approval on amount requested for Operational Funds.
2. 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.
3. 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:

1. The Library Manager has the authority to purchase capital equipment which have been included in the operating budget.
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.
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.
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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

3. FACILITY

3.1. Code of Conduct

DATE AMENDED:

DATE FOR REVIEW: 3 years

Penhold & District 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.

1. Acceptable Behaviour:

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 10 are accompanied by a chaperone (see Policy 3.4.1);
4. Ask for approval from staff before taking photographs or videos;
5. Bring only certified assistance animals inside the Library (see Policy 3.7.1.1)
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.

2. Unacceptable Behaviour; but not limited to:

1. Soliciting, panhandling, canvassing, selling or distributing unsolicited materials;
2. Vandalism or graffiti, damage to or theft of library materials;
3. Inebriation or disorderly behavior;
4. Excessive noise;
5. Verbal or physical abuse, threats, insults, or harassment;
6. Unlawful activities;
7. Smoking in the Library;
8. Failure to adhere to the Library's equipment and Internet Use Agreement (see Policy 3.5 & 3.6).

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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

3.2. Facility Use by Public

DATE AMENDED:

DATE FOR REVIEW: 3 years

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.
 1. There will be an exam fee for exams invigilated at Penhold & District Library. If the person requesting the invigilation has a library membership with Penhold & District Library, the fee will be waived. (see Policy 4.8.5)
 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 charged according to Penhold & District Library By-Laws SCHEDULE A.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

3.3. Facility Hours of Service

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

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

1. Generally, the Library's hours of service will be as follows:
 1. Mondays 10 am - 3:30 pm (service to Penhold Crossings Secondary School)
 2. Tuesdays 10 am - 5 pm
 3. Wednesdays 10 am - 8 pm
 4. Thursdays 10 am - 5 pm
 5. Fridays 10 am - 5 pm
 6. Saturdays 10 am - 3 pm
2. The Library will be closed for Statutory Holiday long weekends.
 1. New Year's Day
 2. Alberta Family Day
 3. Good Friday
 4. Easter Monday
 5. Victoria Day
 6. Canada Day
 7. Heritage Day
 8. Labour Day
 9. Thanksgiving Monday
 10. Remembrance Day
 11. Christmas Day
 12. Boxing Day
 13. National Day of Truth and Reconciliation
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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

3.4. Unattended Children

DATE AMENDED:

DATE FOR REVIEW: 3 years

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

1. Children under the age of ten years must be accompanied by a guardian, parent or chaperone at all times.
2. Subject to the consent of the Library Manager, children over the age of ten years will be permitted to be in the Library unattended with the understanding that:
 1. Children must not be left unattended for an extended period-of-time;
 2. Children must abide by the Library's Code of Conduct;
 3. Responsibility for the safety and the behavior of children rests with the parent/guardian;
 4. 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;
 5. If, at any time, staff have concerns, the authorities may be contacted.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

3.5. Equipment Use by the Public

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

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 to 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. Certain Library equipment such as the DVD player, X-Box, and digital conversion 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. Proper identification is required (see Policy 2.8).
6. Facility Code of Conduct (see Policy 3.1) must be adhered to for privileges of equipment use.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

3.6. Internet Access

DATE AMENDED:

DATE FOR REVIEW: 3 years

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:** Parents, guardians and/or chaperones are responsible for supervising their children's access to all Library resources, including the Internet. The Library does not act in the stead of parents. Library staff will be pleased to provide information and advice to assist parents, guardians and/ or chaperones 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

3.7. Animals in the Library

DATE AMENDED: September 27, 2022

DATE FOR REVIEW: 3 years

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

1. Animals are not permitted in the Penhold & District Library with the exception of qualified service dogs under the control of their handlers and/or animals involved in the delivery of Library programs.
 1. Patrons with qualified service dogs must present documentation as per *The Service Dogs Act, Chapter S-7.5*.
 - 1.2 Handlers of Emotional Support and Therapy animals will be required to sign a waiver which includes but is not limited to the following:
 - 1.2.1 Sole responsibility for any and all actions within the Library;
 - 1.2.2 Confirmation that the handler and animal has been qualified through a Pet Education Program.
 - 1.2.3 Proof of a liability insurance
 - 1.2.3 Proof of annual veterinary health screening.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

4. LIBRARY MATERIAL

4.1. Collection Development Policies Statement of Intent

DATE AMENDED:

DATE FOR REVIEW: 3 years

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:
 1. Continuing education and knowledge in all fields;
 2. Citizenship;
 3. Career or occupation;
 4. Creativity;
 5. Spirituality;
 6. Leisure activities.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

4.2. Selection and Acquisition

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

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

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.

1. 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.
2. 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.
3. Responsibility for what children are reading rests with their parents, legal guardians or chaperone. Selection should not be inhibited by the possibility that books may inadvertently come into the possession of children.
4. 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.
5. The Library Manager will use a variety of accepted, professionally recognized selection aids and reviews in choosing materials.
6. The following principles will condition selection of print materials:
 1. Contemporary significance or permanent value, including popular best sellers or items in high demand;
 2. Accuracy;
 3. Authority and credibility of the author;
 4. Relation of work to the existing collection;
 5. Price and quality;
 6. Suitability of format;
 7. Scarcity of information in the subject area;
 8. Availability of material elsewhere in the community or within the regional library system;
 9. Requests from patrons for specific titles or subjects will be considered within the previous principles;
 10. Budget constraints.
7. In addition to the principles in #6 above, specific collections shall be developed as follows:
 1. Audiobooks are purchased not only for the visually impaired but for general interest;
 2. Videos are purchased based on demand and popularity, with particular attention to award nominees and winners; and documentaries of general interest, world issues, current concerns and subjects.

Town of Penhold Library Board

8. 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

4.3. Censorship

DATE AMENDED:

DATE FOR REVIEW: 3 years

The Board and Library staff do not supervise public morals. They believe in the freedom of the individual and the right and obligation of parents and guardians to develop, interpret, and enforce their own code of acceptable conduct for their household.

1. The Library will endeavor to provide materials on all sides of controversial issues, including representation of unpopular or unorthodox positions, without censorship or bias, providing the materials give evidence of a sincere desire to be factual.
2. The Library acknowledges as its standard, the Canadian Federation of Library Association's *Statement on Intellectual Freedom and Libraries*.
3. If an individual or group objects to a particular item, a written complaint, using the **Reconsideration Form** can be made to the Library Board. Only written requests will be fairly considered.
4. The Library endorses an open shelf policy and no material shall be marked or identified in such a way as to indicate approval or disapproval, nor will access to any materials be restricted because of controversial or prejudicial nature.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

4.4. Weeding and Replacement

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. The Library collection will be weeded on an ongoing basis in order to:
 1. Utilize the available space efficiently;
 2. Maintain a reliable collection;
 3. Improve access to the collection;
 4. Present a clean and inviting appearance to patrons;
 5. Find items that need repair or replacement.

2. The criteria for weeding are:
 1. Age (with the exception of items of lasting value)
 2. Lack of use;
 3. Change in local interests;
 4. Poor physical condition;
 5. Duplication;
 6. Availability of space.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

4.5. Resource Sharing

DATE AMENDED:

DATE FOR REVIEW: 3 years

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 the Alberta Public Library 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- or 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. Inter-library 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, Penhold is a member of The Alberta Library, and, as such, issues and honours TAL and ME cards as per The Alberta Library Policies.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

4.6. Special Needs

DATE AMENDED:

DATE FOR REVIEW: 3 years

In regard to multilingual, large print, and 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 (audio books) 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

4.7. Donations and Memorials or Gifts

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. Donation of materials are welcome.
 1. 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;
 2. Donations of books or other materials are accepted with the understanding that they may be sold if not required by the Library;
 3. No conditions may be imposed by the donor as to the disposition of donated materials.
2. The Library welcomes books or funds to purchase them, as gifts or memorials.
 1. Memorials or gifts must support the goals and objectives of the Library and are given without any attachments;
 2. If desired by the donor, memorial materials will have a bookplate inserted, displaying the name of the person honoured.
3. Penhold & District Library is a registered Charity under the Canada Revenue Agency.
 1. Tax receipts will be issued for donations of cash upon request, according to the guidelines and rules set out by Canada Revenue Agency.
 1. The Library does not assess the value of materials and therefore does not provide that information for tax purposes;
 2. Funds may be used for any Library purpose, unless specified by the donor or dedicated to a fundraising program.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

4.8. Borrower Cards

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. Borrower cards are issued for the purposes of tracking items taken out of the Library.
2. Fees for Borrower cards are set by the Board, and referenced in Penhold & District Library By-Laws Schedule B.
3. Borrower cards are those cards provided by Parkland Regional Library System to be issued by Library staff.
4. A Parkland Regional Library (PRL) card may be used as The Alberta Library known as TAL or a ME Libraries card:
 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;
 2. TAL cards are free;
 3. TAL cards can only be used to borrow physical materials, not digital content, as per the province-wide agreements;
 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;
 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;
 6. TAL card users should report any lost or damaged items to the Library from which they were borrowed;
 7. Adult Parkland Regional Library cardholders may also register with ME Libraries: <https://melibraries.ca/> This allows patrons to use their home library card as their library card when visiting participating ME libraries, they have registered with. All items must be picked up at the owning library but can conveniently be returned to any ME library;
5. Cards are issued to residents of the Town of Penhold and Red Deer County.
6. Cards may be issued to residents of other member libraries in Parkland Regional Libraries.
 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 written 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 PRL, but are members of The Alberta Library, 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, which are not members of PRL and are not members of TAL or ME Libraries, may purchase a Non-Resident Borrower card for a fee determined by PRL.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

4.9. Circulation

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

1. Borrowers will be asked to present their borrower card or their unique borrower barcode number in order to checkout library material. Borrowers may checkout 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 (i.e. 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 a Fast Add check out 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.
 1. Loan periods are 3 weeks for books, audio books, CD's, videos and magazines;
 2. Extension of due dates may be made to accommodate Borrowers' needs on items, but only if they are not already requested;
 3. Maximum items checked out at one time are 100. Exceptions may be made at the discretion of library staff in extenuating circumstances, for patrons in good standing.
5. Renewals:
 1. Items may be renewed no more than five times;
 2. Items that are requested by another patron are non-renewable;
 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 set per item per day per Parkland policy and referenced in Penhold & District Library By-Laws (Schedule D).
7. Replacement or replacement costs of lost or damaged materials are the responsibility of the borrower.
 1. Reparation for lost or damaged materials not belonging to Penhold, must be made to the owning library;
 2. Reparation for lost or damaged materials belonging to Penhold, must be made to the Penhold Library.
8. Borrowing privileges will be suspended when a Borrower's fees exceed the fee set by Parkland Regional Library policy.
 1. In the instance when a Library patron has not returned overdue library material, as per Penhold & District Library By-Law 4(1)c, that is the property of Penhold & District 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

5. ADMINISTRATION

5.1. Retention of Records

DATE AMENDED:

DATE FOR REVIEW: 3 years

The Library must file and retain certain information and documents in order to conduct business and to manage 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 C for information on retention of records.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

Town of Penhold Library Board

Schedule C - Retention of Records:

REFERENCE: Policy 5.1.

REVISION DATE:

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

Town of Penhold Library Board

	Termination	P	H
Expression of Concern Forms		1	De
Financial Statements		P	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

DATE AMENDED:

DATE FOR REVIEW: 3 years

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 that 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

5.3. Police Information Checks

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

The Library Board will endeavour to ensure the safety of Library patrons, staff, volunteers and property through the employment of qualified and trustworthy individuals.

1. All adult (18+) persons employed by the Library must obtain a Police Information Check completed by the R.C.M.P. An offer of paid employment is conditional upon the satisfactory outcome of this Police Information Check.
2. Staff 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.
3. Staff and Volunteers will be required to immediately disclose any outstanding or pending criminal charges, probations, prohibitions, or other judicial orders that are in effect, since the date of their initial Police Information Check.
4. Volunteers not in a position of trust do not require a police information check, however, 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.
5. It is the responsibility volunteers to disclose any changes in reference to Police Information checks.
6. Trustees will be required to sign the Library Board Code of Ethics before being appointed by the Town of Penhold Council. Any changes that would breach a Trustees Code of Ethics, while serving on the Board, must be made know to the Town of Penhold Library Board.
7. The Library Manager, will upon request, reimburse any costs associated with this Police Information Check.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

5.4. Volunteers

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

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 5.3.4 and Schedule C).
4. 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.
5. Volunteers will adhere to the Volunteer Form signed at the start of their relationship with the Library.
6. Volunteers will receive training to provide them with specific knowledge, skills, and support to perform their role effectively.
7. Personal expenses such as mileage and meals may be reimbursed for volunteer activity subject to approval by the Library Manager.
8. Volunteer projects will be evaluated by the Library Manager or designate.
9. Work of our volunteers will be recognized and acknowledged publicly.
10. Volunteers will not have access to circulation workstations in order to protect the confidentiality of user records and the security of Library records.
11. Liability and accident insurance cover all volunteers engaged in activity for the Library.
12. 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.
13. Informal or formal evaluations are carried out by the Library Manager or volunteer supervisor, as needed.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

5.5. Social Media

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

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. The Library will use social media in support of the following objectives:
 1. To provide information on and promote Library services, programs and activities;
 2. To highlight community events, activities, resources and issues;
 3. To provide a simple method for customers to provide feedback on Library services and to request assistance;
 4. To collect information on community needs and preferences;
 5. To build and sustain community.
2. The Library will configure social media settings to best meet the objectives defined in the policy.
3. 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:
 1. May be unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, libelous, hateful or discriminatory;
 2. Impersonates any person or entity, or falsely states or otherwise misrepresents an affiliation with a person or organization;
 3. May infringe intellectual property rights including copyright;
 4. Is personally disrespectful of another individual;
 5. Includes personal information published without the consent of the person to whom the information relates;
 6. Is unrelated to the content of the social media channel;
 7. Links to material that is not directly related to the discussion on the relevant channel;
 8. Is commercial promotion or spam;
 9. Is not in keeping with the safe and welcoming environment of the Library.
4. The Library reserves the right to ban or block individuals from social media posting or access where there is repeated posting of objectionable content and in cases where the social media interface and functionality makes blocking the effective way of dealing with objectionable posts.
5. 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.
6. Only staff members authorized by the Library Manager may post to Library social media channels.
7. 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.
8. 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.

Town of Penhold Library Board

9. Social media content created by staff members as part of their employment responsibilities is the property of the Library and not the employee.
10. Staff will sign their names on posts they have created.
11. Documentation will be kept of any comments that are removed.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

5.6. Memberships in Associations and Reimbursement of Expenses

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

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, workshops and conferences that would benefit the employee and the library.
3. Substantial expenses must be approved by the Library Board.
4. Expense reimbursement for staff and Trustees:
 1. Expenses may include mileage, accommodation and registration fees;
 2. Travel will be reimbursed at the rate used by the Town of Penhold;
 3. Expenses will be claimed on the Expense Claim Form;
 4. The Claim Form will be submitted to the Library Manager for payment;
 5. All other authorized expenses shall be reimbursed according to receipts submitted along with the Library Expense Claim form.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6. HUMAN RESOURCES

6.1. Personnel Policies

DATE AMENDED:

DATE FOR REVIEW: 3 years

Personnel constitute an important resource for the provision of high-quality public library service; all staff members make important contributions to the service. 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 of the 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.

Approval Date: June 8, 2021

Signature: Lisa Newton, Library Chair

6.2. Employee Code of Conduct

DATE AMENDED:

DATE FOR REVIEW: 3 years

The Town of Penhold Library Board highly regards cultivating an environment for employees and community that is healthy and respectful of others.

1. Staff shall be familiar and supportive with the mission, goals and objectives of the Library as well as the Library Policies.
2. Staff shall be motivated to make every effort to be of service to the community and to nurture a friendly and inclusive atmosphere built on respect and understanding.
3. All employees must show integrity and professionalism in the workplace upholding the standards of the Library and community.
4. Staff will work on building good relationships with other staff members and clearing any misunderstandings quickly.
5. Information heard directly or indirectly concerning patrons, staff or community are to be confidential.
6. It will be a priority of all staff to maintain a well-organized, collaborative, and respectful work environment.
7. Staff will participate in initial and on-going training, with a willingness to build the team by sharing learned skills and knowledge.
8. Voice problems concerns and suggestions to the Library Manager.
9. We encourage mentoring.
10. Staff will be prompt with regular attendance; notification of absence given as early as possible, so that necessary coverage can be maintained.
11. All employees should treat the Library's property, whether material or intangible, with respect and care.
12. Staff are expected to report for work dressed and groomed in a business-like manner. Clothing and accessories must be neat, clean and in good repair and should not draw inappropriate or disruptive attention to the individual.

Approval Date: June 8, 2021

Signature: Lisa Newton, Library Chair

6.3. Responsibilities of the Library Manager with Regard to Personnel

DATE AMENDED:

DATE FOR REVIEW: 3 years

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 liaison between the staff and the Board.
6. The Library Manager prepares work and vacation schedules and authorizes leaves of absence.
7. The Library Manager keeps accurate and current personnel files.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.4. Job Descriptions

POLICY STATUS: Required by Regulation 7 (2) a

DATE AMENDED:

DATE FOR REVIEW: 3 years

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;
 3. Specific tasks;
 4. Supervisory responsibilities;
 5. 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. With the exception of the Manager's job description, which is set by the Board, job descriptions, attached to this policy are provided for information and may be amended by the Manager from time to time. Staff are to have a current copy of their job description.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

Schedule D - Library Manager Job Description

REFERENCE: Policy 6.4.

REVISION DATE: October 27, 2021

Job Title: Library Manager

Function/Purpose:

To be accountable to the Board, through the Board Chair, in carrying out Board direction according to policies, by-laws and budget. The Library Manager is responsible for the overall management including administration, staff, programming and managing of library resources.

Job Reports To:

The Penhold and District Library Board, with the primary contact being the Board Chair.

Authority for this Schedule – Penhold & District Library Board

Hours of Work:

This position is 35 hours a week, requiring evening and weekend hours.

Direct Reports to this Position:

- Staff
- Volunteers

Duties, Responsibilities and Authorities:

1. Library Board

- Maintains a good working relationship with the Board. Supports the Board's work
- Works closely with the Board in planning for all aspects of the library, including policy and by-law development, budget and short/long term planning
- Supports the Board members by providing prompt and accurate information and ongoing assistance
- Orientates new Board members to library operations
- Participates in Board and committee activities, including attendance at all Board meetings unless otherwise determined

2. Administration

- Assists in the preparation and development of the Library Board by-laws and policy manual and facilitates the carrying out of these directives
- Assist in the preparing the annual budget and manages the use of those funds throughout the year
- Assists in the preparation and development of the Library Plan of Service and facilitates the carrying out the plan

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- Assists in fundraising activities
 - Pays bills, does pay roll and completes the required paperwork related to employment requirements (MERC, WCB, tax remittance and T4s).
 - Ensures that reporting requirements to the Town of Penhold, Parkland Regional Library and the Province are met according to deadlines
 - Responsible for grant applications and reporting
 - Prepares financial records for submission to the accountant in January of each year
 - Ensures accurate statistics are kept for community impact and value
 - Responsible for advocacy presentations
 - Picks up mail and responds accordingly, including the passing on of correspondence to the Board
 - Works with the Board Chair to prepare Board and committee agendas, and providing administrative support as required (typing, distribution etc.)
 - Administrates memberships and licenses
 - Responsible for Hazard Assessment, training of staff and removal or dealing with hazard concerns
 - Ensures a good filing system and that it is kept up-to-date
 - Works in partnership with Parkland Regional Library, utilizes the expertise of consultants, attends meetings and training
 - Update Library information on Canada Revenue Agency data-base
 - Meets and addresses patron's needs on a day-to-day basis, utilizing good customer service principles
 - Prepares and submits library advertising to town news letter
 - Manages web-site
3. Personnel Administration
- Provides effective leadership
 - Creates an organizational atmosphere that enable a culture of teamwork and exemplary service
 - Advertise, interview, hire staff
 - Motivate, evaluate and give staff opportunities to work at their potential
 - Schedule staff
 - Maintain personnel files
 - Supports on going staff training and development
4. Library Resource Management
- Responsible for the selection and acquisition of new materials as well as collection analysis and collection development plans
 - Receives and ensures processing of donations
 - Ensures that resources are organized in such a way that patrons can access material with ease

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- Ensures that resources are weeded, utilizing reports and or Parkland Regional Library for assistance
5. Library Programming
- Initiates, implements and evaluates programs in relation to community needs
 - Serves as a liaison with the Town of Penhold and community, fostering partnerships to promote community connection and lifelong learning
6. Partnerships & Public Relations
- Cultivates a presence and relationship with municipal council
 - Cultivates a good working relationship with municipal employees
 - Identify and build partnerships
 - Foster positive relationships with the community
 - Promote community awareness of the library
 - Sits on Library and community committees as necessary
7. Building Management
- Ensures that the library is clean and well maintained
 - Works with Town of Penhold Multiplex Management to address facility concerns

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 E – Community Library Programmer Job Description

REFERENCE: Policy 6.4.

REVISION DATE: September 23, 2021

Job Title: Community Library Programmer

Purpose:

This position serves as a creative liaison in providing community programming with the purpose to build Library/community relations. The Community Programmer is responsible for assessing programming needs, developing and planning programs and evaluating programs. This position, at times, will assist in providing front-line service to the public.

Position Reports to: The Community Programmer is responsible to and reports to the Library Manager

1. 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 Penhold

2. Library Programming

- Assess, in cooperation with the Library Manager, the Library's programming needs base on the service priorities and Plan of Service
- Plan and implement community programs by building partnerships with:
 - PSAC, TIES Daycare
 - Penhold Youth Club, Penhold Boys & Girls Club etc.
 - Seniors Drop-In Centre
 - Town of Penhold Community Services & FCSS
 - Talent of community members - music, art
 - Business Community
- Promote Library programs throughout the community using appropriate media:
 - Hanging posters in the Library and around town
 - Hand-outs at the front desk
 - Posting on social media and the website
 - Communication with the Town of Penhold Communications team
 - Keep staff, volunteers and public informed on upcoming activities
 - Photos: capture Kodak moments that may help in the promotion of the Library.
- Collect stats for each program, including number of programs and numbers of adults and children in attendance, and whether the people in attendance are Penhold or Red Deer County Residents
- 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

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- Attend workshops that will assist in program development and implementation
- Organize and instruct volunteers for assistance in programs
- Be willing to participate or facilitate a book club
- Informing Library Manager of patron requests or concerns

3. Customer Service:

- Greets the public, creating an approachable and inviting atmosphere for questions and promotion of the library
- 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 PRL and TAL catalogue as well as our library
- Assist patrons in resource and information retrieval
- Educate patrons how to access e-Books and e-Audio materials
- Maintain patron circulation files
- Provide faxing and photocopying service
- Provide *basic* help at public computers
- Answers telephone inquiries

4. Other Duties and Responsibilities:

- Be willing to assist the team when and where needed

5. Library Resource Management

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

6. Library Facility

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

Schedule F - Library Circulation Job Description

REFERENCE: Policy 6.4.

REVISION DATE: September 23, 2021

Job Title: Library Circulation

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.

Position Reports to: Library Manager

1. 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

2. Customer Service:

- Greet the public, creating an approachable and inviting atmosphere for questions and promotion of library services
- 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 PRL and TAL catalogue as well as our library
 - Assist patrons in resource and information retrieval
 - Educate patrons how to access e-Books and e-Audio materials
 - Maintain patron circulation files
 - Deal with damaged or lost items
 - Contact patron by phone for overdue items and renewing
 - Handle and fulfill requests for inter-library loans
 - Provide service of faxing and photocopying
 - Provide *basic* help for patrons at public computer terminals
 - Answers telephone inquires

3. Duties and Responsibilities:

- Maintaining orderly shelves; shelve library books, read shelves, organizing resources and facing library resources while shelving
- Reporter Overdue List – weekly phone and renew items for patrons
- Polaris Reports: Reviewed monthly
 - Lost and Missing from Shelf Items - look for items, recommend action required, reorders
 - Damaged Items – delete, review and recommend reorder items

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- In Transit Past 60 Days – check shelves or contact previous loaning library
- Claim Return by Borrower – follow status and work to resolution with patron, delete item

- Prepare in advance the weekly computer sign-in sheets
- Manage the PRL rotating Large Print and Audio Book collection
- Record stats from the weekly computer sign-in sheet
- Records of statistics: people entering library, program attendance . . .
- Accept and record money taken in to the library and balance intake at end of day/month.
- Circulation desk maintenance (photocopy flags for transit items)
- Organize bulletin board
- Informing Library Manager of patron requests or complaints
- Photos: capture Kodak moments that may help in the promotion of the library.

4. Library Resource Management

- Assist in selecting library resources including books, magazines, videos, and any other material
- Receive and process donations
- Ensures that library resources are entered into the Horizon system keeping orderly records of Penhold Library resources
- Remove damaged or worn items from circulation, if needed process fines and delete items

5. Library Programming

- Assist in the planning and implementation of special events
- Be willing to participate or facilitate a book club

6. Library Facility

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

7. Other

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

Schedule G – Communications Coordinator

REFERENCE: Policy 6.4.

REVISION DATE: September 23, 2021

Job Title: Communications Coordinator

Purpose:

The Communications position serves as a communicator of vision, activities and resources of the library. This position also is a technical advisor and assists in purchasing and maintenance of technology.

Position Reports to: Library Manager

1. Relations:

- Knowledge and adherence of Board policy
- Work to create a harmonious work environment with peers and other organizations within and the surrounding area of the Town of Penhold
- Build connection within the community

2. Duties and Responsibilities:

a. Advertising

- Advertising layout for the Penhold Reporter advertising
- Multiplex TV monitor advertising
- Create program promotional videos
- Promote the library through Social Media (Facebook, Instagram)
- Collect yearly data for website and social media (clicks, engagements, shares)
- Create promotional brochures
- Partner in promoting the Town of Penhold and community activities
- Relaying important information to the community
- Organizing Photos for promotion and historical records
- Create branding for use in all communication styles

b. Equipment

- Assist with technical equipment purchases and set-up
- Problem solve malfunctions

c. PRL technical services:

- Follow through with instruction e-mails
- Communicate with PRL any operational concerns

d. Website:

- Maintain and update Penhold & District Library website
- Develop website content
- Post programs and additional services the library offers

3. Collaborative building Vision:

- Be progressive in methods that communicate the vision of the library

Schedule M - Summer Programmer Job Description

PURPOSE:

The purpose of this program is to develop a Summer Program for the Penhold & District Library with the focus on engaging children and families in healthy activities and encourage the concept that learning is fun, lifelong and that the Library is a great place to make a connection with community and literacy.

SCHEDULE:

Mobile SRP

- July 6 – August 24 & 25
Tuesday, Wednesday, Thursday (9:30 am – 12:00 pm)

Mobile SRP to Childcare Facilities:

- T.I.E.S Daycare - Friday @ 9:30 am – 11:00 am (ages 12 months – 5 yrs.)
 - Starting June 11
- P.S.A.C. – Wednesdays @ 1:00 pm – 2:00 pm (ages 5 – 7 yrs.)
 - Starting June 9

Kidz n’ Summer @ the Park

- July 8 – August 19
- Thursdays 1:30 – 3:30 pm
- Final Wind-up August 26

ONE-on-ONE Reading

- Scheduled with parent

School Visits

- Schedule Library Tour with program for grades Pre-school – Grade 3
- June, as scheduled with teachers

DUTIES:

- Outline a program schedule and planned activities. Creativity and individuality is encouraged when developing the SRP.
- Theme of the SRP is set by the TD Summer Reading Club and we name the program.
- Activities will include stories, crafts, games, music and any programming that encourages a love for learning. All activities must encourage healthy family values and community awareness. Samples of craft projects are to be made and tested for ease of construction of specified age group.
- Plans must be approved, by Library Manager, and complete before the program begins; adjustment during the course of the program may be made to enhance the program to meet the needs for the skills of the specified age groups.
- Registration form for scheduled programs, include waiver for photos and video that may be used for promotional on social media.
- Collect stats for TD Summer Reading Reporting.
- Supplies must be purchased prior to the program start date, staying in-line with the budget of \$1,000.00.

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- Take photos and document success stories in preparation for reporting and library advocacy.
- Create virtual component to complement the in-person programming.

ADVERTISING:

- Penhold Reporter due 14th of June & July
- Newsletter to appropriate grades, Penhold School & Jessie Duncan
- Visit elementary schools
- Kid’s Kingdom Preschool (contact Paula Kelly/Multiplex)
- Posters at community businesses
- Library & Lobby TV
- Library page for Facebook & Instagram
- Electronic & highway Signboard
- Keep Library Staff informed
- Create promotional videos for social media prior and during programs

SUPERVISOR:

Communication and openness is encouraged. The Summer Reading Program employee will report to the Library Manager. Group meetings will happen on Friday afternoons.

COMPLETION OF EMPLOYMENT:

The following must be completed before the final paycheck is issued.

- ✓ Final Reporting for the TD SRC, Statistics and Evaluation Form, must be completed and forwarded to PRL and copy sent to Library Manager
- ✓ Final Reporting stats and success stories formatted for Reporting to the Library Board and Town of Penhold Council
- ✓ Enter the Centre for Family Literacy Contest
- ✓ Totals of participants in all programs: Mobile SRP, Mobile SRP for childcare facilities, Kidz n’ Summer, One-On-One
- ✓ All items borrowed with library card must be returned
- ✓ Clean-up and organize program supplies and program space
- ✓ Return laptops
- ✓ Return library and Town of Penhold equipment
- ✓ Return library key to Library Manager / Key faub

I have read and agree with the conditions indicated in this Job Description.

SRP Employee _____ Date _____

Library Manager _____ Date _____

6.5. Eligibility for Employment

POLICY STATUS: Required by Regulations 7(2) a

DATE AMENDED:

DATE FOR REVIEW: 3 years

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.
3. An employee of the Library cannot be supervised by a member of his/her family.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.6. Notice of Vacancies

DATE AMENDED:

DATE FOR REVIEW: 3 years

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 finding sites.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.7. Interviewing Candidates

DATE AMENDED:

DATE FOR REVIEW: 3 years

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.
 1. Criteria for selecting candidates shall be based on the job description and desirable qualities.
 2. Before the interview, each candidate will be given a copy of the job description for the position.
 3. To ensure fairness, each candidate will be asked the same basic questions.
 4. Candidates should be encouraged to ask questions.
 5. Personal and professional references of short-listed candidates shall be checked before a final decision is made.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.8. Letter of Agreement

DATE AMENDED:

DATE FOR REVIEW: 3 years

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:
 1. Congratulations and welcome to the library staff;
 2. The library's decision to hire the employee for the particular position;
 3. That the employee will initially be hired on a probationary basis;
 4. length of time of the probation period;
 5. The date and time the employee should be present to begin work;
 6. Hours of work;
 7. Rate of pay, benefits and vacation during and after the probationary period;
 8. Length of notice required according to Board policy in case of termination or resignation;
 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.9. Probationary Period

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. With the exception of the Library Manager, each newly hired employee shall be on probation for three months.
2. The probationary period of the Library Manager shall be six months.
3. 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.
4. The probationary period may be extended for three months with written notice.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.10. Orientation and Training

DATE AMENDED:

DATE FOR REVIEW: 3 years

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 (see Policy 6.28), Lockdown Procedures and Disruptive Patrons Procedures.
5. The outgoing Library Manager will provide a minimum of one-week orientation and training for a new Library Manager. The Board Chair will otherwise fulfill training and orientation, with the assistance of Library staff and Parkland Regional Library (see Policy 6.25.1).

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

Schedule H - Occupational Health and Safety

REFERENCE: Policy 6.10.

REVISION DATE:

**OCUPATIONAL HEALTH AND SAFETY
HAZARD IDENTIFICATION AT PENHOLD & DISTRICT LI**

	Potential Hazard	Controls in Place	Awareness
Physical	Lifting and handling	<ul style="list-style-type: none"> ○ 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 ○ Book cart: use two hands when pushing or pulling 	<p>When large volume is being weeded it is a hazard to strain on similar situations as in the same matter</p> <p>Lifting Techniques</p> <ul style="list-style-type: none"> ○ Stand Close to ○ Grip firmly ○ Bring the load close to body ○ Lift head and shoulders and with your legs using the strength of the legs slowly and smoothly ○ Make sure that the load is balanced ○ Don't twist your torso ○ Torqueing activities especially dancing ○ your feet first to the direction of the load ○ Bend your knees when lifting the load ○ Keep your fingers under the load ○ Lower slowly and carefully - When in doubt AS
	Long periods of computer use	<ul style="list-style-type: none"> ○ Take frequent breaks from computer screens 	

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<p>Neck injuries using the phone for extended periods and tasks that would encourage cradling the receiver</p>	<ul style="list-style-type: none"> ○ Use headset for phone 		
<p>Slipping and Tripping</p>	<ul style="list-style-type: none"> ○ 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 	<ul style="list-style-type: none"> ○ 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 	<p>Library Manager Library Staff Janitor Volunteers</p>
<p>Front Doors</p>	<ul style="list-style-type: none"> ○ Awareness that the entrance doors are heavy 	<ul style="list-style-type: none"> ○ Use of door activator recommended 	<p>Library Manager Library Staff Janitor Volunteers</p>
<p>Climbing Ladder</p>	<ul style="list-style-type: none"> ○ Ladder to be placed securely ○ Staff not to climb to an uncomfortable height ○ No standing on the top platform of the ladder 	<ul style="list-style-type: none"> ○ Awareness of ladder safety ○ Have a spotter hold the base of the ladder for extra security ○ First Aid Kit located in staff work area, hung on the wall 	<p>Library Manager Library Staff Janitor Volunteers</p>
<p>Electricity</p>	<ul style="list-style-type: none"> ○ Repairs on electrical equipment 	<ul style="list-style-type: none"> ○ 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 	<p>Library Manager Library Staff Janitor Volunteers</p>

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	Workplace Violence	<ul style="list-style-type: none"> Working Alone Policy must be read and followed Emergency numbers are easily access by staff 	<ul style="list-style-type: none"> Staff must read and sign Working Alone Policy upon hiring. Report any incidences to Library Manager. 	Library Manager Library Staff Janitor
	Fire	<ul style="list-style-type: none"> Fire extinguishers mounted by front entrance doors Extinguisher must be recertified after use 	<ul style="list-style-type: none"> Call 8-911 for emergencies First Aid Kit located in staff work area, hung on the wall 	Library Manager Library Staff Janitor Volunteers
	Shelving	<ul style="list-style-type: none"> All shelving units must be securely anchored to the wall or floor All shelves must be level and stable in the shelving unit 	<ul style="list-style-type: none"> First Aid Kit located in staff working area, hung on the wall 	Library Manager Library Staff Janitor Volunteers
Biological	Blood and Body Fluids	<ul style="list-style-type: none"> Any book returned with questionable staining must be deleted from the system and disposed of Wash hands frequently Wipe phone with disinfectant 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Staff are to be aware that if inhaled the powder can be dangerous to health Sweep up all loose powder 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> All cleaning supplies are to be kept in the locked janitorial closet Gloves should be worn when cleaning washrooms 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Children must use washroom facilities on own; NOT to be assisted by staff. Staff are to stand outside of the washroom door. 	<ul style="list-style-type: none"> 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

Town of Penhold Library Board

		<ul style="list-style-type: none"> <input type="radio"/> Parents must be called to pick-up sick children 		
<p>Staff Awareness of Hazards for children</p>		<ul style="list-style-type: none"> <input type="radio"/> Watch for children's fingers in door jams <input type="radio"/> Watch for children climbing chairs / chairs on wheels <input type="radio"/> Fireplace metal frame and grill is hot when fireplace is on 		

Date _____

Signature of Library Manager _____

Signature of Staff or Volunteer _____

Schedule I- Disruptive Patron Procedure

REFERENCE: Policy 6.10. and 6.29.

REVISION DATE:

Procedure:

Guidelines for staff to follow in the incidence of a patron who is exhibiting disruptive or disrespectful behaviour to the public or staff.

1. Emergency contact numbers must be secured by each of the phone locations in the library.
2. If there is a situation with a disruptive patron, staff must fill out library form Disruptive Patron Procedure – Staff Report. The Library Manager is to be informed.
3. If deemed safe, follow the outlined steps to deal with a disruptive patron. For an emergency proceed directly to step #3.
 1. Advise the disruptive patron that they are using a public space and they need to be respectful of all people using the space.
 2. Give the disruptive patron the opportunity to voice their concerns in two ways, as an opportunity to be heard can often diffuse a situation:
 1. Voice concerns to the Library Manager;
 2. Completing form – Patron Expressed Concern;
 3. If the disruptive patron does not comply with your request, make a call to the Penhold Peace Officers or the RCMP for assistance to bring resolution to the situation.
 1. Use the Library Manager’s Office/Staff room, close and or lock the door, then proceed to call for assistance. Depending on your assessment of the situation there are four alternatives to direct your call:
 1. 8 outside line 9-1-1 Need immediate intervention;
 2. Town of Penhold Peace Officers;
 3. Innisfail RCMP Detachment – this number is for non-urgent matters or to report theft. Hours of the dispatch are M-F, 8:00 am – 4:00 pm.
4. The public’s safety must be kept in perspective. If you are able to create space between those involved, without risk of personal harm, do so. If you are unable to handle the situation, we ask that you remain in a safe place, until the disruptive patron leaves the premise or the authorities arrive to take control of the situation.

Schedule J – Confirmation of Notification

REFERENCE: Policy 6.10. and 6.29.

REVISION DATE:

To ensure that staff are informed of policies on Working Alone, Occupational Health and Safety, Lockdown Procedure for Multiplex and School and Disruptive Patron.

Procedure:

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

1. Occupational Health and Safety: SCHEDULE H
2. Procedure for Disruptive Patron: SCHEDULE I
3. Lockdown Procedures for Multiplex and School: SCHEDULE K
4. Working Alone: SCHEDULE L

Schedule J 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, Lockdown Procedures for Multiplex and School, Procedure for Disruptive Patron and have discussed concerns with the Library Manager.

Employee Signature

Date

Library Manager

Date

Schedule K – Lockdown Procedures for Multiplex and School

REFERENCE: Policy 6.10. and 6.29.

REVISION DATE:

To ensure staff have a safety procedure in place, in case of an emergency lockdown.

Procedure:

Staff members will receive a message over the PA system.

Action:

1. Library staff member will verbally call out “Lockdown”
2. Take Multiplex radio with you to the secure location.
3. **PRIORITY:** Staff members will move students and the public to a safe place
 1. Students: program storage room;
 2. Public: staff room;
 3. Book drop room.
4. Keep doors closed and locked.
5. Remain quiet.
6. Turn off all cell phones and radio.
7. Stay Low.
8. Do not open your door.
9. Make a list of the people in the secure location.
10. Stay hidden until police open your door or a police officer has provided adequate identification by slipping it under the door.
11. Authorities will give the evacuation and dismissal instructions.

6.11. Hours of Work

DATE AMENDED:

DATE FOR REVIEW: 3 years

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, whichever is greater, may choose to bank those hours at 1.5x for all hours worked. The Library Manager may only bank hours at straight time.
 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.
 1. Breaks, including those allotted for meals, are per Alberta Employment Standards.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.12. Salaries and Wages

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. Grading and rate of pay
 1. The salary of all staff should be comparable to that of similar organizations, taking into consideration qualifications and experience.
 2. 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.
 3. The Library Manager:
 1. Is paid as a salary-based position;
 2. The salary-based position shall be 35 hours per week;
 3. Is entitled to a pension RRSP, which is a negotiated with the Library Board.
2. Salary increases
 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. 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
 1. Employees of the Library shall be paid on a regular basis.
 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
 1. Payroll may be managed by the Manager, or may contract a payroll service company to:
 1. Maintain records of sick leave and vacations based on information provided by the Library;
 2. Appropriate amounts for employee benefits;
 3. Withhold Compute the salaries on the basis of information provided by the Library;
 4. Remit to Canada Revenue Agency appropriate source deductions.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.13. Performance Reviews

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

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 Library Board Chair and a Board member 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 offered a copy of the evaluation, while the original copy shall be retained in the Library's personnel file.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.14. Establishment of Pay Grids

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. The Board shall set the salary and wage 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. The pay grid will be reviewed annually. At least every three years, the review will include a wage parity analysis encompassing:
 1. Wage surveys with comparable municipal libraries;
 2. Wage surveys across the industry.
4. The Library Manager shall be responsible for:
 1. Assigning, with the approval of the Board, a salary or wage scale to each job category;
 2. Recommending to the Board any wage grid increase for staff during budget preparation, to be applied at the Library Manager's discretion based on satisfactory performance;
 3. Reviewing salaries and wages annually and making recommendations to the Board.
5. 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:
 1. The qualifications and experience of the applicant exceed those for beginning in the category;
 2. The budget of the Library permits the payment of a salary or wage higher than the minimum;
 3. It is clearly in the interests of the Library to pay a salary or wage higher than the minimum.
6. The salary or wage does not exceed the maximum attached to such position.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.15. Payroll and Source Deductions

DATE AMENDED:

DATE FOR REVIEW: 3 years

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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.16. General Holidays

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

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, National Day of Truth and Reconciliation, Thanksgiving, Remembrance Day, Christmas Day, and Boxing Day.
 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.
 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.17. Annual Vacation

DATE AMENDED:

DATE FOR REVIEW: 3 years

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, employees must take the vacation to which they are entitled.
 1. Upon commencement of employment, the employee will accrue vacation entitlement at an annual rate of 4% (approximately two weeks) of annual regular hours worked;
 2. After four years completed service, the employee will accrue vacation entitlement at an annual rate of 6% (approximately three weeks) of annual regular hours worked;
 3. After nine years completed service, the employee will accrue vacation entitlement at an annual rate of 8% (approximately 4 weeks) of annual regular hours worked;
 4. After fifteen years completed service, the employee will accrue vacation entitlement at an annual rate of 10% (approximately five weeks) of annual regular hours worked.
3. Permanent hourly staff are entitled to their average daily wage if a holiday falls on a day that is normally a work day for the employee as per legislation.
4. Temporary and casual employees shall receive 4% vacation pay with each pay cheque.
5. Vacations may be taken anytime within the calendar year with the approval of the Library Manager and where consistent with good public service.
6. Notification of desired vacation dates should be submitted for approval to the Library Manager two months in advance.
7. 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.
8. 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.18. Flex Health Credit

DATE AMENDED:

DATE FOR REVIEW: 3 years

Libraries play a vital role in the social and economic development of our communities. Investing in our employees, through health benefit plans and pension savings plans, contributes to a healthier and better-supported workforce in our community. Furthermore, our personnel policies are designed to be good for employee recruitment and retention.

1. The Employee Health Credit does not provide full medical coverage and is not a group benefit or insurance plan. Flexible Health Credit gives employees the opportunity to be in control of how their health-related costs are covered.
2. All Permanent employees are entitled to a Flexible Health Credit according to the following parameters.
 1. 29 hours/week or less - \$500.00;
 2. 30 hours/week - \$1,000.00;
 3. Library Manager - \$1,500.00.
3. Flexible Health Credit may be applied towards health and wellness, such as prescriptions, eyeglasses, naturopathic, chiropractor, massage, physiotherapy or dental. This credit may also be used for wellness activities such as annual memberships, fitness classes, personal trainers or equipment.
4. Employees must pay for costs up front and submit receipts for reimbursement. Only official receipts will be accepted. If the employee is unsure that their expense will be covered they should consult with the Library Manager prior to incurring the expense.
5. The credit follows the fiscal calendar and will not carried over to the next year.
6. The credit may be applied to spouse or children of their immediate family.
7. While on leave longer than six months you are not entitled to use of the Flexible Health Credit.
8. Records of employee reimbursements will be maintained by the Library.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.19. Leave of Absence

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. Leave without pay– All employees are eligible, after 90 days of employment for Leave Without Pay and job protection following Alberta Labour and 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 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.20. Work Outside the Library

DATE AMENDED:

DATE FOR REVIEW: 3 years

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. Trips to the Post Office, Bank, local stores;
 2. Trips to Parkland Regional Library headquarters;
 3. Trips to workshops;
 4. Trips to local and out-of-town dealers to acquire materials for the library collection
 5. Delivery of Programs;
 6. Visits to schools and to 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 Penhold.
3. If an employee uses a personal vehicle for work, 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.21. Staff Training and Development

DATE AMENDED:

DATE FOR REVIEW: 3 years

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 Library meetings, 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 application 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:
 1. Grant a leave of absence with pay of up to five days, or a leave of absence without pay for a longer period of time;
 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;
 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.22. Grievances

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. In the event of issues concerning, but not limited to: working conditions, salary, workload, or interpersonal conflicts:
 1. The employee shall discuss the complaint with the Library Manager, who shall make every effort to resolve the problem immediately;
 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, a Grievance 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. If the grievance is with a member of the Grievance Committee, that member shall not participate in any part of the review of the grievance and an alternate Ad Hoc Committee will be struck to address the problem.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.23. Disciplinary Action

DATE AMENDED:

DATE FOR REVIEW: 3 years

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 favorably 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:
 1. Being rude to patrons or to coworkers;
 2. Being absent without authorized leave;
 3. Unauthorized use of Library property to his/her own benefit;
 4. Breach of confidentiality and trust;
 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 dismissal of the employee.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.24. Dismissal of Employee

DATE AMENDED:

DATE FOR REVIEW: 3 years

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. The Board Chairman, at the direction of the Board, may terminate the Library Manager for just cause or without cause.
3. 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.
4. 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.
5. 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 *Employment Standards Code and Regulations of Alberta*.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.25. Resignation of Employee

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. The Employment Contract of the Library Manager shall require the provision of four weeks advance notice of his or her intention to resign and a minimum of one-week orientation and training for a new Library Manager. The Board Chair will otherwise fulfill Training and Orientation with the assistance of the library staff and Parkland Regional Library (see Policy 6.10.5).
2. All other staff are required to give notice as per the provisions of the *Employment Standards Code and Regulations of Alberta*.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.26. Worker's Compensation

DATE AMENDED

DATE FOR REVIEW: 3 years

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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.27. Service Recognition

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. 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 volunteer, 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.
2. The Penhold & District Library endorses an awards program that recognizes length of service. A gift, valued at not more than \$125.00, will be awarded to employees at the successful completion of each five-year phase of employment and at retirement. The years of service will commence from the employee's anniversary date.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

6.28. 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.

DATE AMENDED:

DATE FOR REVIEW: 3 years

1. 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. Providing periodic educational or training opportunities for staff to learn to be aware of workplace safety threats measures to minimize them;
 2. Annually conducting a review and/or inspection assessment of, and developing procedures to address, potential hazards;
 3. Emergency phone numbers will be posted at each phone and in staff room;
 4. Identified issues with the facility are immediately communicated to the Town of Penhold.

Working Alone:

The Penhold & District Library is required by the *Occupational Health and Safety Act* to ensure that employees required for working 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 need. 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

Schedule L - Working Alone Procedures

REFERENCE: Policy 6.28.

REVISION DATE: June 22, 2022

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

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 of Penhold Constable 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 and school entrance to the library 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. The Library Manager will notify Library Chair and Town of Penhold Administration.

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. Washroom doors, public and staff, must be propped open as part of the closing routine of the library.
4. 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.
5. Suggested that family members have contact phone numbers of the Library Manager in case of a concern/emergency.

6.29. 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

DATE AMENDED: June 22, 2022

DATE FOR REVIEW: 3 years

The Library promotes an abuse-free environment. 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.

1. 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.

2. 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.
4. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable or probable grounds.

3. Outlining Recourse:

1. Employees who contravene this policy shall be subject to disciplinary action commensurate with the incident, up to and including dismissal.
2. 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.
3. 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.

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair

7. Summer Programmer

DATE AMENDED:

DATE FOR REVIEW: Yearly

Purpose:

The purpose of this program is to develop Summer Programs for the Penhold & District Library with the focus on engaging children and families in healthy activities and encourage the concept that learning is fun, lifelong and that the Library is a great place to make a connection with community and literacy.

Expectations:

The Penhold & District Library holds all positions when working with children or families in a very high regard; Summer Programmer Employees are expected to share this responsibility. You represent the Library and are a role model to the children and families of our community. We expect you to understand the program focus, program policies and the level of communication with the Library Manager that is needed to create a stimulating and team focused collaborative environment. Failure to adhere to the policies or direction of the Library Manager may result in a written warning on file, or depending on the severity of the situation, immediate dismissal.

It is of utmost importance that all children feel valued and noticed. Summer Program Employees will be expected to create and implement a program that adapts, stimulates creativity and challenges children's minds while encouraging the joy of learning. Plans and activities need to be organized and approved by the Library Manager prior to the start of the program with the ability to adapt and add variety while maintaining a high standard of excellence.

7.1. Program Overview

1. Report to:

Summer Program Employees report to the Library Manager. Program communication and decisions are approved by the Library Manager. We encourage open and honest communication, addressing concerns quickly and celebrating successes often.

2. Qualifications:

Candidates must be enrolled in post-secondary education and have completed First Aid & CPR training as well as a Criminal Record Check.

3. Work Schedule:

Monday: 9:00 am – 5:00 pm (Program preparation)

Tuesday: 9:00 am – 4:00 pm (Community program day)

Wednesday: 9:00 am – 4:00 pm (Community program day)

Thursday: 9:00 am – 4:00 pm (Community program day)

Friday: 9:00 am – 3:00 pm (Program preparation, virtual program)

Total of 35 hours per week with half hour paid lunch break. Should the library be forced to closed temporarily, working hours will be suspended until the library reopens.

4. Overtime:

All work should be completed within the regular hours. Overtime and schedule changes must be approved in advance by the Library Manager.

5. Timesheets:

Payroll is calculated bi-weekly. Time sheets are to be submitted the Thursday morning prior to the end of the pay period. The Library Manager will coordinate the signing of necessary forms for payroll.

6. Expenses:

1. All cheque requisitions for programming must be submitted, approved and signed by the Library Manager;
2. Large priced items must have approval before purchase;
3. Receipts for all expenses must be retained and submitted bi-weekly;
4. A budget is set at the beginning of the program and a statement of purchases must be submitted at the end of employment showing a balance budget.

7. Sick leave:

There are no benefits for temporary employees. The Library Manager must be notified immediately if you are unable to work or if there is any health concern that may affect your term of employment.

8. Key Community Contacts:

The Library Manager is responsible for introducing you to staff in the Library and key contacts within the Town of Penhold and community to ensure you have every resource available to you to complete your assigned duties.

7.2. Code of Conduct

1. General:

Summer Program Employees are expected to:

1. Be responsible and reliable;
2. Inform the Library Manager, as soon as possible, any situation that results in your being unable to fulfill your responsibilities;
3. Have enough energy to play, and teach;
4. Carry yourself as a role model and mentor;
5. Be patient, compassionate, recognize potential and have FUN!
6. Be organized, and manage all things related to the program;
7. Keep organized and accurate records;
8. Keep the Library Manager informed not only of issues and concerns from participating children and parents but other matters relevant to the program.

2. Alcohol and Drugs:

Under no circumstances can an employee report to work under the influence of alcohol or drugs. Any concerns regarding the use of alcohol or drugs must be reported to the Library Manager immediately.

3. Smoking:

The Town of Penhold Multiplex and the Library maintain a smoke free environment. No smoking within the visual sight of children.

4. Confidentiality and Privacy:

All information regarding children or parents participating in the program must be treated with the utmost confidence. Likewise, information regarding library staff is to be treated confidentially. Pass codes and keys must be safeguarded to ensure confidentiality is maintained.

5. Respectful Workplace:

All persons are to be treated in a courteous and respectful manner, working towards a well-functioning team atmosphere. Any incidents of abuse, harassment or discrimination must be reported to the Library Manager immediately. In the event that you are not comfortable informing the Library Manager, review the Grievance Policy # 6.22. for procedure of reporting.

6. Dress Code:

Public image plays an important role in developing and maintaining community relations. In order to maintain a public image consistent with a professional organization, each staff member's dress and grooming will be appropriate for a business environment and in keeping with their work assignment. Health and safety standards must also be considered in dressing for work, for example proper footwear. Questions about appropriate dress may be directed to the Library Manager. Clothing and accessories must be neat and clean. Staff must wear Penhold & District Library name tags.

Specific examples of what may not be permitted include:

1. Jeans are permitted but must meet business casual standards;
2. Fitness/exercise wear is not permitted;
3. T-shirts with graphics may not be worn. Obscenities, euphemisms or slang words for foul language, and foreign phrases that could be interpreted inappropriately are also not permitted;
4. No tops worn off the shoulders;
5. Shorts must be a modest length,
6. Jewelry and body art that is visible to the public should also not display obscenities or offensive language;
7. Staff working in public area may not wear headphones.

7.3. Use of Library and Town Property

1. General:

All property and facilities are to be treated in a respectful manner. Summer employees are responsible to ensure there is no littering or defacing of property while leading Summer Program activities.

2. Cell Phone:

1. A cell phone is not provided, but staff are requested to carry a personal cell and have it fully charged when the program is in operation;
2. Personal cell phone numbers are to be left with the Library Manager
3. Contact information for the Library and Library Manager must be carried at all times;
4. Receiving personal phone calls or text messages are not allowed during scheduled programs.

3. Computers and Equipment:

1. Computer and audio-visual equipment are provided for use by summer staff for the programs;

2. Equipment is for Library program use only;
3. All program files are the property of the Penhold & District Library;
4. Program documents are to be saved and organized on the Library data base for future development of programs.
4. Lost, Stolen or Damaged Property:
Any equipment, including keys, which are lost, stolen or damaged must be reported to the Library Manager immediately. A key for Library access will be released upon the commencement of your position and must be returned on your final day of employment before your final pay is released.
5. Pictures and Videos:
 1. A camera will be provided to document Summer Fun activities;
 2. Downloading of pictures must be done on a Library computer;
 3. No pictures or videos are to be taken on personal devices;
 4. Pictures and videos are the responsibility and property of Penhold & District Library;
 5. Images must be kept in an organized filing system, deleting repetitive or poor quality.
6. Social Media:
 1. Posts are only used for promotional purposes for Library programs;
 2. Written permission must be obtained from a parent/guardian for images to be used on social media;
 3. All posts must represent the Library and families participating in a healthy and positive perspective;
 4. Alberta Health guidelines for physical distancing must be adhered to and presented in photos and video images.

7.4. Interactions with Children

There will be children who test, disrupt, and cause havoc to programming and scheduled activities. Please be sure that you don't spend too much time or attention to this, as it affects the running of programs, and shortchanges the majority of your group. Any issues from previous days should be left in the past.

1. Minimally disruptive behaviors may be dealt with at the discretion of the Summer Programmer;
2. The Library Manager should be informed of any major disruptions as soon as they happen. Where applicable, incident forms are to be filled out with a copy for the Library Manager and parents of the children involved;
3. Your first responsibility is to the children and parental inquiries are to be dealt with at an appropriate time that does not distract from running the program;
4. Children must be under appropriate supervision at all times;
5. Program content must be age appropriate;
6. First Aid kit must be carried at all times;
7. The ratio standard of adults to children must be observed for programs.

7.5. Signature of Policy Understanding

1. It is important that a relationship between the Library Manager, Library and Summer Program Staff is built on collaboration and communication. The policies help us build a base for this understanding. It is our desire that your experience at Penhold & District Library build on your

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skill set and provide experience that will assist you in the pursuit of your career.

As part of employment requirements and after reading and discussing the Summer Programmer Policies with the Library Manager, the employee will sign in agreeance to adhere to all the policies.

2. Employee will be given a copy of the Summer Programmer Policies;
3. The Summer Programmer Job Description, Schedule M, is to be used in conjunction with the Summer Programmer Policies.

I have read and agree to abide by the Summer Programmer Employee Policies 7.1 through to 7.5.

Date: _____

Summer Programming Employee Signature: _____

Print Name: _____

Library Manager: _____

Print Name: _____

Approval Date: May 26, 2021

Signature: Lisa Newton, Library Chair