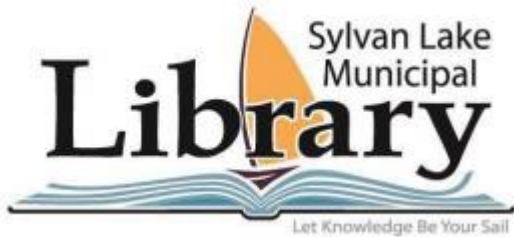


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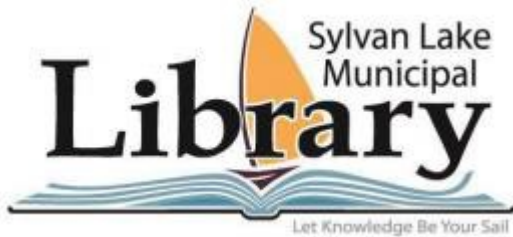
Bylaws of the Town of Sylvan Lake Library Board

The Town of Sylvan Lake Library Board enacts the following bylaws pursuant to the *Libraries Act*, Chapter L-11, as amended.

Interpretation

1.1 For the purposes of this bylaw the expression:

- a) **Act** refers to the *Libraries Act*, Chapter L-11 and amendments thereto.
- b) **Board** means the Town of Sylvan Lake Library Board.
- c) **Cardholder** means the registered user of a current patron's card.
- d) **Library Director** means the person charged by the Board with the operation of the Sylvan Lake Municipal Library.
- e) **Library Resources** means any material, regardless of format, that is held in a library's collection and includes books, magazines, CDs, DVDs, audiobooks, electronic devices, objects, toys and games, kits, equipment and digital materials in the collection of the Sylvan Lake Municipal Library or borrowed by the Sylvan Lake Municipal Library.
- f) **Loan Period** means the period of time, as set out in schedule C, which a cardholder may borrow library resources and includes any renewal of an original loan period.
- g) **ME card** means the Alberta-wide borrowing system by which a library patron may register online to use their home library card in any public library in the province without restrictions.
- h) **Non-resident** means any person who resides outside of the Town of Sylvan Lake, the participating Summer Villages, Red Deer County or any member municipality of the Parkland Regional Library System.
- i) **Patron** means any person who uses the library, both cardholders and non-cardholders.



Bylaws of the Town of Sylvan Lake Library Board

- j) **Resident** means any person who resides within the Town of Sylvan Lake, the participating Summer Villages, Red Deer County or any member municipality of the Parkland Regional Library System.

Library Facility

Access to the Public Library Portion of the Building

2.1 The portion of any building used for public library purposes is open to any member of the public **FREE OF CHARGE** during the hours of opening as are set out by the Town of Sylvan Lake Library Board from time to time.

Room Rentals

2.2 Charges for the use of library premises not normally used for public library purposes are set out in Schedule A, which is attached hereto and forms part of this bylaw.

Conduct in the Library

2.3 Any person using the library building shall conduct themselves so as to not disturb other library users. Staff members may ask any patron not conducting themselves appropriately to leave the premises. If any patron refuses to comply, the police may be contacted.

2.4 Any person entering the Library must abide by any measures put in place to protect the health and safety of library patrons and staff.

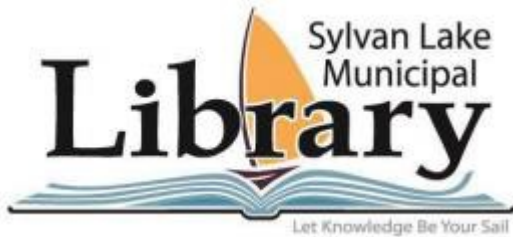
Procedure for Acquiring a Patron's Card

3.1 Any person resident in the Town of Sylvan Lake, contributing Summer Villages or Rural Red Deer County is eligible to apply for a resident patron's card.

3.2 Non-residents may be eligible to apply for a patron's card as per Schedule B.

3.3 An application pursuant to 3.1 or 3.2 shall be:

- a) In writing in a form prescribed by the Sylvan Lake Municipal Library.
- b) Dated and signed by the applicant.
- c) Dated and signed by the parent or guardian of an applicant who is less than 16 years old.



Bylaws of the Town of Sylvan Lake Library Board

- d) Accompanied by proof of residency of the applicant (or applicant's parent or guardian).
- e) Accompanied by the fee prescribed in Schedule B.

3.4 The Sylvan Lake Municipal Library will issue a patron's card to a person who has made proper application in accordance to 3.1, 3.2, and 3.3.

Responsibilities of a Patron

4.1 A patron's card may only be used by the person to whom it is issued except:

- a) As by special arrangement approved by the Sylvan Lake Municipal Library.

4.2 A patron shall notify the Sylvan Lake Municipal Library of any change of address, email and/or telephone number.

4.3 A patron must take proper care of any library resource entrusted to their care.

4.4 A patron must return any library resource to the library on or before the due date as provided in Schedule C.

Loan of Library Resources

No Charge for Loan of Library Resources

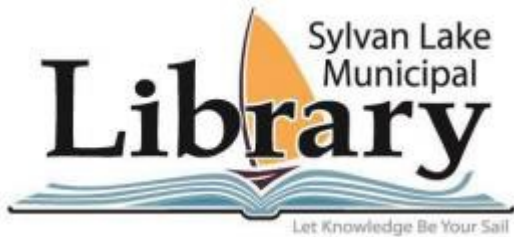
5.1 In accordance with the *Libraries Act*, Section 36 (3), there shall be no charge for the use of library resources. This includes resources used on the premises, resources loaned or resources acquired from other sources at the discretion of the Board.

Loan Period for Library Resources

5.2 The loan periods for various library resources are set out in Schedule C.

Reserve

5.3 Library resources may be reserved in accordance with policy established by the Board.



Bylaws of the Town of Sylvan Lake Library Board

Renewals

5.4 Library resources may be renewed in accordance with policy established by the Board.

Penalty Provisions

6.1 The procedures for demanding the return of overdue resources are as set out in Schedule D.

Revocation of Patron's Card

6.2 A patron's card may be revoked by the Sylvan Lake Municipal Library for the reasons set out in Schedule D.

Appeal

6.3 A person who has had their patron card revoked pursuant to 6.2 may within 30 DAYS of such revocation make an appeal to the Board in writing setting out the grounds of the appeal.

6.4 The decision of the Board in an appeal pursuant to 6.3 is final and not subject to further appeal.

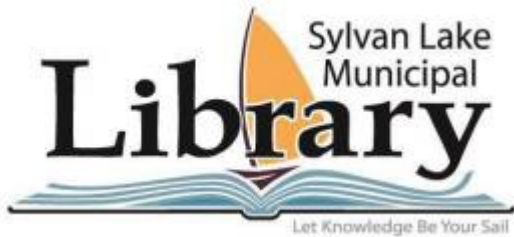
Prosecution

6.5 In cases of serious dereliction by the patron, the Board may prosecute an offence under the *Libraries Act, s41*. Such an offence is punishable under the *Libraries Act, s41*.

6.6 Any fine or penalty imposed pursuant to an offence under 6.5 inures to the benefit of the Sylvan Lake Library Board in accordance with the *Libraries Act, s42*.

Read a first time: April 14, 2021
Read a second time: May 12, 2021
Read a third time and adopted this: May 12, 2021

Chair: Deb Parry
Chair: Deb Parry
Chair: Deb Parry



Bylaws of the Town of Sylvan Lake Library Board

Schedules A to D are part of the Bylaw of the Town of Sylvan Lake Library Board

Schedule A - Room Rentals

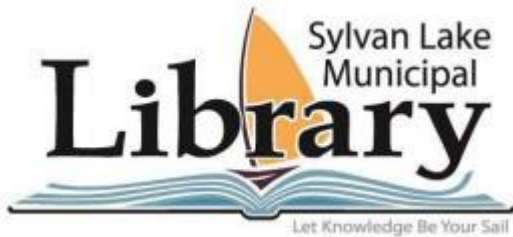
Meeting Rooms

Community organizations or individuals may use the Library program/meeting rooms during non-library hours upon entering into an agreement with the Director. They will be restricted to the program/meeting room unless a key-holding staff member is on the premises.

A charge of \$20.00/hour may be levied for use of a meeting room. In the event that the meeting room is required outside of normal library hours, the organizer of the meeting will sign an agreement, accepting responsibility for any loss or damage incurred during the meeting, and take responsibility for ensuring the meeting room is locked from the outside after all other meeting attendees have left the building.

Exam Room

The exam room may be booked for an individual for \$25.00/rental.



**Bylaws of the Town of Sylvan Lake
Library Board**

Schedule B - Fees

Patron's Card Fees:

| | |
|--|--|
| Individual, Family or Organization within the Town of Sylvan Lake and surrounding area | \$20.00/year |
| Seniors (aged 65 or older) | \$12.50/year |
| Parkland Regional Library non-members | \$60.00/year |
| Replacement Cards | \$2.00 for first replacement, \$5.00 for every replacement after until card renewed. |

Temporary Patrons:

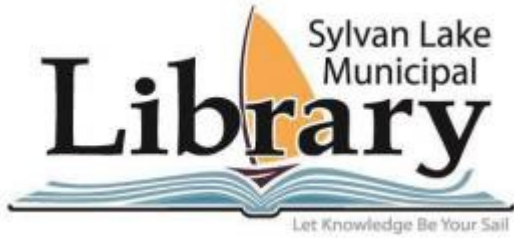
A temporary Non-resident Monthly card may be issued to an applicant upon receipt of valid identification for a maximum of three months.

| | |
|--------------------------------------|---------------------|
| Temporary Non-resident Monthly Card: | \$5.00 for 3 months |
|--------------------------------------|---------------------|

*The Library's goal is to provide barrier-free access to information to all citizens. The card fee may be waived at the discretion of the Library Director. Gift certificates are available.

Other Fees:

| | |
|-------------------------------------|-----------------|
| Computer Printing (Black and White) | \$0.25 per page |
| Computer Printing (Colour) | \$1.00 per page |
| Photocopying (Black and White) | \$0.25 per page |
| Photocopying (Colour) | \$1.00 per page |



**Bylaws of the Town of Sylvan Lake
Library Board**

Schedule C - Loan Periods and Limits

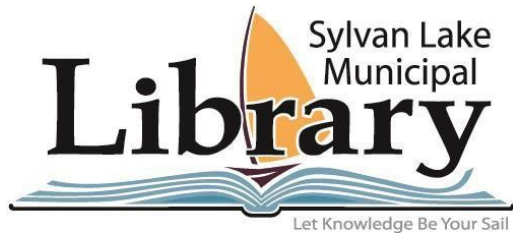
| <u>Resource</u> | <u>Loan Period</u> | <u>Loan Limits</u> |
|---------------------|---------------------|-----------------------|
| <u>Total Items</u> | | <u>100 items/card</u> |
| Books | 3 weeks | |
| E-books and E-audio | 3 weeks | |
| Audio books | 3 weeks | |
| Music CD's | 3 weeks | |
| DVD's | 3 weeks | |
| Magazines | 3 weeks | |
| Equipment | 3 weeks | |
| Reference resources | In-library use only | |



Bylaws of the Town of Sylvan Lake Library Board

Schedule D - Fines & Penalties

| | |
|-----------------------------|---|
| Damaged/Lost Resources | Purchase/replacement cost plus processing fee. |
| Revoking of a Patron's Card | The Sylvan Lake Municipal Library has the authority to revoke a patron's card for habitual abuse of borrowing privileges. |



Safety and Use Bylaw

Bylaw Governing the Safety and Use of the Sylvan Lake Municipal Library.

A. Intent:

To provide a framework safe use bylaw for The Sylvan Lake Municipal Library.

B. Regulation:

WHEREAS Section 36(1) of the Libraries Act being Chapter L-11 of the Revised Statutes of Alberta 2000, as amended, provides that the Board of a Municipal library may make bylaws for the safety and use of the library;

AND WHEREAS the Town of Sylvan Lake Library Board wishes to promote the use of library facilities and to ensure the comfort and security of all library patrons and staff by establishing rules governing the conduct of persons using library facilities;

NOW THEREFORE the Town of Sylvan Lake Library Board enacts as follows:

This Bylaw shall be known as the Bylaw Governing the Safety and Use of the Sylvan Lake Municipal Library.

C. Procedure:

In this Bylaw:

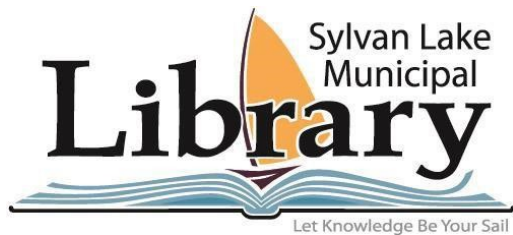
"library" means any building from which the Sylvan Lake Municipal Library provides public library service.

the "Director" means the Director of the Sylvan Lake Municipal Library or other person or persons charged by the Town of Sylvan Lake Library Board with the operation of the Sylvan Lake Municipal Library.

"library staff" may include security guards and any officer, servant or agent of the Board under its control.

3. (a) All persons using facilities or services provided by the library shall provide correct names and current addresses when requested to do so by library staff or as otherwise required.

(b) Failure to comply with paragraph 3(a) may result in suspension or forfeiture of borrowing privileges in addition to any other penalties prescribed by this Bylaw.



Safety and Use Bylaw

No person shall while in the library disturb the peace by profane, insulting, abusive, foul or obscene language, behave in a disorderly manner or engage in any other act having the effect of disturbing other patrons or staff or preventing or hindering their use and enjoyment of library facilities.

Except with the permission of the Director, no person shall: (a) allow any animal (other than a service dog accompanying a patron) belonging to him or under his control to enter or remain in the library, or (b) bring into the library a wheeled vehicle or conveyance, other than a wheelchair, or, at the discretion of the library staff a small baby carriage or stroller.

No person shall damage or destroy library property including, without limiting the generality of the foregoing, any book, circulating material, furniture or fittings of the library.

Except with the permission of the Director, no person shall while in the library: (a) sell, offer for sale or distribute any newspaper, magazine, pamphlet, leaflet, printed matter or merchandise of any kind; (b) beg or solicit for any purposes; or (c) affix or post any bill, plaque or notice.

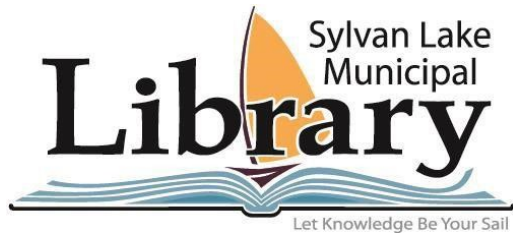
No person shall remain in the library after the time fixed for closing.

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

(a) Any person acting in contravention of this Bylaw may be so advised by library staff and requested to refrain from that activity.

(b) If any person fails to comply with the request made pursuant to paragraph 10(a) such person may be requested by library staff to leave the library. (c) Any person who willfully contravenes this Bylaw is guilty of an offence and is subject to a fine or penalty under the Libraries Act.

11. An act by the library staff in the proper execution of their duties shall not be deemed to be in contravention of this Bylaw.



Safety and Use Bylaw

Read a first time this 18th day of April 2006

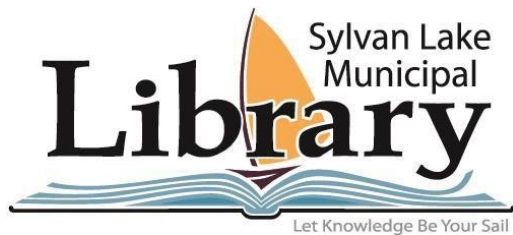
Read a second time this 18th day of April 2006

Read a third time this 18th day of April 2006

DONE AND PASSED this 18th day of April A.D. 2006.

THE TOWN OF SYLVAN LAKE LIBRARY BOARD

Board Chair: Richard Jacques



Board Governance

The Board's general powers, duties, and responsibilities are defined in the Alberta Libraries Act, ch. L-11 RSA 2000, and The Libraries Regulation, AR 141/98. Board members are individually responsible for considering and deciding upon all matters of organization policy, programs and expenditures. Members of the Board collectively exercise full authority over all aspects of the library's operations. As appropriate, the Board delegates authority to the Library Director.

I. THE ROLES OF THE BOARD:

A. Policy Management

1. Ensure adherence to the Libraries Act and Regulations.
2. Submit reports to provincial and federal regulatory agencies as required.
3. Prepare and review policies.

B. Strategic Planning

1. Identify program and service needs through regular needs assessments.
2. Prepare a new Plan of Service every three to five years; evaluate the Plan of Service annually.

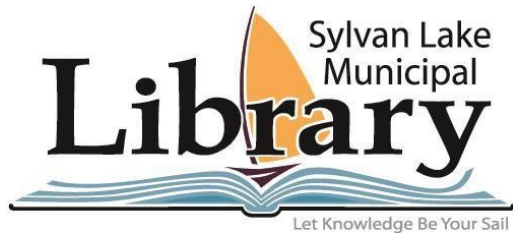
C. Personnel Management

1. Define roles, responsibilities, and functions of the Board and staff, including volunteers, through review and updates to the Personnel Policy.
2. Hire, evaluate, and terminate the Library Director.
3. Provide orientation and training for Board members.

D. Financial Management

1. Review insurance needs.
2. Review contracts for services as needed.
3. In partnership with the Town of Sylvan Lake, ensure that facilities and capital equipment are meeting user needs and are in good condition.
4. Generate the resources needed to implement policy decisions.
5. Establish budgeting and financial reporting systems.
6. Develop the budget and review it regularly.

E. Advocacy



Board Governance

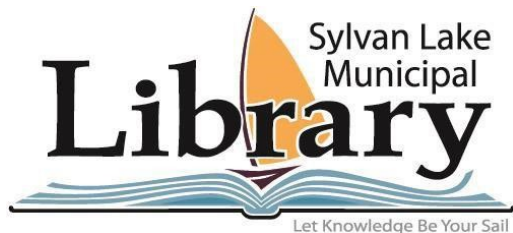
1. Represent the Library to the community.
2. Monitor government legislation and advise elected officials on the impact of current and proposed legislation on the Library.
3. Develop community awareness of the unique role the Library plays.

F. Evaluation

1. Monitor Board effectiveness.

G. Appointment and Dismissal of Board Members

1. Appointment of Board Members is made by the Town of Sylvan Lake.
 - a. When there is a vacancy, the Town will display it on their website and in the local newspaper.
 - b. When applications are received, the Town will provide the interested parties' applications to the Board Chair and Library Director to review. The Board Chair and Library Director will provide the application to the Board to review and collect feedback. Applications will be considered only if the applicant upholds the Mission and Vision of the Library.
 - c. After the Board has reviewed the application, the Board Chair and Library Director shall notify the Town to proceed with their internal process. If the Board does not wish to proceed with the application, a detailed reason must be provided to the Town.
2. The Board may appoint up to two non-voting board member representatives from the councils of the Summer Villages and/or the County of Red Deer for a one-year term from the date of appointment. This representative will not contribute to the overall count of board members.
3. Each Board member is expected to attend Board meetings and notify the Board Chair if they will be absent. If a Board member fails to attend three consecutive meetings, without notification to the Board Chair or the Board, or 4 regular meetings within a year (November to October), they will be considered to have resigned and will promptly be dismissed from their Board position.
4. Dismissal of a Board member may also occur if a Board member repeatedly fails to meet the duties or requirements of their Board position or has engaged in the act of violence or harassment (as defined by Alberta's



Board Governance

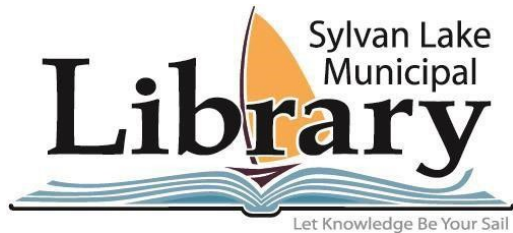
Occupational Health and Safety (OHS) Act) against any Sylvan Lake Municipal Library employee or Board member.

5. The process for dismissal may include the following:
 - a. An additional Board meeting with all parties present. This should be held with the complainants, the defendant, and the remaining Board members to facilitate open discussion of the issue and present any evidence that may corroborate the allegation/s. The burden of proof lies with the complainant/s. If Board members agree that the evidentiary support was not made in bad faith, found not to be arbitrary or discriminatory, and is not unfounded, a written warning to the defendant will be issued.
 - b. If the behaviour is not corrected and is repeated within the defendant's remaining term on the Board, an emergency subsequent Board meeting will be held, in which the dismissal of the defendant will be voted upon. If a quorum majority is reached, a recommendation for dismissal will be sent to the Town of Sylvan Lake Council.

II. DUTIES OF THE BOARD CHAIR

The Board Chair will be elected in November. The duties of the Board Chair will include, but are not limited to:

1. Chair the meetings for the Board, ensuring quorum is met (50%+1), keeping the Board's discussion on topic, and keeping deliberations timely, orderly, and thorough.
2. Orient the new Board Chair and any new Board members.
3. Act as a spokesperson or media liaison.
4. Provide leadership to the Library Board.
5. Uphold and ensure the Board adheres to its bylaws and policies
6. Encourage Board members to participate in meetings and activities.
7. Keep the Board's activities focused on the organization's mission.
8. Evaluate the effectiveness of the Board's decision-making process.
9. Make sure that committee Chairpersons are appointed.
10. Periodically conduct Board evaluations.
11. Recognize the contributions of the Board members to the Board's work.
12. Promote the Library's purpose in the community, to the government, and the media.



Board Governance

13. Sign documents, including all minutes, as required.
14. Develop meeting agendas in consultation with the Director and/or Chair.
15. Sign all Board correspondence to provincial, federal, or municipal officials.
16. Provide direction/supervision to the Library Director on behalf of the Board.
17. Communicate with any member of the staff, Board, or public if there are complaints or grievances regarding the Library Director.
18. Is a voting ex-officio member of all Board committees.
19. Consult with the Library Director in the preparation of the Annual Report.
20. Possess a thorough understanding of the Libraries Act and Regulations.
21. Conduct an exit interview with Library staff as required.
22. When calling a meeting is inappropriate or prevented by time constraints, the Chair has the authority to put the item in question to a vote electronically (via email) to be ratified at the following meeting.

III. DUTIES OF THE VICE CHAIR

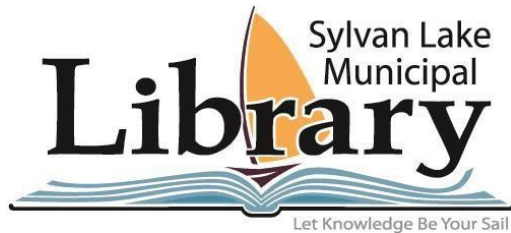
The Vice Chair will be elected in November. The duties of the Vice Chair will include, but are not limited to:

1. Act as Chair in the absence of the Board Chair.
2. Orient new Vice Chair and new Board members if Board Chair is unavailable.
3. In the absence of the Secretary, minutes will be taken by the Vice Chair.
4. Act as an alternate spokesperson or media liaison.
5. Learn the duties of the Board Chair and keep informed on key issues.
6. Undertakes any other duties assigned by Board Chair.
7. Typically acts as ex-officio of the Finance Committee.

IV. DUTIES OF THE TREASURER

The Treasurer will be elected in November. The duties of the Treasurer will include, but are not limited to:

1. Chair the meeting in the absence of the Board Chair and Vice Chair until a new Chair is elected.
2. Orient the new Treasurer.
3. Review financial statements monthly.
4. Report monthly to the Board on the financial state of the Library.
5. Chair the Budget Committee.



Board Governance

6. Meet with the accountant as necessary to review the Library's financial procedures.
7. Review monthly expenditures and revenue for significant variance with the Library Director.
8. Request and review the Director's timesheets for accuracy, at least quarterly.

V. DUTIES OF THE SECRETARY

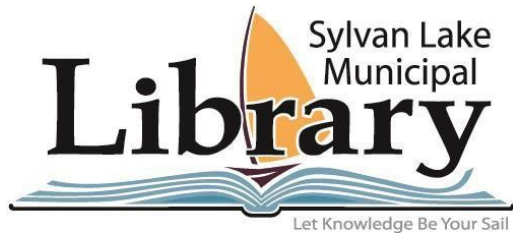
The Secretary will be elected in November. The duties of the Secretary will include, but are not limited to:

1. Chair the meeting in the absence of the Board Chair, Vice Chair and Treasurer.
2. Orient the new Secretary.
3. In the absence of the Secretary, minutes will be taken by the Vice Chair.
4. Record minutes of regular Board meetings.
5. Record minutes at special meetings of the Board, as requested by the Board Chair.
6. Provide a copy of the minutes to the Library Board and the Library Director in appropriate electronic and document formats no later than one week following the meeting.
7. Review all Board Correspondence and bring pertinent information forward to the Board.

VI. POLICY REVIEW

The Sylvan Lake Municipal Library is committed to reviewing and updating policies on a 2-year schedule. They will ensure all policies are current and reflect the current services and vision of the library. This will also ensure that the library is meeting the changing needs of its patrons and operating efficiently and effectively.

A. Process for Review



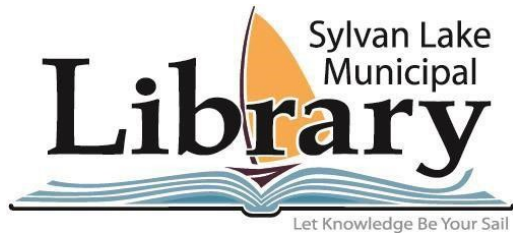
Board Governance

1. The Library Director will work with the Board to review and draft all policies.
2. The draft policy will be submitted to the Board as an item for discussion. The Board will discuss the policy, and the Library Director will make any changes that need to be made.
3. After board discussion and necessary changes are made, the draft policy will be submitted to the board as an item for decision at the next meeting.

B. Review/ Board Schedule

| Year 1: Month of Discussion | |
|------------------------------------|---|
| January | <ul style="list-style-type: none"> • Personnel • Collection Development |
| February | <ul style="list-style-type: none"> • Programming |
| March | <ul style="list-style-type: none"> • Communication |
| April | <ul style="list-style-type: none"> • Program and test room |
| May | <ul style="list-style-type: none"> • FOIP |
| June | <ul style="list-style-type: none"> • Health and Safety |
| July/August | No Meeting |
| September | Budget <ul style="list-style-type: none"> • No Policy Review |
| October | <ul style="list-style-type: none"> • Finance Policy |
| November | <ul style="list-style-type: none"> • Personnel Committee |
| December | No Meeting |

| Year 2: Month of Discussion | |
|------------------------------------|---|
| January | <ul style="list-style-type: none"> • Personnel • Circulation |
| February | <ul style="list-style-type: none"> • Behaviour in the Library |
| March | <ul style="list-style-type: none"> • Resource Sharing |
| April | <ul style="list-style-type: none"> • General Bylaws • Safety and Use Bylaw |
| May | <ul style="list-style-type: none"> • Records Retention |
| June | <ul style="list-style-type: none"> • Staff Development Tuition Reimbursement • Board Governance |
| July/August | No Meeting |
| September | Budget |



Board Governance

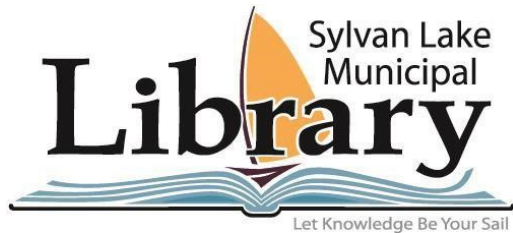
| | |
|-----------------|---|
| | <ul style="list-style-type: none"> • No Policy Review |
| October | <ul style="list-style-type: none"> • Orientation and Education of Board and Employees |
| November | <ul style="list-style-type: none"> • Gifts and Donations • Hours and Days of Operations |
| December | No Meeting |

Date approved: May 9, 2018
Board Chair: Dwayne Stoesz

Revised: March 9, 2022
Board Chair: Deborah Parry

Revised: May 10, 2023
Board Chair: Briana Darbyshire

Revised: November 8, 2023
Board Vice Chair: Alexandra Lambert

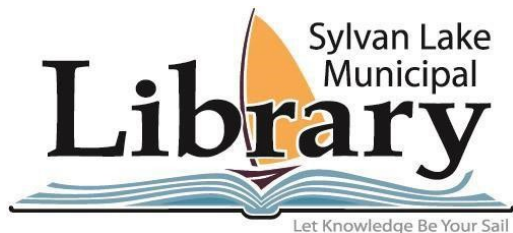


Finance

The Town of Sylvan Lake Library Board is accountable for effectively managing the Board's financial resources. While the day-to-day administration of finances will be delegated to the Library Director, the Library Board will continuously monitor the financial status and ensure compliance with legislation by requiring regular and timely financial reports. The Board Treasurer will review all financial reports and statements and report to the whole Library Board at the regularly scheduled Board meetings.

I. GENERAL

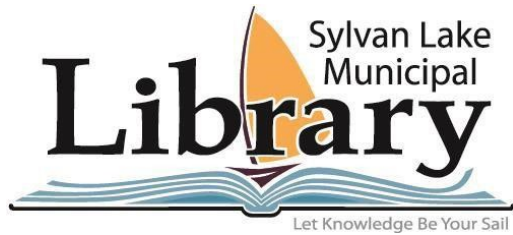
1. The Library Director, Board chair, Vice-chair, Treasurer, and Secretary shall normally be appointed signing officers. Additional signing officers may be appointed from the Library Board by the Library Board. Two signing officers are required to sign for all financial expenditures.
2. The fiscal year of the Library Board shall be January 1 to December 31.
3. The Library Board, specifically the Treasurer, will review the services provided by the current chosen financial institution every three years to ensure the Library Board is receiving competitive rates and services. If changes are advantageous, this would be a decision of the whole Board.
4. An operating budget shall be prepared annually by the Library Director and the Financial Sub-Committee of the Board, approved by the entire Library Board, and then submitted to the Municipal Council according to their timely request. The Library Director is authorized to administer funds according to the budget approved by the Board. Expenditures not contemplated in the approved budget, re-allotments, or over-expenditure of funds more than \$500.00 will require the prior approval of the Library Board.
5. The Library Board, in collaboration with the Municipal Government, will contract an auditor for an annual review. This will be completed as soon as is reasonable after the financial year-end. The LAPP audit is done every three years.
6. The Library Director will reimburse staff and Board members for approved professional development expenses, including courses, workshops and conferences that fall within the budget guidelines. These expenses may include tuition, registration, mileage, car rental, meals, parking and accommodation (alcoholic beverages are not included). Reimbursement shall require an original receipt and a completed Cheque Request Form



Finance

submitted to the Library Director. Library Director expenses are to be approved by the Board.

7. Mileage shall be paid at the current rate set by the Alberta Government Expense Policy for use of a private vehicle.
(<https://open.alberta.ca/publications/travel-meal-and-hospitality-expenses-policy-expenses-policy>)
8. The Library Director may operate a Petty Cash account in the amount of \$350 for purchases, not over \$50.
9. Occasionally, Library staff and Board members may be required to purchase items on behalf of the Library. Reimbursement for approved purchases shall require an original receipt submitted to the Library Director. Where reasonable, the credit card should be used for these purchases.
10. All invoices and receipts shall require approval by the Library Director.
11. Existing contracts with a value of ten thousand dollars (\$10,000) or more, which are being considered for an increase of ten percent (10%) or more of the budgeted amount, will be brought to the Financial Sub-Committee for review and then a recommendation to the Board.
12. The Library Director may obtain a credit card to facilitate purchases for the Library. All receipts must be submitted, and the credit card invoice must be paid in full prior to the due date.
13. The contracted bookkeeper, shall submit to the Library Director and the Treasurer, a monthly financial statement outlining year-to-date sources of income, expenses, budgeted amounts and variances. Any significant financial anomalies shall be brought for discussion at the next Board meeting by the Treasurer or designate.
14. The Library Board will designate financial donations to a separate income line item. As much as possible these should be spent for designated purchases that enhance the function and purpose of the Library.
15. The Library Board will maintain a separate bank account for the receiving of provincial grants. It will be called the Sylvan Lake Municipal Library Account and will be eligible for interest as it is not a chequing account. Transfers of money from this account to chequing will be by a motion of the Board. Approximately two months of staff payroll should always be held in this account. Other grants obtained by Library staff will be spent according to the guidelines set out by the grant and adequate documentation recorded.



Finance

16. The Library Board will build a long-term savings plan and account to be spent by motion of the Board. This will be an annual investment and accessible without penalty in the case of an emergency.

II. LIBRARY RESERVES

Movement of funds to or from fund accounts must be accompanied by a motion or according to policy. The minimum and maximum levels of the fund accounts will be reviewed within the context of the budget. Library fund accounts are secured through current bank accounts and guaranteed investment certificates (GICs).

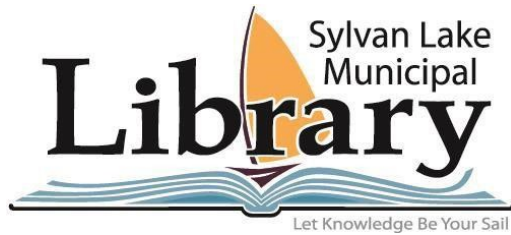
The Town of Sylvan Lake Library Board may establish, maintain and manage reserve funds to maintain a prudent level of available financial resources to offset unpredicted one-time expenditures. Reserve funds also provide resources for repairing, replacing, and upgrading or constructing new capital assets and infrastructure.

1. All requests to use reserve funds or to re-designate reserves must be approved by means of a Board motion. Requests to use reserve funds may also be submitted as part of the annual budget process.
2. Any surplus funds in the operating budget at year-end will be allocated to reserves as specified by the Board during the financial audit process.
3. Reports on the status of reserves will be provided to the Board during the audit process and upon request throughout the year.

A. Schedule of Reserves

Operating Reserves

| | |
|-----------------------|--|
| Status | Unrestricted |
| Purpose | An operating reserve is an unrestricted fund balance set aside to stabilize the Library's finances by providing a cushion against unexpected events, loss of income, and large unbudgeted expenses. Operating reserves should not be used to cover a long-term or permanent income shortfall but can allow the library to weather serious bumps by buying time to implement new strategies. An operating reserve should be used to solve temporary problems or to shut down the library's operation. Recommended minimum level: \$100,000 (2 months operating) |
| Funding Source | Contributions from operations |

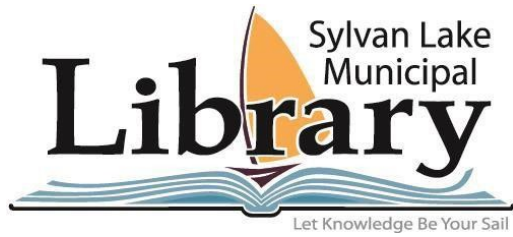


Finance

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

General Reserves

| | |
|-------------------------------------|---|
| Status | Restricted |
| Purpose | To fund capital projects according to the Strategic Plan of Service. |
| Funding Source | Contributions from fundraising and operational surplus |
| Approved Spending Categories | <p>Facilities Upgrade and Future Sites To provide for upgrades, replacement, additions and repairs of a capital nature to the physical building and property and for future sites. Recommended minimum level: \$50,000</p> <p>Technology and Innovation To acquire or upgrade technologies to meet changing organizational or community needs and to pursue innovation. Recommended minimum level: \$10,000</p> <p>Furnishings and Equipment To acquire or replace furniture/fixtures and equipment (other than computer equipment). Recommended minimum level: \$200,000</p> <p>Collection Development To replace and enhance existing collections and/or introduce new collections.</p> <p>Human Resources To support recruitment, terminations, legal fees, and special leave.</p> |
| Other | The funds in these reserves may be separated into laddered terms for maximum return on investment. |

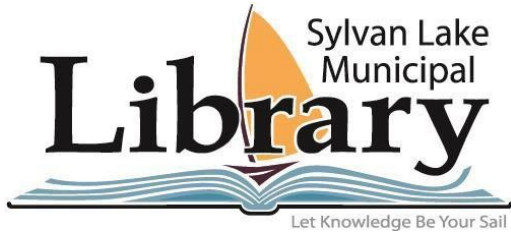


Finance

Date approved: May 20, 2014
Board Chair: Marylynne Strumpf

Revised: October 13, 2021
Board Chair: Deborah Parry

Revised: November 8, 2023
Board Vice Chair: Alexandra Lambert



Finance

SYLVAN LAKE MUNICIPAL LIBRARY

4715-50 Avenue Sylvan Lake AB T4S 1A2

Phone: 403.887.2130

Email: sylvan.library@prl.ab.ca

CHEQUE REQUEST FORM

Make cheque payable to:

| | |
|---------------------|--------------|
| Name: _____ | Request Date |
| Address: _____ | |
| City/Prov/PC: _____ | |
| Phone: _____ | |

| Quantity | Description | Unit Price | Total |
|----------|-------------|------------|--------|
| | | | \$0.00 |
| | | | \$0.00 |
| | | | \$0.00 |
| | | | \$0.00 |
| | | | \$0.00 |
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| | |
|--------------|-------------|
| Subtotal | \$0.00 |
| Shipping | |
| GST | |
| Total | \$ - |

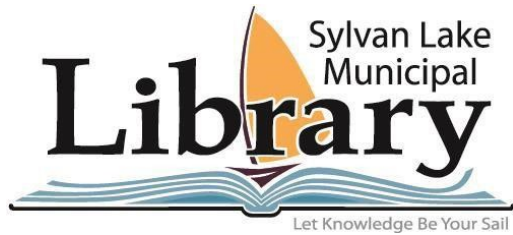
Account Code:

Account Name:

Special Instructions:

Requested by: _____

Approved by: _____



Orientation and Continuing Education of Board and Employees

I. BOARD ORIENTATION

It is the belief of the Town of Sylvan Lake Library Board that Board members who are familiar with the library and aware of its processes are better able to contribute to its successful operation.

A new Board member will receive an orientation package from the Library Director. This package will be emailed to the Board Member and shall consist of:

1. Board member contact list
2. Plan of Service
3. Policies
4. Website links to the Public Library Services Branch, Alberta Library Trustees Association and Parkland Regional Library System

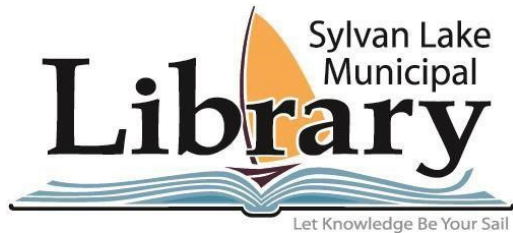
A new Board member will be encouraged to meet with the Library Director and the Board Chair for orientation prior to their first Board meeting.

The library orientation conducted by the Library Director shall include, but is not limited to:

1. Introduction to employees
2. Tour of the library
3. Introduction to basic library procedures
4. Oath of Confidentiality form
5. Ensure Board member has a library membership

The orientation conducted by the Board Chair shall include, but is not limited to the overview of the:

1. The Alberta Libraries Act Chapter L-11 and Libraries Regulation AR 141/1998
2. The roles of a trustee
3. The Board policy manual
4. The Board committees
5. The Board executive roles



Orientation and Continuing Education of Board and Employees

6. Board Basics training available through the Public Library Services Branch

A. Board Training

It is the belief of the Town of Sylvan Lake Library Board that knowledgeable, informed Board members are better able to contribute to the efficient operation of the Board; and that Board members should be encouraged and given opportunity to attend professional development opportunities.

Funds will be allocated in the annual budget for the professional development of the Board. The Library Director and/or Board Chair will advise the Board of development opportunities. Board members wishing to attend will be encouraged and will have eligible expenses paid as the development budget allows. If attending a library conference, Board members are expected to provide a verbal report to the Board.

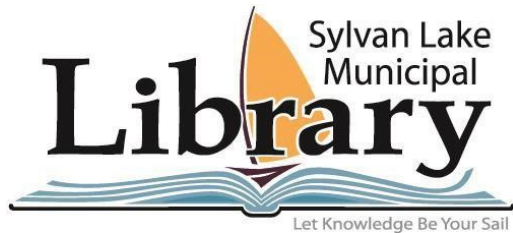
B. Association Memberships

The Library purchases an annual institutional membership in the Alberta Library Trustees Association (ALTA). The Board Chair is the voting representative. Expenses incurred by individual Board members for association memberships may be reimbursed, with prior approval by Board motion.

II. EMPLOYEE ORIENTATION

The Library Board recognizes the importance of informed and well-trained employees. It supports this policy by providing, within the limits of its budget, orientation programs, encouragement and support for attendance at library conferences, workshops, library-related courses, and institutional membership in library organizations.

1. New employees are given orientation and training that will prepare them to best provide service to the patrons.
2. Orientation and training are the responsibility of the Library Director and include an understanding of the role of the Library in the community, the responsibilities and duties of the Board and employee, and the Library's policies, services, goals and objectives, as well as specific training for the employee's position.



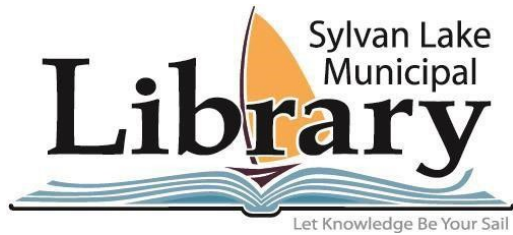
Orientation and Continuing Education of Board and Employees

A. Employee Training

1. The Library Director may, within the limits of the budget, approve employee attendance at library or library-related workshops and conferences without prior Board approval.
2. Cost of employee attendance at library conferences is covered, within the limits of the budget.
3. The Board supports and encourages informal, ongoing sharing of information among library employees as part of their continuing education.
4. All full-time employees must have current First Aid/CPR training. The library will cover the cost of this training and pay for the employees' time while they are in training. Part-time employees will have the opportunity to complete general First Aid training at the library's expense for both the course and the employees' time.

B. Associations Memberships

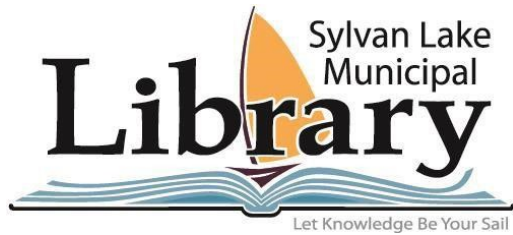
1. The Library is a member of the Parkland Regional Library System. Training through Parkland will be made available to all employees, within the bounds of the work schedule and library budget, at the discretion of the Library Director.
2. The Library will maintain an Institutional Membership with the Library Association of Alberta (LAA). The Library Director will be the voting member. Courses and tutorials through the LAA will be made available to employees, within the bounds of the work schedule and library budget, at the discretion of the Library Director.



Orientation and Continuing Education of Board and Employees

Date approved: May 9, 2018
Board Chair: Dwayne Stoesz

Revised: March 9, 2022
Board Chair: Deborah Parry



Personnel Committee

The role of the Personnel Committee is to ensure library personnel resources are managed effectively.

A. Key responsibilities

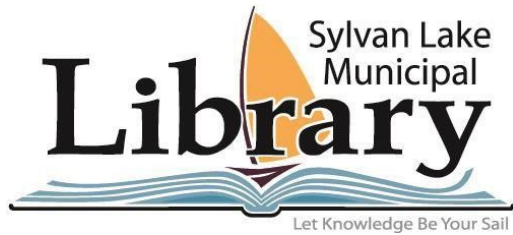
1. To hire, supervise, and evaluate the Director; review staff salaries, benefits, and job descriptions annually, and make recommendations to the board; and to update and maintain a comprehensive personnel policy.

B. Composition and appointments

1. Two to three members of the board with the Librarian as a resource member. Appointments of one year will be made at the November meeting of the board.

Meetings will be held as necessary.

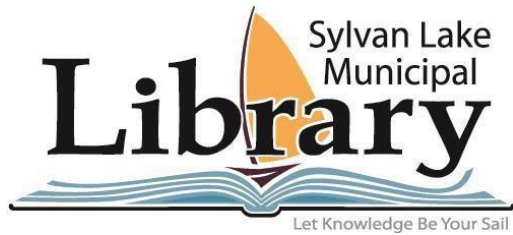
Date Approved: May 11, 2016
Board Chair: Lynda Fiedler



Gifts and Donations

1. The Sylvan Lake Municipal Library is a Registered Charity under the Canada Revenue Agency.
2. Tax receipts will be issued for donations over \$20.00 or upon request, according to the guidelines and rules set out by Canada Revenue Agency.
3. Funds will be used for an appropriate library purpose, with consideration to the wishes of the donor.
4. Donations of books or other materials are accepted with the understanding that they may be sold, given to FOSLL for their sales or passed on to other organizations, if not required by the library.
5. All donations, bequests, or gifts must support the goals and objectives of the library and are given without any attachments.
6. All gifts to the library will be accounted for and acknowledged by the Library Director.

Date Approved: October 13, 2021
Board Chair: Deborah Parry

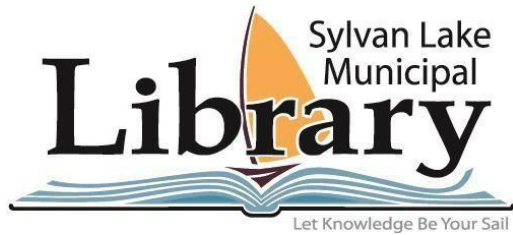


Hours and Days of Operation

The Board authorizes the Director to establish hours of opening. Hours of opening will be reviewed annually by the Board to ensure that the Library offers hours of service that best suit the community's needs and are reasonable within the scope of the budget.

The Board shall recognize statutory holidays and will amend the Library's Hours of Operation in recognition of same.

Date Approved: June 8, 2016
Board Chair: Lynda Fiedler



Collection Development

I. SELECTION

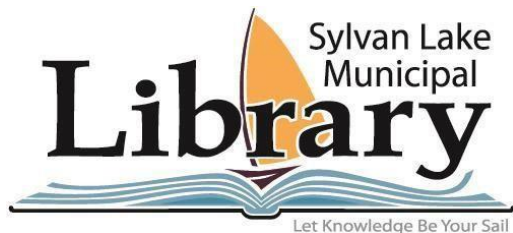
This Collection Development Policy is intended to provide a statement of philosophy and identify key objectives regarding the selection of library materials which will reflect the vision and mission statements of the Library Board, and to define direction and responsibility for selection.

A. Materials are selected:

1. to satisfy the need for recreational reading, listening and viewing materials for patrons of differing tastes, interests, purposes and reading skills;
2. to enrich human understanding by dealing informatively with social, personal, geographic, economic, cultural, religious and scientific issues;
3. to educate by providing basic factual information in as broad a base as possible.

Selection of library materials shall be made in accordance with Library policy regarding the Statement of Intellectual Freedom, and shall be selected according to the following criteria:

1. suitability of physical form for library use;
2. relation to existing collections and other material on the subject;
3. accessibility of material in other libraries;
4. interests and composition of the community and region;
5. popular demand and current trends;
6. attention of critics, reviewers, and public;
7. quality of writing and/or visual appeal;
8. reputation, skill, competence and purpose of the originator of the work;
9. special value as a contribution to social questions and problems of continuing or topical interest;
10. timeliness or permanence of the work;
11. availability of funds and space;
12. comprehensiveness and depth of topic;
13. clarity, accuracy and logic of presentation;
14. balance of viewpoints in the collection



Collection Development

An item need not meet all of the above criteria in order to be acceptable. Materials that do not meet these criteria may be purchased to satisfy public demand.

While people have the right to reject for themselves material of which they do not approve, they do not have the right to restrict the freedom of others. If there is considerable topical interest in the subject and a strong public desire to read and judge the book first-hand, a title may be included which is not considered accurate, according to expert opinion. Objections to items in the collection should be made in writing to the Library Director.

The Library does not buy textbooks specifically related to courses of study in the community.

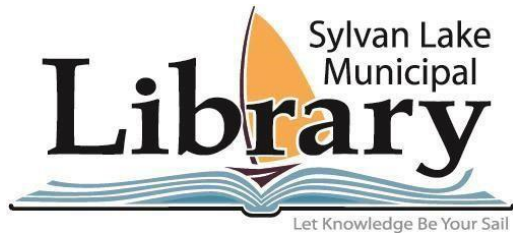
The Library will provide materials in additional languages (Non-English) based on the needs of the community and on the above criteria.

In accordance with the overall Library goal of user-oriented service, materials subject to widespread and/or heavy local demand will take precedence in the acquisitions process. Items having such demand may or may not meet with general and specific criteria contained in this policy. In either case, the volume and nature of requests by members of the public will be given top priority. In addition, as the social and intellectual climate of the community changes, materials which originally were not recommended for purchase may become of interest. Such materials will be re-evaluated on a continual basis.

Responsibility of any restrictions on their children's use of library materials rests with parents and legal guardians. Selection will not be inhibited by the possibility that purchased materials may inadvertently come into the possession of children.

II. MATERIAL DONATIONS

The intent of this policy, is to assist the public in making informed decisions regarding donations they may wish to make; and to provide direction to staff for the acceptance, and disposition of material donations.



Collection Development

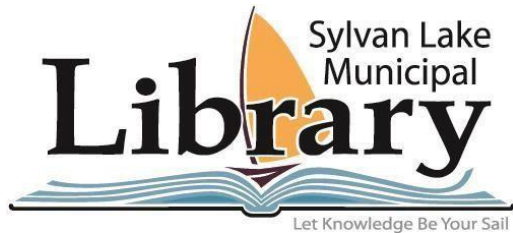
1. All material donations become the exclusive property of the Sylvan Lake Municipal Library and will not be returned.
2. Material donations may or may not become part of the Library's collections.
3. Generally, material donations should be less than three (3) years old and in excellent condition, i.e.: not musty, moldy, damp, etc.
4. Restrictions placed on donations by donors may not be followed.
5. Material donations accepted by the Library are judged upon the same basis as purchased materials.
6. Material donations are accepted with the understanding that if the Library cannot use them, it may at any time dispose of them in any way it sees fit.
7. Receipts will not be issued for donation of materials.
8. Unwanted materials donations are sold at a library book sale or placed in recycle bins.

III. DE-SELECTION

Materials that no longer fit the stated vision, mission and service priorities of the library will be withdrawn from the collection. This may include materials that are damaged, that include obsolete information, or that have not been used within a reasonable period of time. Decisions will be based on accepted professional practice, such as those described in *The CREW Method*, and the professional judgment of the Library Director or designated staff. When necessary, local specialists will be consulted to determine the continued relevance and reliability of materials.

Items withdrawn from the collection will be disposed of in accordance with local law, which permits discarding worn, dirty, or outdated material into the trash, recycling of paper, or sold at a library book sale. Items that do not sell at a book sale may be transferred to other nonprofit organizations or placed in a "free books" area for anyone to take.

Staff will be given the first opportunity to purchase or claim disposed material, equipment or furnishings at the discretion of the Library Director, in accordance with policy.



Collection Development

Discarded magazines and newspapers may be given to other area libraries, schools or social service agencies or recycled at the discretion of the Library Director.

IV. SUPPLEMENTARY SERVICES

The Town of Sylvan Lake Library Board believes that patrons unable to use conventional print materials should still have full access to library services and collections. It is therefore essential that library materials for print-disabled patrons be incorporated into as many aspects of library services in support of this belief whenever possible.

The Sylvan Lake Municipal Library will work with or use the resources of other local, regional, provincial and federal organizations to provide materials for print-disabled patrons. Such organizations may include:

1. The regional library system
2. Public Library Services Branch
3. Local Community service organizations (e.g., Alberta Health Services, schools, social services)
4. Regional or National organizations (e.g., CELA, NNELS)
5. Other organizations as needed

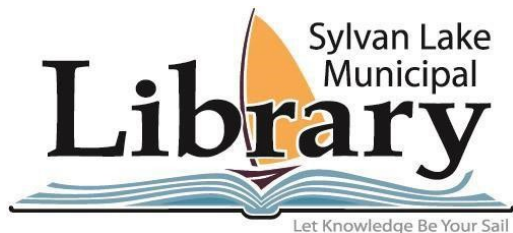
While one or two staff members may take the lead in providing services to print-disabled patrons, all staff members shall be trained on how to provide access to materials for print-disabled patrons.

The Library shall promote library collections for persons with print disabilities through local media and partner organizations. Materials and access to services should be promoted in standard and alternative formats, depending on the needs of the community.

Date approved: May 20, 2014
Board Chair: Marylynne Stumpf

Date revised: June 14, 2022
Board Chair: Deborah Parry

Date Revised: March 5, 2024
Board Chair: Carol Moore



Circulation

Purpose

The purpose of this Circulation Policy is to ensure that Sylvan Lake Municipal Library items are returned in a timely fashion in order to make the widest possible selection of library items available to all library users, and also to fill holds and interlibrary loan requests as quickly as possible.

A. Loan Limit

1. At any time, a patron may have up to 100 items borrowed on their card. This can be a combination of any materials the library offers for loan.

B. Loan Period

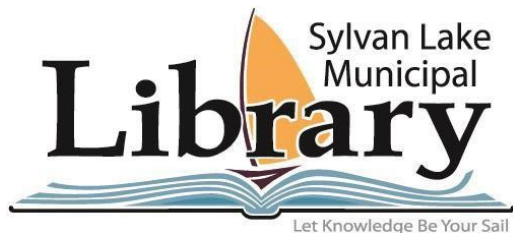
1. 21 days for all materials.
2. Longer loan periods will be offered during summer months and at the special request of the patron.

C. Returns

1. Library items belonging to the Sylvan Lake Municipal Library, Parkland Regional Library System, or other Alberta public libraries may be returned to any library in the province.

D. Renewals and Extended Due Dates

1. A maximum of 5 renewals per item are permitted.
2. Renewal may not be possible if another library patron has placed a hold on the item.
3. Renewals may not be possible for interlibrary loan items (ILL). These materials are owned by libraries outside of the Parkland Regional Library system.
4. Renewals may be made in person, by telephone, email or by self-renewal using the Public Online Catalogue (PAC)
<https://search.prl.ab.ca/polaris/logon.aspx?header=1>
5. Self-renewal is not permitted on items that are already overdue.
6. As needed, patrons may request an extended due date for their library items.



Circulation

E. Overdue Items

1. It is the responsibility of our patrons to ensure the timely return of borrowed items.
2. If the item remains overdue for more than 28 days, an invoice may be issued for the replacement cost of the item.

F. Lost Items

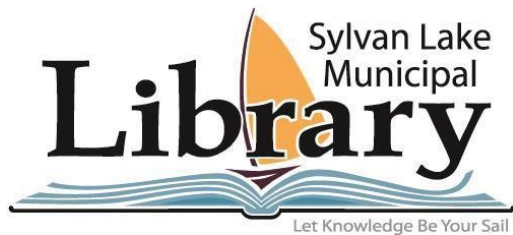
1. Once a patron has reported an item lost, the replacement cost will be applied to the patrons account.
2. If the item is returned, the replacement fine will be waived.
3. In the event that an item is found by a patron after it has been reported as lost and replacement
4. costs have already been paid, the item becomes the property of the patron and it cannot be returned to the library for reimbursement.

G. Damaged Items

1. If a patron reports that an item has been damaged or staff discover that the item is damaged, the replacement cost will be applied to the patrons account. The patron will be notified of this charge.
2. Once the patron has paid for the item, it becomes the property of the patron.

H. Claims Returned

1. When a patron notifies the library that an overdue item was returned, and library records show the item is still checked out to the patron, and is not on the shelf, the item becomes a "claims returned" item.
2. When the library is notified of the "claims returned," the patron will be asked to continue searching for the item and a search will be initiated in the library.
3. If the item is found in the library, the patron will be notified and the item will be removed from the patron's account.
4. If the patron is a ME borrower, it is the patron's responsibility to
5. contact the library to which they returned the item to see if it is at that location.
6. The maximum number of allowable "claims returned" items is 5. After 5 items, the patron's record shall be suspended pending a review of the account's history and a discussion with the patron by the Library Director or Assistant Library Director.



Circulation

I. Interlibrary Loans and Holds

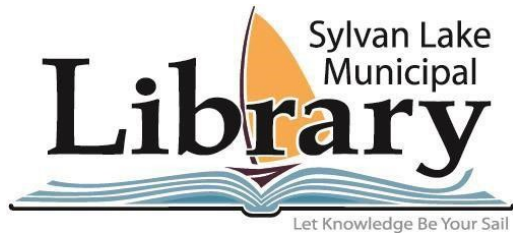
1. If a patron requests an item not held in the Sylvan Lake Municipal Library collection, every attempt will be made to provide the item.
2. Items held in the Parkland Regional Library system will be provided by placing a hold in the catalogue.
3. The Sylvan Lake Municipal Library will attempt to provide items not held in the Parkland Regional Library system via interlibrary loan.
4. Patrons wishing to look for materials outside of Parkland, can visit <https://alberta.relaisd2d.com> to access D2D Relais and request items from other libraries within Alberta. Library staff are always willing to assist as needed.
5. Although the Sylvan Lake Municipal Library does not charge a fee for supplying interlibrary loans, some libraries do. The patron will be notified of ILL charges levied by a lending library before the item is supplied, and is responsible for paying the charges should they choose to receive the item. The library is not responsible for third party ILL charges.
6. Patrons will be contacted as soon as possible after their ILL or holds arrive at the library, and items will be held for 5 business days after arrival. If the requesting patron does not pick the item up within this time, it will be returned to the shelf, mailed back to the lending library, or sent to fill the next hold in the queue.

J. Lost Library Cards

1. Lost cards can be replaced for a small fee. It is \$2.00 for the first card and \$5.00 per card after that.

Approved: October 14, 2020
Board Chair: Deb Parry

Revised: September 9, 2021
Board Chair: Deb Parry



Programming

Programs are activities that will support the strategic service priorities of the Sylvan Lake Municipal Library's Plan of Service and will respond to community needs and interests.

In the provision of its programs, the Library abides by the Canadian Federation of Library Associations' 2015 Statement on Intellectual Freedom and Libraries, specifically:

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

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

I. SYLVAN LAKE MUNICIPAL LIBRARY PROGRAMS

1. These programs may be presented by library staff or by a staff-approved provider
2. Program proposals by community members are welcome; however, the Library will not be obligated to offer such programs
3. Library staff are responsible for completing all necessary program planning documentation in order to maximize programming efficiency and accountability

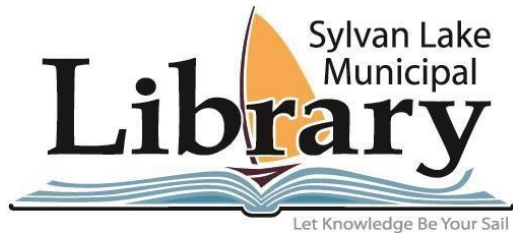
II. OTHER PROGRAMS

1. The Library may collaborate with other organizations to plan and offer programs and events in order to maximize community impact

Date Approved: November 9, 2016
Board Chair: Lynda Fiedler

Revised: June 14, 2023
Board Chair: Briana Darbyshire

Revised March 5, 2024
Board Chair: Carol Moore



Behaviour in the Library

The following rules must be respected for the comfort and safety of all Sylvan Lake Municipal Library users and staff. Violating these rules may suspend or restrict library privileges, including banning from library premises. Criminal offences may result in prosecution. All patrons must adhere to Library OHS Policies.

I. SYLVAN LAKE MUNICIPAL LIBRARY PROGRAMS

A. Animals

1. Only registered assistance animals or those approved by the Director are allowed in the library.

B. Phones and Other Devices

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

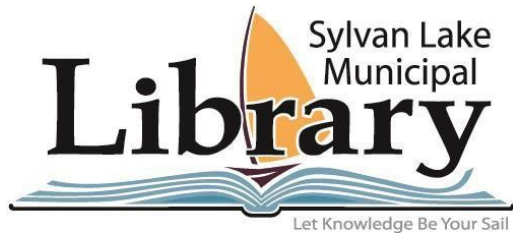
C. Clothing

1. Upper and lower-body clothing and footwear must be worn in the library.

D. Disruptive behaviour and language

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

E. Food and drink



Behaviour in the Library

1. Patrons who consume food and beverages on library premises may be held liable and accountable for any damage, repair, or additional expense incurred because of this activity.

F. Public Internet use

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

G. Sports equipment

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

H. Theft / Damage to property

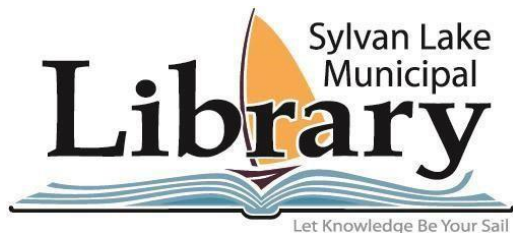
1. Stealing, damaging, or vandalizing library property is prohibited by law.
2. Cutting or removing pages or articles from books or magazines and writing in/on Library materials, equipment, furniture and walls is not allowed.
3. Users may not alter library computer/network settings, disconnect library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

I. Children and Vulnerable Patrons

1. Children aged six and under must be accompanied by an adult or caregiver.
2. Parents or caregivers are responsible for monitoring children's behaviour in the library and using library resources, including using the library's internet workstations and selecting reading materials.
3. Any unattended person at the library must be capable of leaving the library by their own means in an emergency or other unexpected event.

Date Approved: June 8, 2016
Board Chair: Lynda Fiedler

Revised: June 14, 2023
Board Chair: Briana Darbyshire



Communications

Purpose

This communication policy aims to ensure efficient, effective, timely and comprehensive communications with stakeholders of the Sylvan Lake Municipal Library.

Desired Outcomes

Provide citizens with timely, accurate, clear, objective and complete information about policies, programs, services, and initiatives.

Employ a variety of ways and means to communicate and provide information to accommodate diverse needs.

Citizens will be able to attend and participate in public meetings.

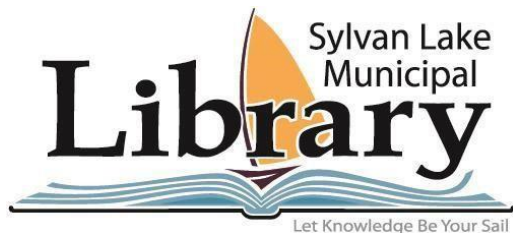
Library information, both online and in print, will have a clearly recognized identity.

I. CITIZENS FINDING INFORMATION

A. Library Website

A primary source of official information for the Sylvan Lake Municipal Library is the library's website: www.sylvanlibrary.prl.ab.ca. The website is utilized to access information written by the library staff and is a resource for searchable reference material pertaining to the Library.

1. The website is the primary source of official library information, facilitating communication between the public, The Town of Sylvan Lake Library Board and library staff.
2. Library staff will maintain up-to-date user-friendly information to assist citizens regarding library access, programs, services, and events, including an up-to-date calendar for programs, events, and meetings open to the public.
3. The website will make accessible materials from the Town of Sylvan Lake Library Board, including a Board meeting calendar, Board meeting agendas, past minutes, policies and procedures, and any other pertinent materials from the Board.
4. The website will contain Hours of Service and the Library's contact information, including the phone number, e-mail address, and physical address, to ensure ease of communication with the Library staff.
5. Online library services will be expanded where appropriate.



Communications

B. Press Releases

1. The Sylvan Lake Municipal Library Director, or their designate, will issue releases regarding library operations, including but not limited to day-to-day issues, activities, programs, services, and events.
2. The Town of Sylvan Lake Library Board Chair, or their designate, will issue releases regarding high-level organizational announcements or issues. All communications with the media will be accurate in nature.

C. Advertising

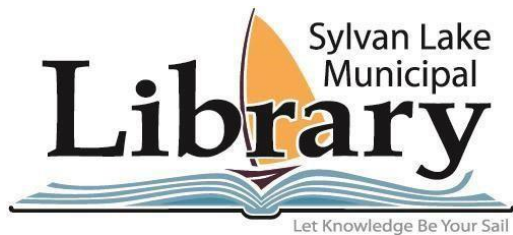
1. The Sylvan Lake Municipal Library will place advertisements in any medium deemed appropriate, including but not limited to local newspapers, social media, radio stations, magazines, activity guides, billboards, signs, direct mail-outs, and other media.
2. The Sylvan Lake Municipal Library's advertising will be inclusive and reflective of the diversity of library stakeholders. As such, the Library will only advertise in media or with organizations that align with the values and goals set out in the Plan of Service.

D. Social Media

1. The Sylvan Lake Municipal Library utilizes social media accounts for communications.
2. Library social media accounts will be monitored daily by Library staff, primarily during business hours.
3. The Library's social media accounts will be used to generate discussions, share updates, and post information about the Library and other community partners, including but not limited to events, programs, activities, and news.
 - a. The Library may share posts
 - i. Partnered events;
 - ii. Free Town/Community events and services;
 - iii. Free non-profit events and services; and
 - iv. Paid/fundraising non-profit events.

E. Media Enquiries

1. The Chair is the official spokesperson on behalf of The Town of Sylvan Lake Library Board for high-level organizational matters.
2. The Library Director is the official spokesperson for all operational matters of the Sylvan Lake Municipal Library.
3. The Chair and the Library Director may delegate others to speak to the media on their behalf from time to time.



Communications

F. Bulletin Boards

1. The Library Bulletin boards are intended to advertise Library services and programs. The Library will also post community event posters and notices in the following priority order
 - a. Free Town/Community events and services
 - b. Free non-profit events and services
 - c. Paid/fundraising non-profit events

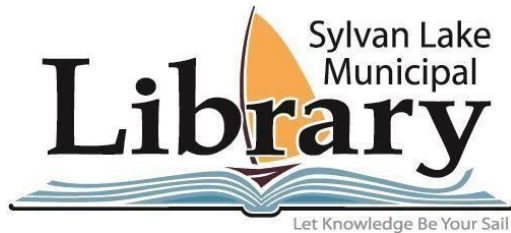
II. CITIZENS COMMUNICATING WITH THE TOWN OF SYLVAN LAKE LIBRARY BOARD

A. Communications

1. The Town of Sylvan Lake Library Board Members are listed on the Library Website.
2. Citizens requesting action from the Board or wishing to ensure their communication is addressed formally by all of the Board should send their communication to the Board Chair, email: brdchrslml@gmail.com or addressed in care of The Town of Sylvan Lake Library Board to the library's address.
3. Any communication in writing addressed to all members of the Board will be addressed at the next Board meeting so that the Board can formally deal with the matter. Formal written responses will be sent.

B. Board Meetings

1. The Town of Sylvan Lake Library Board holds its monthly meetings at the Sylvan Lake Municipal Library in the program room. The room is large enough to accommodate visitors and guests. Visitors/guests are requested to sit in chairs set along the wall, while the Board members will sit at the table.
2. A person wishing to make a formal representation directly to the Board at a regular meeting shall advise the Chair at least 10 days prior to the regularly scheduled Board meeting. Board meetings are scheduled the second Wednesday of the month unless changed due to conflicts.
3. The written request shall include the contact information of the person wishing to appear before the Board, along with a brief explanation of the subject to be addressed and the specific request to be made to the Board.



Communications

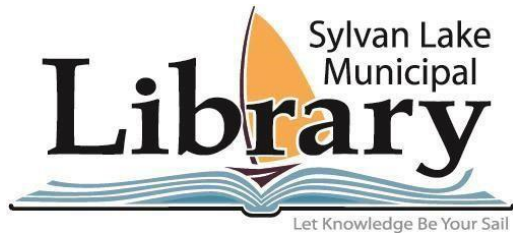
4. All presentation material is to be provided with the written request and will be forwarded to the Chair in writing and must:
 - i. Be legible and coherent;
 - ii. Name the individual authorized to speak;
 - iii. Indicate the reason/request to be spoken to;
 - iv. Be signed by the person making the request;
 - v. Be able to identify the writer and the writer's contact information;
 - vi. Not be rude or disrespectful.

5. After receiving the request to speak on any item, the Chair will place the request on the agenda.
 - i. The Chair will introduce the speaker(s);
 - ii. The speaker will state their name;
 - iii. After the speaker has spoken to the reason/request, the Board will ask only questions of clarification that are relevant to the subject of the request and will avoid repetition. Persons speaking to the subject will be restricted to talking to the relevant subject matter only. The speaker shall be limited to ten minutes of presentation time.
 - iv. The meeting will proceed once the speaker has presented to the Board. The item will come up for discussion at the discretion of the Board.
 - v. All Board meetings shall provide an opportunity for members of the public to attend regular meetings.
 - vi. Cell phones are to be placed in the 'silent mode' during a meeting.
 - vii. Any recordings of procedures will be permitted by, but not limited to, cell phones, tablets, tape recorders, etc. The use of these must be disclosed at the beginning of the meeting.

CORPORATE IDENTITY STANDARDS

Library Logo

1. The correct use of the logo is outlined in the ASYL Visual Identity; deviations from the outlined proper usage are not allowed.
2. The ASYL Visual Identity outlines the elements of the Sylvan Lake Municipal Library brand, including the voice, imagery, and design elements of the Library.
3. All printed marketing and communications materials, such as posters and newspaper ads, must include the Library logo.



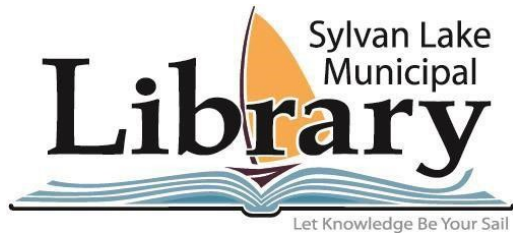
Communications

4. The use of the logo on external-facing designs must be pre-approved by the library director or their designate.
5. Canadian Press Style Guide standards are to be followed in all Library materials.
6. All staff, volunteers, and Board members of the Sylvan Lake Municipal Library are brand managers and are responsible for adhering to the ASYL Visual Identity.

Approved: December 11, 2019
Board Chair: Deb Parry

Revised: July 30, 2019
Board Chair: Deb Parry

Revised: May 8, 2024
Board Chair: Carol Moore



Resource Sharing

Purpose

The purpose of this resource sharing policy is to ensure compliance with the Libraries Act Regulation 7(2) and that library users have a wide range of access to library materials.

Desired Outcomes

Library users have equitable access to library and information resources.

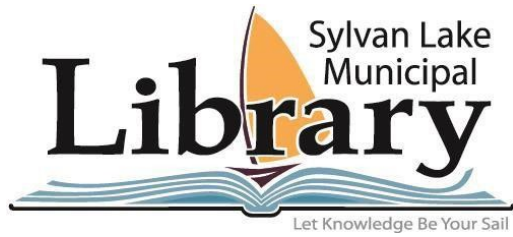
Definitions

The Libraries Act Regulation 7(2):

Every Board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:

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

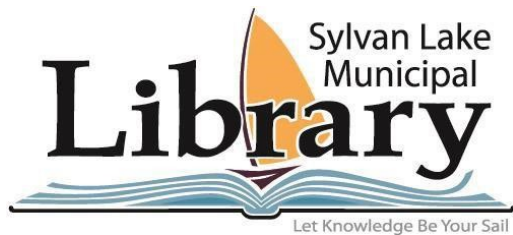
1. The Board is committed to reciprocal Library resource sharing.
2. The Library actively participates in resource-sharing programs and services, including but not limited to the provincial interlibrary loan program, and Alberta-wide borrowing programs such as ME Libraries.
3. In accordance with the Libraries Act, the Library will not charge a fee for acquiring items from other libraries. However, any charge to the Library from the lending library will be passed on to the borrower.
4. The Board will not charge another member library for the interlibrary loan service.
5. The Library will work with other libraries in Alberta, the Public Library Services Branch, Parkland Regional Library System, and The Alberta Library (TAL), to access electronic resources through subscriptions, licensing, or direct purchasing.



Resource Sharing

Approved: May 20, 2014

Revised: May 12, 2021
Board Chair: Deb Parry



Program and Test Rooms

The Sylvan Lake Municipal Library Program Room was designed to be used for the library's own programs. The Test Room was designed for the administration of external exams. When they are not needed for library activities, they may be available for use by the community. This policy determines guidelines for the Program Room and Test Room use and related fees, and eligibility for waiving of user fees. (The Libraries Act, Chapter L-11 RSA 2000, and The Libraries Regulation AR 141/98).

I. PROGRAM ROOM & EQUIPMENT SPECIFICATIONS:

The Program Room seats 35 people auditorium-style, or 24 with tables, and has a sink and counter, and has a wheelchair-accessible, family washroom Dimensions: 27' x 19'.

Available by advance request, at no additional charge, are:

- Television & DVD Player
- Screen
- White-board

Users must supply their own coffee supplies, pens, markers, chalk and other materials.

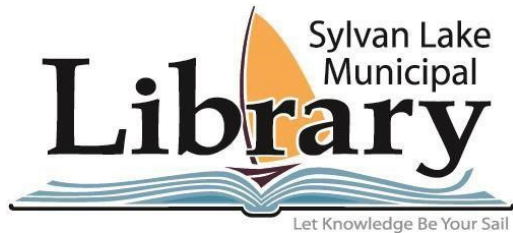
II. TEST ROOM & EQUIPMENT SPECIFICATIONS:

The Library will provide a clean laptop with internet connection, mouse, and electrical plug-in. There is a built in desk area and a comfortable chair. The room is NOT sound proof and while noise cancelling headphones are available, it is recommended that test takers bring their own ear plugs. Other items needed for exams, such as pens, pencils, calculators, etc., are to be supplied by the test taker. Dimensions: 6' x 13'4".

If the Test Room is not booked for an exam, members of the public may use the room, but must vacate when/if someone arrives to take a scheduled test. If a member of the public wishes to book the use of the room to ensure availability, the cost is the same as that of test takers: \$25.

Tests will only be booked to take place during Library open hours.

III. Program Room Use



Program and Test Rooms

Set-up of the rooms is not provided, however users may arrange furniture and equipment to their needs. Users are responsible for leaving the rooms in the same condition in which they were found. The group contact person is financially responsible for any damage to the room or equipment.

Groups who use the rooms outside of library hours are responsible for turning out all the lights and closing all doors. They must exit through the double doors (east of the building) and the contact person must make sure the door is locked upon leaving.

Alcohol and smoking are not permitted in the library or its Program Rooms. Posters, signs and other matter may only be attached with tacks to the corkboard strips provided. Tape is strictly prohibited on painted surfaces.

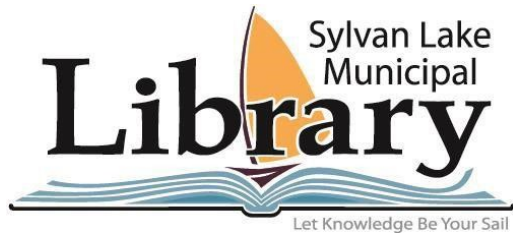
Due to limited space, the Library is not able to store items for users between meetings. The Library is not responsible for lost or stolen items.

IV. BOOKINGS

Library use of facilities is a first priority, and the Library reserves the right to cancel a reservation if the room is required for that purpose, or in the event of an overbooking. Whenever possible, 24 hours' notice will be given. This right will not be exercised except in emergency situations.

Program and Test Rooms may not be used for social purposes (i.e. birthday parties, showers etc.), homebased businesses (i.e. Tupperware parties, etc.) or for purposes that may disturb regular library operations. If a meeting/room use in progress does disrupt library operations, the Library reserves the right to terminate that meeting immediately if the group/user fails to discontinue the disturbance.

A group's use of the Program Room does not constitute the Library's endorsement of that group's policies or beliefs. In no way does the Library serve as the sponsor of groups using its meeting rooms unless a prior request for sponsorship has been approved and is specifically indicated on promotional literature. Neither the Library's address nor phone number may be given out as a contact source about the group or its meetings, other than to verify meeting place or time.



Program and Test Rooms

The Library cannot guarantee that a room will be available on a long-term basis. Library-sponsored programs may be granted exceptions at the discretion of the Library Director.

Room bookings may be made by telephone, however, for the use of the Program Room, a contact person is required to come to the Library at least one day before the group's first meeting to sign an agreement indicating he/she has read and understands this policy. This agreement will be kept on file at the Library, and a new agreement must be signed each time the contact person changes.

Any rental fees must be paid in advance for the full reservation period. Bookings will not be considered final until a form has been signed and any fees have been paid.

If a meeting/test is cancelled, the Library must be notified 24 hours in advance. Those failing to do so may be denied future access to the Program and Test Room. Refunds will only be paid if 24 hours' notice has been given.

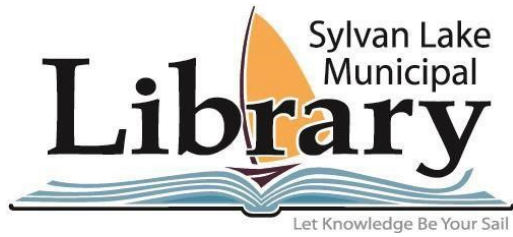
Any group requiring the Program Room when the library is closed should be aware that they will not be permitted access to the rest of the library. All participants will need to leave the building at the end of their program via the double doors (east).

The Library reserves the right to make special accommodations.

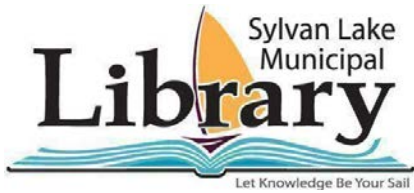
The rental fee for the Program Room is \$20 per hour. Fees may be waived for volunteer-based community groups and organizations whose aims are educational, civic, charitable, or cultural, but a donation from not-for-profit groups using the room is always appreciated. Eligibility for waiving of fees is at the discretion of the Library Director. The administration fee for the Test Room is \$25. Fees may be waived at the discretion of the Library Director only under special circumstances. The fee for the Test Room must be received prior to the start of any test, unless other arrangements have been made with the testing institution.

Future use of Library facilities may be denied to any group or person failing to comply with these regulations.

Approved: October 10, 2018
Board Chair: Deb Parry



Program and Test Rooms



Personnel Policy

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Personnel Policy

Purpose

The purpose of this policy is to give reasonable assurance to the Town of Sylvan Lake Library Board, Director, and employees of the Sylvan Lake Municipal Library which certain basic conditions of employment are established, and benefits defined. Therefore, personnel items may be dealt with on an equitable basis and employee morale may be preserved.

Scope

The policy applies to all employees and volunteers of the Sylvan Lake Municipal Library. This policy does not constitute an employment contract; it supersedes all previous personnel policies as they affect the said employees.

Personnel Policy Statement

The following policy constitutes a statement of best practices except where specific commitments and expectations are made by the Town of Sylvan Lake Library Board. This policy applies to both employees and volunteers.

Where no policy is set out in this document, it is assumed the provisions of the [Alberta Employment Standards](#) will be followed as mandated by law. In the event of any discrepancy between this policy and the *Alberta Employment Standards* as set out by Alberta Labour, the latter will prevail. A copy of these Employment Standards is available online at the Government of Alberta website (see link above). If the policy goes beyond Employment Standards, then the library policy will prevail.

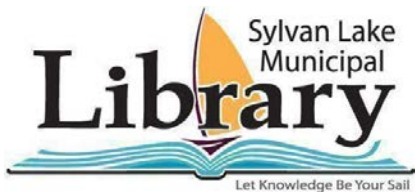
Responsibilities

This policy will be reviewed once a year by the Town of Sylvan Lake Library Board as a whole or by a Personnel Subcommittee, which, at a minimum, consists of the Vice Chair and two other appointed Board members.

Definitions

For the purpose of this Personnel Policy, the following definitions will apply:

- **Arm's Length** - an arm's length relationship is between two parties who have no personal or financial control, influence, or obligation over the other party in question.
- **Banked Hours** – Overtime hours that are credited to the employee, at 1.5 hours per overtime hours worked, that will be taken as time off in lieu, prior to the end of the current calendar year.
- **Board** - refers to the Town of Sylvan Lake Library Board, which is comprised of



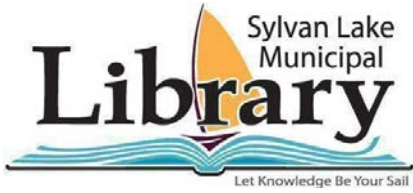
Personnel Policy

officials from the Town and Summer Villages councils and community members appointed by Town Council. The Sylvan Lake Library Board serves as the board of record.

- **Conflict of Interest** - an opposition between a person's professional obligation and their private interests (personal or financial), where there is reasonable apprehension that their private interests may influence their professional judgment or responsibilities.
- **Earnings** - wages, overtime pay, vacation pay, general holiday pay and termination pay. Earnings are paid by direct deposit.
- **Employee** - full-time, part-time, casual, and temporary persons who are employed by the library and responsible for library service at the Sylvan Lake Municipal Library.
- **Flex Time** – a flexible work schedule that allows the employee and employer, jointly, to alter the work day start and finish time within a certain range of hours and days.
- **Management Team** - the Director, Assistant Director, and Library Technician/Assistant. These positions have supervisory responsibilities over other employees.
- **Relation** - spouse, child, parent, brother, sister, in-laws, cousin, aunt, uncle, and any relative who is a member of the employee's household.
- **Shift** - a scheduled period of work or duty.
- **Volunteers** - those individuals who perform duties that contribute to the operation of the library or the provision of library services but are not paid a wage or salary for performing these duties.
- **Time Off in Lieu** – time given to an employee who has worked overtime hours. Instead of being paid for the overtime hours the employee draws from banked time as time off from their usual work schedule.
- **Wages** - payment for work that has been done. This definition **excludes** overtime pay, vacation pay, general holiday pay, termination pay, gifts, non-performance related bonuses (i.e., bonuses NOT based on hours of work, production, or efficiency), expense allowances, tips and other gratuities.
- **Year of Service** - one year of service may be one continuous period of fifty-two (52) weeks or an accumulation of several periods of full and part-time service totaling fifty-two (52) weeks of full-time service. Active full-time employment does not include a period of unpaid leave of absence of more than twenty-two (22) working days. Vacation leave will begin accumulating following an unpaid leave of absence exceeding twenty-two (22) working days upon that employee's return to work.

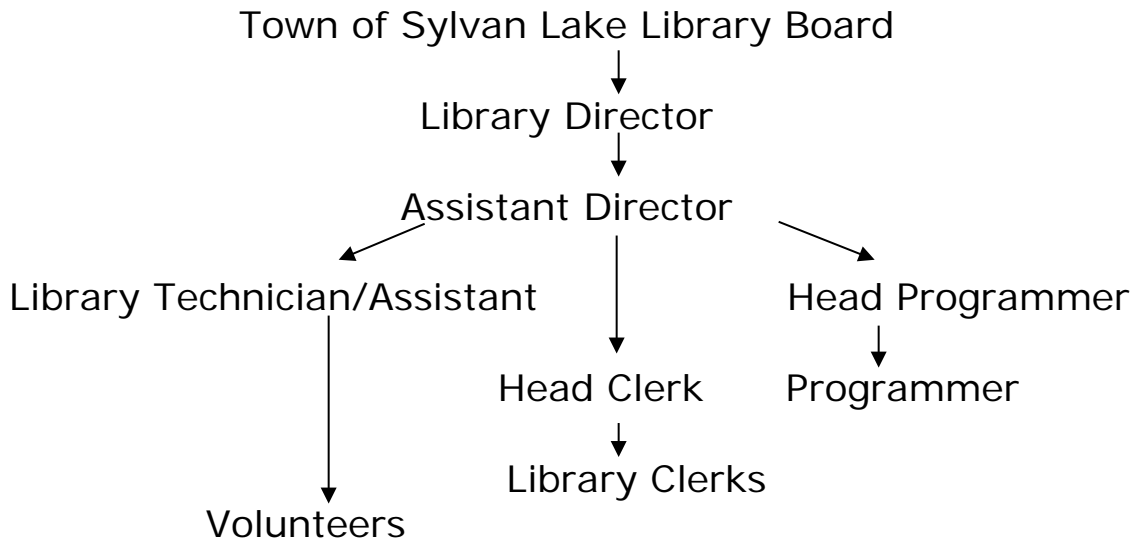
Organization

Open, honest communication between all levels of the organization must be practiced without fear of reprisal in order for input to be considered of the highest caliber.



Personnel Policy

- The **Director of the Sylvan Lake Municipal Library** will be the only library employee accountable to the Library Board for managing the activities within the library.
- All **supervisors** will be accountable to the Director.
- All employees and volunteers are responsible to their respective supervisors.
- The **Management Team** will delegate authority to employees in their absence.



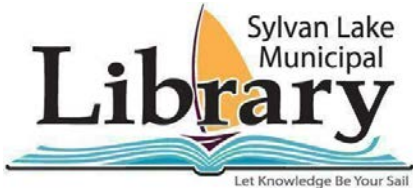
Exceptions to Policy

Requests for any exceptions regarding the application of the Personnel Policy must be submitted to the Director. The Board may choose to make a ruling in the case of an exception to the policy. In cases of conflict of opinion as to the intent of the conditions laid out in this policy, the final interpretation shall rest with the Board.

Employee Recruitment

The Sylvan Lake Municipal Library holds the principle of selecting the most qualified and suitable candidate to fill any position that becomes available.

All positions will have a written job description outlining position, supervisor(s), employees supervised, duties, qualifications, and hours of work. Job descriptions will be reviewed annually by the employee and supervisor at the employee's performance review. Hiring of family members of current employees and Board will be restricted by "arm's length" criteria in terms of hiring and direct supervision. It is required for any employee or



Personnel Policy

Board member to make it known to the Director and/or the Board whenever the appearance of a conflict of interest may exist.

The Director is responsible for hiring library employees and acquiring volunteers. Potential candidates under the age of eighteen (18), must meet all requirements as outlined by Alberta's [Youth Employment Standards](#).

All position vacancies will be posted internally first and, if a suitable candidate is not found, will then be posted externally.

The Director is free to temporarily fill a vacancy during the posting period by appointing a qualified person, if necessary.

When employees are appointed to a higher paid position, the employee will receive the rate for the job, effective the first day they were appointed.

Screening of all Sylvan Lake Municipal Library applicants will include a minimum of three references, a Criminal Record Check and/or a Vulnerable Sector Check. All Library employees, volunteers and contractors must provide a Criminal Record Check and/or a Vulnerable Sector Check every three (3) years. The documents must be submitted within thirty (30) days of the employee's anniversary date.

The library will reimburse employees for the cost of security checks and/or associated costs may be waived by the RCMP with appropriate documentation. An Oath of Confidentiality will be required to be signed during the orientation process.

New employees will be required to have a valid First Aid Certificate upon being hired or a plan to acquire this certificate within the probationary period. In addition, all employees will be required to follow current Alberta Health Services requirements.

The official offer of employment will be generated by the Director. The employment offers for the Director position will be issued by the Board. Written acceptance of a position will be required, agreeing to position, remuneration, hours of work and any benefits. Employment of individuals under the age of eighteen (18) must comply with all conditions and restrictions as outlined in Alberta's [Youth Employment Standards](#).

The Director will be hired by Town of Sylvan Lake Library Board.

Probationary Period



Personnel Policy

Employee probationary periods are set as follows:

- Director: twelve (12) months
- All full-time positions: six (6) months
- All part-time positions: six (6) months

The Director will have a probationary period of twelve (12) months but will be eligible for benefits after three (3) months. If a probationary Director is unsuitable in the opinion of the Board, the employment of such employee may be terminated at any time during the probationary period. One extension of the probationary period may be granted by the Board for the probationary period of

the Director. The extension may not exceed the length of the original probationary period.

One extension of the probationary period may be granted by the Director for full-time and part-time positions. The extension may not exceed the length of the original probationary period. A probationary employee is eligible for benefits after three (3) months. A probationary employee may be dismissed at any time without notice or termination benefits.

Conflict of Interest

No employee shall engage in any activity in conflict of interest or potential conflict of interest with their regular duties. Should an employee take on additional employment, the employment shall not adversely affect the employee's ability, energies and attention to their library duties.

Working Hours and Conditions of Employment

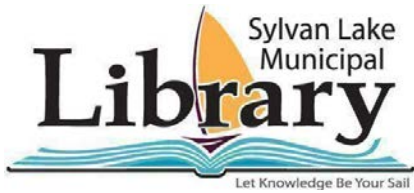
The hours of Library employees will be set to meet the needs of the people of the community, with consideration also being given to meet the needs of the employees.

- The regular hours of work for the Director are thirty-seven and one half (37.5) hours per week and thirty-eight (38) hours per week for all other full-time permanent employees. Hours worked beyond regular hours must be authorized by the Director for full-time library employees (This does not include Flex Time hours).
- The Assistant Director will work their minimum number of hours per week and such other hours that are reasonably necessary to fulfill the requirements of their position. One Flex-Day per month will be allotted to this position, which is time off in Lieu that must be taken in the month it was earned and cannot be carried forward.
- Flex Time for full-time employees may be arranged between full time employees and the Director at the beginning of their employment and is dependent upon

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- the position. Flex Time Agreements will be reviewed every two (2) years.
- The hours allotted to part-time positions may vary.
 - A part-time employee reporting for work, including staff meetings, will be paid their regular rate of pay for the actual time worked with a minimum of three (3) hours pay.
 - Extra shifts/hours will be paid at the part-time employee's normal rate of pay for that position; for example, to cover for employees who are ill or on vacation, or to attend the monthly staff meeting.
 - Sometimes part-time employees are scheduled to work a shift and the shift is cancelled or shortened due to weather conditions or changes to the work environment which make it unsafe, including fire, power failure, heating/cooling issues, and flooding or similar causes beyond the Director's control. In such cases, the following guidelines apply with regard to pay:
 - a. When scheduled shift is cancelled or part-time employees who reported for work are unable to complete their full shift, they will be paid for 3 (three) hours work or the number of scheduled hours actually worked, whichever proves to be greater.
 - b. Part-time employees not scheduled for work during a closure are not entitled to the 3 (three) hour payment.
 - c. Should the closure extend beyond a 24 (twenty-four) hour period, no further wages will be paid for missed or cancelled shifts.
 - Breaks, including those allotted for meals, and overtime are per [Alberta Employment Standards](#).
 - Paid Rest Period - a full-time employee will be permitted a rest period of fifteen (15) minutes in both the first and second half. Part-time employees will be permitted rest periods during their shifts relative to the length of each shift and in accordance with Employment Standards
 - Employees wishing to bank time must enter into a [Banked Time Agreement](#).
 - With a banked time agreement in place, time off with pay will be banked at a rate of 1 hour for each overtime hour worked, instead of overtime pay, and will be provided, taken and paid at the employee's regular wage rate at a time that the employee could have worked their regular hours.
 - Time off with regular pay instead of overtime pay must be provided, taken and paid to the employee within 6 months of the end of the pay period in which it was earned.
 - If time off with regular pay instead of overtime pay is not used within 6 months, the employee will be paid overtime pay of 1.5 times the employee's wage rate for the overtime hours worked.
 - Banked time balances are not to exceed 40 hours without Director approval. Any overtime hours accrued beyond the 40 hour maximum to be banked will be paid out at 1.5 times the employee's wage on the next pay period.
 - The Board may request documentation of the Director's overtime at any time.

Monthly schedules will be posted a minimum of seven (7) working days in advance of the new month. It is the responsibility of the employee to be aware of when they are expected to work. Employees may be called in to cover shifts



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outside of their regularly scheduled shift.

Recording of Time Worked

- It is the responsibility of the Director to ensure these records are maintained as per [Alberta Employment Standards](#).
- Volunteers' hours will be recorded and recognized in an appropriate manner.

Absenteeism

All employees, including the Director, are expected to be prompt and regular in attendance.

Employees who are unable to report to work on time because of circumstances beyond their control, including illness, are expected to notify the Assistant Director of their absence within one (1) hour of their assigned start time. An absence of a period of three (3) consecutive days without contacting a supervisor may be considered justification for termination.

Wages and Salaries

The Library Board wishes to maintain a compensation system that reflects equity within and amongst other libraries and the local public sector.

Job categories will have a pay scale that is reviewed annually by the Library Board. Each new employee's starting pay, or promoted employee's new pay, will be based on that scale, taking into account the position's required education, training and/or experience.

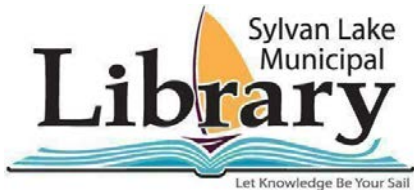
Employees are entitled to movement on the salary grid as follows:

- Part-time: starting wage, Step 1 at 910 hours, Step 2 at 1820 hours, Step 3 at 3600 hours, Step 4 at 4800 hours, and Step 5 at 6400 hours.
- Full-time: starting salary, Step 1 at 6 months, Step 2 at 12 months, Step 3 at 24 months, Step 4 at 48 months, and Step 5 at 96 months.
- The Director moves up annually from start date.

Annual cost-of-living increases will be considered by the Library Board. Employees will be notified each year of the amount, if any, of such increases.

All employees are paid every other Friday.

Layoff and Recall



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Job security should increase in proportion to length of service. Therefore, in the event of a layoff, where ability and qualifications are equal, permanent employees will be laid off in reverse order of length of service. Employees will be recalled in the order of their length of service providing they are qualified to do the work. Employees recalled to do work at a lower rated job than the job held prior to

layoff will receive the rate of pay for such lower rated job until an opening is available in their previous classification.

Notice of Layoff

The Director will notify in writing permanent employees who are to be laid off ten (10) working days before the lay-off is to be effective. If the employee laid off has not had the opportunity to work ten full days after the notice of layoff, they will be paid in lieu of work for the part of ten (10) days during which work was not available.

Benefits

The Director is entitled to all benefits after a three (3) month period.

Employee Benefits: Permanent full-time employees will be entitled to group health and dental benefits after a three (3) month period. Full details of the health plan will be provided to eligible staff.

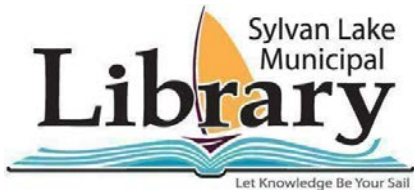
Pension Plan: In addition to the Canada Pension Plan, every full-time employee is available to join the Local Authorities Pension Plan after three (3) months. The employer and employee will make contributions in accordance with the provision of the plan.

Service Awards

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

Employment Anniversary Award Value:

- Fifth Anniversary: \$75.00
- Tenth Anniversary: \$175.00
- Fifteenth Anniversary: \$200.00
- Twentieth Anniversary: \$225.00
- Twenty Fifth Anniversary: \$250.00
- Thirtieth Anniversary: \$275.00
- Thirty Fifth Anniversary: \$300.00



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Retirement Recognition Years of Service Award Value:

- 5 to 9.9 years of service: \$100.00
- 10 to 19.9 years of service: \$200.00
- 20 to 29.9 years of service: \$300.00
- 30 to 39.9 years of service: \$400.00
- 40 plus years of service: \$500.00

Leaves of Absence

Short-term, Long-term, and Job-Protected Leaves are set out in the Alberta Employment Standards and will be managed accordingly. Leaves of Absence requires written authorization for an employee to be absent from work for a definite period of time. These leaves must be approved in advance by the Director, or for the Director by the Board.

During an extended Leave of Absence (i.e., maternity leave) the employer will not continue to pay the employer portion of the benefits for the employee.

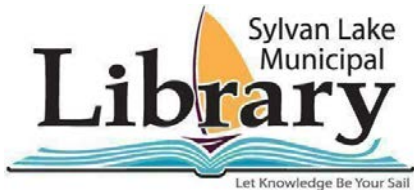
Bereavement Leave

All employees are entitled to Bereavement Leave of five days. Part time employees will be paid bereavement leave in the event that they had scheduled shifts during the five days of Bereavement Leave. The Library Director could extend Bereavement Leave at their discretion up to a maximum of four (4) weeks unpaid.

Sick Leave Benefits

After six (6) months of continuous service, permanent employees will be entitled to paid sick leave benefits. After six months staff will be given access to the accumulation of sick time (9 days). Leave may be utilized as the employee sees fit; whether for illness, appointments (personal or family members), mental health days, not exceeding the number of hours accrued.

- Full time employees under this policy shall earn sick leave credits at the rate of 1.5 working days per month, cumulative to a maximum credit of 18 working days (136.80 hours).
- a. Sick leave benefits shall not accumulate during;
 - i. Periods of leaves of absence.
 - ii. Periods of illness or injury for which the employee would normally be entitled to payment via Short-term Disability, Long-term Disability or Workers' Compensation Benefits (WCB).
 - iii. Periods when the employee is in receipt of income provided by Government of Canada benefit payments.



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- b. Unused sick leave benefits;
 - i. Will carry forward to the following year. Maximum credit of 18 working days (136.80 hours) per year applies.

General Holidays

The Library Board deems certain days as General Holidays during which the library will be closed. The following days are recognized as General Holidays:

- New Year's Day
- AB Family Day
- Good Friday
- Easter Sunday
- Victoria Day
- Canada Day
- Aug Civic Day (Heritage Day)
- Labour Day
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day

(Or any other day proclaimed as a holiday by the Federal, Provincial, or Municipal Governments, or approved by the Director for religious purposes.)

In the event that any one of the above-mentioned holidays, except Boxing Day and Easter Sunday, are no longer recognized as such by the Government of Alberta or the Government of Canada, then it shall no longer be recognized as a holiday for the purposes of this policy.

Additional Holiday closures will be decided annually at the November Board meeting.

If an employee doesn't work on a general holiday, then they are entitled to general holiday pay that's at least their average daily wage.

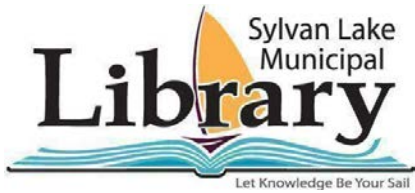
General Holiday Pay Guidelines

Employee Eligibility

To be eligible for general (statutory) holiday pay, the employee must:

- Not have been absent without employer's consent on the last scheduled day before the holiday.
or the first scheduled day after the holiday.
- Not have refused to work on the general holiday when requested/scheduled to appear. Failure to meet any of these requirements results in the disentitlement of an employee to general holiday pay.

Part time employees will be paid for stat holidays as prescribed by [Alberta Employment Standards](#).



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Where a general holiday falls within a full-time employee's vacation, the employee's first scheduled working day after their vacation will be given as a holiday with pay (as per Employment Standards).

Personal Days

All permanent full-time employees will be entitled to two (2) days for personal and family responsibility leave in each calendar year.

An employee must give an employer notice as soon as is reasonable before taking a leave. Any leave days not used by an employee cannot be carried over into a new calendar year. Any leave days not used by an employee will not be paid out by the employer if employment terminates.

Vacation

Vacation leave is intended both to recognize years of service and to provide an opportunity for self-renewal. While it is recognized that a flexible vacation plan is necessary to meet widely differing individual needs and job requirements, these two basic purposes should be kept in mind when administering vacation leave.

Vacation year means the twelve (12) month period commencing the first day of January in each year and concluding on the thirty-first (31) day of December of the same year. Vacation allotment is calculated on a month-to-month basis.

Vacation Days and Pay

Annual vacation earned prior to leave must be taken within twelve (12) months after the year in which it was earned. If this time falls while the employee is on leave, the employee must:

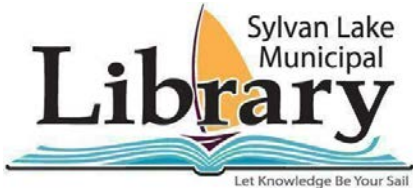
- take the remaining vacation time at the end of their leave, or
- get approval from the employer to take the vacation time at a later date.

Vacation Entitlements

The Library Board recognizes the importance of vacation entitlements to its permanent employees. All **hourly paid library employees** will receive vacation pay at every pay period. Employees will be eligible to take vacation time only after they have successfully completed their probation period.

Vacation pay will be earned as in the following chart:

| | |
|------------------|--------------------|
| Less than 1 year | 4% of hours worked |
| 1- 4 years | 4% of hours worked |



5+ years

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6% of hours worked

Hourly paid employees are entitled to annual vacation in accordance with years of continuous employment:

| | |
|------------------|--|
| Less than 1 year | Not entitled unless agreed to in writing |
| 1- 4 years | 2 calendar weeks |
| 5+ years | 3 calendar weeks |

The Director shall normally receive annual vacation time in accordance with years of employment. When in contract negotiations with a potential Director, the Board may offer vacation rates that vary from those below.

| | | |
|------------------|-----------------|------------------------|
| 1- 5 years | Three (3) weeks | (1.25 days per month) |
| 6 – 9 years | Four (4) weeks | (1.67 days per month) |
| 10 – 15 years | Five (5) weeks | (2.083 days per month) |
| 16 or more years | Six (6) weeks | (2.5 days per month) |

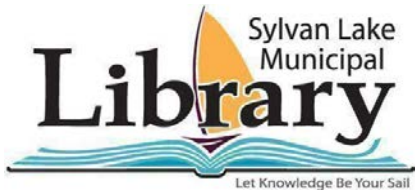
Other full-time employees shall normally receive annual vacation time in accordance with years of continuous employment:

| | | |
|------------------|-----------------|------------------------|
| 1 year | Up to 12 days | (1 day per month) |
| 2-6 years | Three (3) weeks | (1.25 days per month) |
| 7-12 years | Four (4) weeks | (1.67 days per month) |
| 13-20 years | Five (5) weeks | (2.083 days per month) |
| 20 or more years | Six (6) weeks | (2.5 days per month) |

All wage employees will give six (6) weeks' written notice for vacation requests. A vacation request needs to be filed with the Assistant Director as far in advance as possible. Once the vacation schedule has been posted, further requests for vacation will be considered for the following month's schedule. Vacation time will be granted based on maintaining necessary coverage while considering employee requested dates; whether an employee is salary or wage; seniority; maintaining necessary coverage; and approval by a direct supervisor.

All paid vacation time must be taken within twelve (12) months after the year in which it was earned, except where prior approval has been granted in writing by the employer. Total deferred vacation shall not exceed ten (10) vacation days and must be used in the next twelve (12) months or be forfeited.

Employees who begin employment between the 1st day of the month up to and



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including the 15th of the month will be entitled to vacation accrual for that month. Employees who begin employment between the 16th of the month up to and including the last day of the month are not entitled to vacation accrual for the month.

Termination of employment between the 1st day of the month up to and including the 15th of the said month does not entitle the employee to vacation accrual for that month. Termination of employment between the 16th of the month up to and including the last day of the month does entitle the employee to vacation accrual for that month.

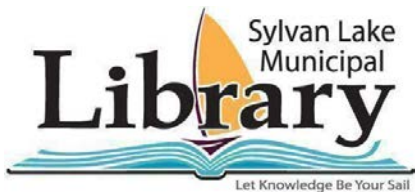
The only exception would be if the employee is off on Short-Term Disability (STD) or Long-Term Disability (LTD). Upon the return of the STD or LTD employee, they will continue to accrue vacation at their previous entitlement rate. An employee on STD or LTD will cease accruing vacation once they have reached sixty (60) days of sick leave.

Performance Reviews

The performance evaluation system is an on-going process designed to establish and maintain positive communication and enhance performance. Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Where there are perceived performance problems, a progressive form of discipline from minor to severe is recommended. Each notice or warning will be recorded clearly indicating the potential consequences should the undesirable behaviour continue or recur.

- All employees will participate in the performance review system process. Coaching and/or Performance Improvement Strategy may occur throughout the year.
- The Director will be evaluated annually or more frequently if deemed necessary by the Library Board, or Board designate(s). During the probationary period a mid-term review will be performed.
- All other full-time employees will be formally reviewed annually by the Director.
- Part-time employees will be evaluated annually on a less formal basis and the review may include immediate supervisors as part of the evaluation team.
- Written performance reviews will also be performed at the end of an employee's probationary period.
- Employees or supervisors may request a written evaluation at any time. Performance evaluations do not include grid movements.

The personnel records will be kept in the Director's office in a locked, secure



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cabinet. An employee may access their personnel file in accordance with FOIP guidelines under supervision. Personnel files or any part thereof may not leave the building. The employee is permitted to have photocopies of any item in their folder at any time.

Employee Conduct and Disciplinary Action

Discipline Procedure

Disciplinary action will be undertaken by the Director or Town of Sylvan Lake Library Board whenever an employee's actions or behaviour requires correction. Discipline may take the form of a verbal or written warning for minor to moderate behaviour issues but may result in suspension or dismissal for serious or repeat negative behaviours.

Employees may be terminated for substandard work without notice during their probation period. After the probation period, if work does not improve, employees will receive oral and written counseling to improve substandard work before dismissal. Serious offences, such as theft, fraud, violence or threats of violence, harassment, or use of recreational drugs or alcohol while at work, may result in immediate dismissal without counseling. Employees who are terminated may file a grievance with the Library Board within five (5) days of termination. A grievance appeal must be made in writing.

Levels of Discipline Procedures

***Proof of notification: A copy of the written warning or related documentation should, whenever possible, be delivered in person or otherwise forwarded by double registered mail to the employee.**

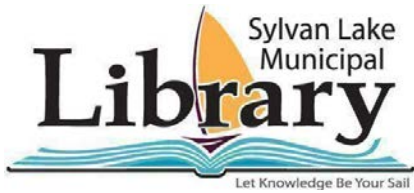
Level One: Verbal Warning

For minor offences, employees will receive a verbal warning and will be counseled on how to correct the negative behavior. Verbal warnings will form part of the employee's personnel record but should not be used in a punitive manner.

Level Two: Written Warning

In the event of a second offence, or for a serious first offence which is not determined to warrant suspension or discharge, an employee will be given a written warning and be advised that another offence will most likely result in suspension or discharge.

The written warning is most often used in circumstances where the employee has failed to regard an earlier verbal warning. The written reprimand will contain full



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disclosure of the reasons, grounds for action, and/or penalty. Where a first offence is sufficiently serious an immediate written warning will be given.

Level Three: Suspension

In the event of a third offence, or for a first offence which is deemed very serious but which does not warrant immediate termination, the employee will normally be given up to five (5) days' suspension without pay and will be warned that another offence may result in termination.

The decision to suspend without pay requires authorization by the Director and the Chair of the Library Board. The written notice of suspension must contain the reasons for discipline and the case history of the situation.

A detailed report on the suspension prepared by the Director will be placed in the employee's personnel file.

Level Four: Termination

The Library Board will be notified should a Level Four discipline be undertaken by the Director and Chair of the Library Board.

Reasons for immediate dismissal include but are not limited to:

- A lack of response by an employee to corrective forms of discipline;
- An initial offence of a significantly serious nature; and
- A "culminating incident," which in itself would not normally result in dismissal, but in consideration of documented problems with the employee justifies dismissal;
- Any act that is illegal that is committed on the job.

If it becomes necessary to discharge an employee, they will be given a termination letter indicating the reason for the discharge. The termination letter must make reference to the failure of previous corrective disciplinary action. The letter will specify when the termination is to become effective.

Burden of Proof

In cases requiring escalating disciplinary actions, the burden of proof of cause will rest with the employer. In a subsequent grievance proceeding or arbitration hearing, evidence will be limited to the grounds documented in the employee's personnel file. In imposing any discipline on a current charge, the Director should not base the decision upon any prior unrecorded infraction of Library rules or regulations.



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Other Penalties

Under appropriate circumstances, other penalties, such as disciplinary demotion, may be imposed. The circumstances will dictate the penalty.

Employee Discipline Records

Disciplinary action will become a part of the employee's permanent record. Requests for removal of any disciplinary documents contained in the personnel file will be considered after twenty-four (24) months from the date of issuance provided no further disciplinary action has occurred.

A disciplinary notation or warning shall not be used against the employee after twenty-four (24) months from the date of the notation or warning provided the employee has not been the subject of any further disciplinary action due to the same issue during that twenty-four (24) month period.

Dismissal Procedure

An employee, who has completed their probation period, may be discharged, but only for just cause. When an employee is discharged or suspended the Director or Board Chair will promptly give, in writing, the reason(s) for such discharge or suspension.

Appeal of Discipline

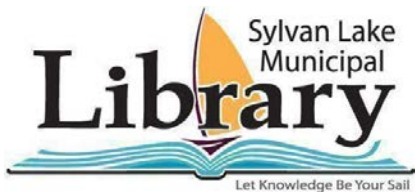
Should a disciplined Director or employee consider the disciplinary action to be improper, a grievance may be presented in writing to the Board within five (5) days of notification of the infraction.

Labour/Management Relations

No individual employee or group of employees will undertake to represent the employees at meetings with the Board without proper authorization of the employees. In order that this may be carried out, the employees will supply the Director with the names of its committee members.

One representative of the employees, in addition to the grievor, will have the privilege of attending grievance meetings with the Board held within working hours without loss of regular pay, upon consent of the Director. Consent will not be unreasonably denied.

A disciplinary notation or warning shall not be used against an employee after twenty-four (24) months from the date of the notation or warning



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provided the employee has not been the subject of any further disciplinary action during that twenty-four (24) month period.

Termination

Reason for termination may include, but shall not be limited to, conduct or any act of an employee prejudicial or injurious to the library, its interests, its reputation, or its operation. Such causes may include:

- Misrepresentation of qualifications
- Serious criminal code violations
- Serious infraction of the FOIP Regulations
- Unreliability and/or dishonesty
- Mistreatment of library patrons or fellow employee
- Breach of duty, poor job performance or work habits
- Unexplained absences

An employee dismissed for "just cause" will forfeit any special privileges or benefits and will only receive wages and vacation pay due by [Alberta Employment Standards](#).

An employee may be dismissed for "just cause" without notice or pay in lieu of notice. An employee should be advised in writing of all reasons for dismissal.

An employee must receive all monies owing at the time of dismissal within ten (10) days. An employee must receive a completed Record of Employment.

Resignation

An employee may leave employment on a voluntary basis. An employee is required by [Alberta Employment Standards](#) to give a minimum of one (1) week's-notice in writing if the employment period is more than ninety (90) days and less than two (2) years. An employee with more than two (2) years' service is required to give a minimum of two (2) weeks' notice in writing. An employee may resign without notice while they are still in the probationary period. Employees can check *Alberta Employment Standards* for specific situations.

An employee may be terminated prior to the end of the notice period. In such cases, the employee must be paid wages in lieu of notice. Should the employee not give the required notice, the employee will be paid any earned wages and vacation pay and will be provided with the Record of Employment within seven (7) days. Accumulated sick leave will not be paid out upon employee resignation or termination.



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Medical Termination

This employment termination may be initiated by the employee or by the Director when an employee is unable to continue to work for health reasons if this action is supported by a medical recommendation and/or when circumstances meet the guidelines for justifiable Termination and Severance as outlined by the [Alberta Human Rights Commission](#).

Grievance Procedure

A grievance is defined as any difference arising out of the interpretation, application, administration, or alleged violation of any policy affecting employees. A grievance must be presented in writing with full detail to the Director or Town of Sylvan Lake Library Board as appropriate. Employees experiencing employment-related problems may contact the Director for resolution of the problem. The problem may be taken to the Town of Sylvan Lake Library Board who will provide a process where an employee may present the grievance and receive a fair and objective hearing without fear of reprisal.

The purpose of the grievance procedure is to ensure that any grievance is processed in an expeditious manner. Therefore, compliance with the procedures is mandatory. The grievor shall be present at each step of the grievance procedure to present their case. If the employer fails to comply with the procedures, the grievance may be processed to the next step by the grievor. If the grievor fails to comply with the procedures, the grievance shall be considered abandoned. An abandoned grievance will not prejudice employees in any future grievance of a similar nature.

Note that a grievance is a term with legal meaning, whereas a complaint is not. For a grievance to be placed, the employee's employment or role must have been adversely affected by the matter being grieved. A complaint may result from any condition of employment that the employee feels is unjust or inequitable. An earnest effort shall be made to settle grievances fairly and promptly in the manner hereinafter described.

The time limits set out for the processing of grievances shall be adhered to except in the case of mutual agreement, in writing, to alter the time limits. Failure of the grievor to act within the prescribed time limits shall cause the grievance to end. Additionally, failure of the Board or supervisor to act within the prescribed time limits shall permit advancement to the Human Rights Commission as outlined below.

An employee with a grievance in regard to the interpretation of this Policy will resolve it through the procedures outlined below.

1. A grievance will be initiated with the Director within seven (7) calendar days

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- from the day the incident comes to the attention of the employee. A complaint may be lodged at any time.
2. The employee will contact the Director in writing for resolution of the grievance. The grievance shall be in writing and must include a statement of the following:
 - a. The name(s) of the aggrieved;
 - b. The nature of the grievance and the circumstances out of which it arose;
 - c. The remedy or correction the employer is asked to make.
 3. Upon receipt of a written grievance, the Director will respond in writing to the employee within seven (7) working days.
 4. If the employee is not satisfied with the response from the Director, the employee may appeal directly to the Library Board in writing for resolution of the grievance. The decision of the Library Board must be returned in writing within thirty (30) working days.
 5. An ad hoc committee of the Board may be struck and will include:
 - a. The Board Chair
 - b. The Board Vice Chair
 - c. A committee Chair
 6. If the grievance remains unresolved, the employee may forward the grievance to the [Canadian Human Rights Commission](#) within fourteen (14) days of receipt of decision of the Town of Sylvan Lake Library Board Chair and Vice-Chair. The grievance must be in writing, and it must set out the nature of the grievance and the remedy sought, and it must include reasons for dissatisfaction with the process to date. ***The Canadian Human Rights Commission's decision will be considered final.***

Confidentiality

All information received during a grievance process will be considered personal information and will only be available to the grievor, Director, and the Board. A copy of the grievance and decision and all accompanying reports will be placed in the employee's personnel file.

Workplace Violence, Harassment and Other Unacceptable Behaviour

The Sylvan Lake Municipal Library is committed to an abuse-free work environment, characterized by respect and tolerance. Acts of violence or harassment committed by, or against, any individual(s) affiliated with this organization are considered as unacceptable conduct within the context of the *Alberta Occupational Health and Safety Code* and the *Canadian Human Rights Act*. Any individual(s) engaging in workplace violence, sexual harassment, or other forms of harassment will be subject to disciplinary action, up to and including termination of employment.

Inappropriate behaviour includes, but is not limited to:

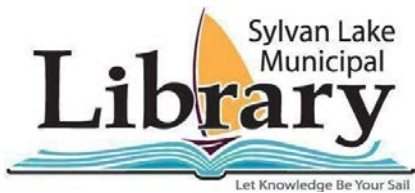
- threatening behaviour, such as shaking fists, destroying property, or throwing objects
- verbal or written threats, including any expression of intent to inflict harm
- discrimination against a library patron or another employee or prospective employee because of that person's race, colour, place of origin, ancestry, gender, sexual orientation, age, marital status, religious beliefs, physical disability, or any other categories covered by the *Alberta Human Rights Act*.
- harassment or any behaviour that demeans, embarrasses, humiliates, alarms or verbally abuses a person and that is known, or would be generally expected, to be unwelcome; this includes words, gestures, intimidation, bullying, or other inappropriate activities, including electronic communications generally disseminated
- verbal abuse such as swearing, insults, and slurs
- physical attacks

Procedures for Handling Complaints

If an employee or volunteer believes they are being harassed, the employee or volunteer shall:

1. Tell the individual their behaviour is unwelcome and ask them to stop.
2. Keep a record of incidents (dates, times, location, possible witnesses, what happened and the employee's own response). The employee or volunteer does not have to have a record of events in order to file a complaint, but such a record can strengthen their case and assist them in remembering details over time.
3. File a written complaint if, after asking the harasser to stop, the harassment continues. The employee should report the problem to the Director as soon as possible and without fear of reprisal.
4. The Director will promptly and thoroughly investigate the complaint and will inform the Town of Sylvan Lake Library Board.
5. If the complainant is not satisfied with the actions taken by the Director, the individual experiencing the alleged harassment may file a written complaint with the Town of Sylvan Lake Library Board. The Town of Sylvan Lake Library Board will thoroughly investigate the complaint and take appropriate action.
6. If the complainant is not satisfied with the action taken by the Town of Sylvan Lake Library Board, they may appeal directly to the [Alberta Human Rights Commission](#)

Working Alone



Personnel Policy

The Sylvan Lake Municipal Library is required by the *Alberta Occupational Health and Safety Code* to ensure that employees required to work alone can do so safely under the *Alberta Occupational Health and Safety Code*.

Every attempt will be made to schedule employees in such a way as to avoid working alone, while the library is open to the public. This is to include lunch and dinner breaks. If it is not possible to have two (2) employees present or an employee and an adult volunteer, then the library must be closed to the public.

Prior to and after library open hours, all exterior doors must be locked. Employees working prior to or after open hours may be in the building alone, but should not undertake tasks that involve heavy lifting, moving of furnishings, or any other such task that may constitute a risk to their health and/or safety.

Any employee working alone, must have access to an effective communication system consisting of:

- landline or cellular telephone communication, or
- some other effective means of electronic communication that includes regular contact by the employer or designate at intervals appropriate to the nature of the hazard associated with the worker's work.

When the library closes after dark, staff should make every effort to leave the building together. A volunteer is never to be working alone in the building; an employee must always be present.

Safety and Security

The Town of Sylvan Lake Library Board wishes to promote a safe work environment for Library employees.

All injuries to employees will be reported to and documented by the immediate supervisor within forty-eight (48) hours of the injury. A copy of the report will be written up on the appropriate injury form with a copy to the Director. Employees on Workers Compensation will be paid directly by the [Workers Compensation Board \(WBC\)](#) and be temporarily taken off the payroll system.

All employees will report unsafe working conditions to their supervisor without fear of reprisal. Unsafe working conditions will be given immediate attention. *All employees are required to alert the Director regarding any security concerns.*

Employees working in the building during **off hours** are responsible for maintaining the security of the building during their stay and for leaving the building secure.



Personnel Policy

Accident Reporting

All employees and volunteers of Sylvan Lake Municipal Library must be covered by the library under the Worker's Compensation Act of Alberta. All employees are expected to conform to [WCB Regulations](#) regarding accident reporting.

When an employee does suffer an injury of any kind, they will seek first aid assistance or medical treatment if necessary. The employee shall then immediately report it to the Library Director (where applicable) who will, complete the necessary Workers Compensation report and file it according to the requirements. The Director of the Sylvan Lake Municipal Library should be notified of all WCB reports.

It is the Director's responsibility to see that the employer and employee or volunteer WCB Accident reports are submitted to the WCB within seventy-two (72) hours of the time that the accident is reported to the employer to ensure prompt action from the WCB. All further WCB communications will be managed by the Director as assigned.

The Director is responsible for informing the town insurance office of any injury occurring in or around the library.

Library Keys and Access

1. Key Issuance:
 - Keys to the building will be issued to authorized personnel only.
 - Requests for keys should be made in writing to Library Director.
2. Key Responsibilities:
 - Each individual issued a key is responsible for its safekeeping.
 - Keys should not be duplicated or given to unauthorized individuals.
 - Keys should not be kept on keychains or lanyards with any identifying markers that associate the key with the Library.
 - Lost or stolen keys must be reported immediately to the designated department or individual responsible for key management.
3. Key Usage:
 - Keys should only be used for the purpose they are intended for.
 - Unauthorized entry or access using a key is strictly prohibited.
 - Keys should not be left unattended or loaned to others.
4. Key Return:
 - Upon termination of employment or when no longer needed, keys must be returned to the director.



Personnel Policy

- Failure to return keys may result in disciplinary action and/or charges for replacement.
5. Key Replacement:
- Lost, stolen, or damaged keys will be replaced at the expense of the individual responsible for the key.
 - The replacement process should be initiated promptly to ensure security is maintained.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image that each library presents to its customers and visitors. In order to maintain a public image consistent with a professional organization, each employee'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.

Clothing and accessories must be neat and clean and should not draw inappropriate or disruptive attention to the individual. Employees working with the public must dress appropriately for a casual business environment, defined as professional attire that is neat and tailored.

Employees who primarily shelve materials, work outdoors, or whose work is confined to the back work areas may dress more casually. Sandals are permissible, but for safety reasons, flip flops or bare feet are never permitted. T-shirts or other attire that promote political or religious causes, campaigns, or issues may not be worn. Obscenities, euphemisms or slang words for foul language, and foreign phrases that could be interpreted inappropriately are also not permitted.

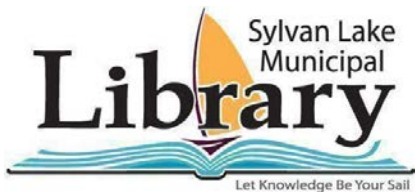
Employees will use fragrances sparingly and avoid bringing other strong scents into the library, as some people are allergic or sensitive to the chemicals found in certain scented products. Fragrances may include, but are not limited to, perfumes, hairsprays, lotions, hair-care products, essential oils, air fresheners, and strongly scented flowers such as lilies or lilacs.

Questions regarding appropriate attire or exceptions to the dress code must be directed to the Library Director.

Public Statements

The Board Chair will have responsibility for news releases on behalf of the Board except when responsibility has been delegated to the Director.

Employees who speak or write publicly are responsible for ensuring that they do not release confidential information or slander the Sylvan Lake Municipal Library.



Personnel Policy

Public statements regarding the library must consider applicable library policy as well as FOIP.

Library Volunteers

The library supports the concept of volunteerism, recognizes the important role that volunteers can play and encourages their activities. The energy, expertise, and commitment of volunteers help the library offer more services to patrons. The volunteers have the right to be treated as a co-worker. This also means volunteers are expected to meet their commitment made to the library and adhere to all library policies.

Volunteer applicants will be interviewed by the Volunteer Coordinator (Library Technician/Assistant) to ensure that they meet the position requirements and fit in with the library organization. Volunteers need to provide both Criminal a Record Check and a Vulnerable Sector Check to the Director and applicants younger than sixteen (16) must have consent of a parent or guardian prior to volunteering.

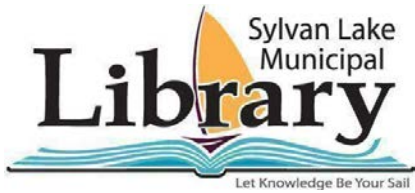
All volunteers are responsible for maintaining confidentiality of all proprietary or privileged information whether this information involves individual employees, volunteers, patrons, or Board members, or involves overall library business. As such, an *Oath of Confidentiality* must be signed by each volunteer.

The Volunteer Coordinator will conduct orientation and training to familiarize volunteers with the policies and procedures of the library or will delegate it to appropriate personnel. Volunteers will be provided with an orientation to the library premises, services, and people with a focus on the areas relating directly

to their assigned tasks. Volunteers will carry out assigned duties in accordance with any by-laws, policies, and procedures of the library.

The Director reserves the right to evaluate the placement and performance of a volunteer. This may lead to the reassignment of the volunteer or the termination of the relationship between the volunteer and Library Director in the case of unsatisfactory service, gross misconduct, or failure to comply with policies and procedures.

Any volunteer who believes that they have been harassed or involved in serious interpersonal conflict or who has any issue with respect to the working conditions at the library may file a complaint with the Volunteer Coordinator. If the complaint is not resolved to the satisfaction of the complainant, a grievance may be initiated following the same process available to employees.



Personnel Policy

Volunteers must be covered by their own vehicle insurance where their volunteer activity involves the use of a vehicle.

With prior written approval, volunteers will be reimbursed for out-of-pocket expenses incurred in performing library duties.

Review of Policy

The Board may initiate a review of this policy.

The Board shall, wherever possible, prepare a recommendation for changes to this policy. The Board, by resolution, may adopt any amendments to or replacements of this policy.

Historical Approval Signatures:

Management Policy signed by Board Chair –Randy Fiedler, May 19, 2009

Personnel Policy signed by Board Chair – Marylynne Stumpf, May 20, 2014 Original

Updated Personnel Policy signed by Board Chair – Deb Parry, April 10, 2019 Original

Revision History: initiated August 30, 2018

Amended: September 2020

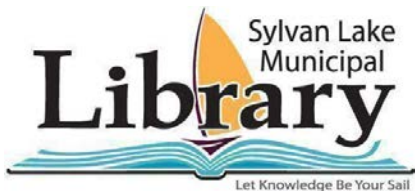
Amended: May 12, 2021

Amended: January 25, 2022

Amended: February 1, 2023

Revised: February 2024

Board Chair: Carol Moore



Personnel Policy

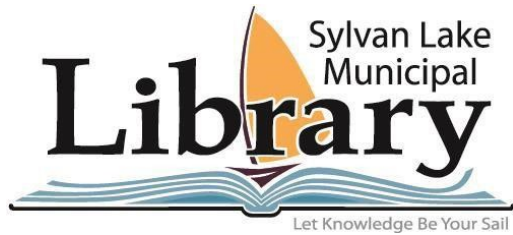
Banked Time Agreement

It is agreed between the undersigned employee and The Sylvan Lake Municipal Library that either wholly or partly, the employer will provide, and the employee will take time off with pay in place of pay for time worked beyond their regular work hours.

1. The time off, in place of pay, shall be provided and taken at a time that would, but for the time off, have been a time that the employee worked for the employer.
2. The time off, in place of pay, shall be one hour for every hour of work for which the employee, but for this agreement, would have received pay.
3. The employee shall be paid for the time taken off in place of pay at the same rate that the employee would have been paid wages had the employee worked those hours on a normal working day.
4. The time off in place of pay shall be provided by the employer and taken by the employee within six (6) months of the end of the pay period in which it is earned.
5. The employer shall provide a copy of this agreement to all employees in the group and to any employee who joins the group during the course of the agreement.
6. If time off is not provided and taken in accordance with this agreement, the employee will be paid pay for the hours of work for which time off in place of pay was to have been provided and overtime pay at the rate of time-and-a-half (1.5) for hours of work considered overtime according to the requirements of the Employment Standards Act.
7. No amendment or termination of this agreement shall be effective without at least one month's notice in writing by one party to the other.

DATED at the City of Sylvan Lake, in the Province of Alberta, this _____ day of _____, the year _____.

Signed: _____, _____
 Library Director Staff Name
 Sylvan Lake Municipal Library



Freedom of Information and Protection of Privacy

Purpose

Sylvan Lake Municipal Library is governed by the Freedom of Information and Protection of Privacy (FOIP) Act of Alberta and is committed to the privacy of personal information that is in the custody or control of the Library. The Sylvan Lake Municipal Library manages the collection, use, disclosure, retention, and security of personal information in accordance with FOIP, and in alignment with any other applicable legislation and related policies. The purpose of the FOIP act is to allow for any individual the right to:

- access records within the custody or control of the Library, subject to limited and specific exceptions outlined in the FOIP act,
- access their own personal information within the custody or control of the Library,
- have their personal privacy protected,
- request a correction of their personal information,
- request an independent review by the Information & Privacy Commissioner for any access request decisions made by public body and the resolution of complaints under the act.

Scope

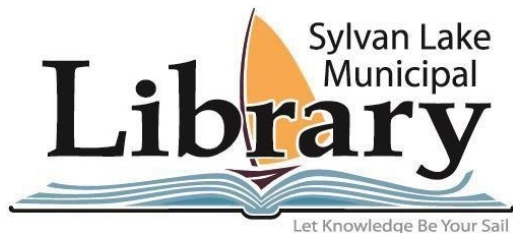
This policy applies to all Sylvan Lake Municipal Library employees, volunteers, board members, contractors, and any agent providing service on behalf of the Library. This policy is applicable to all personal information in the custody or control of the Library, regardless of the medium or form.

Definitions

Custody - personal information that is in the possession of Sylvan Lake Municipal Library.

Control - personal information that Sylvan Lake Municipal Library has the authority to manage, including restricting, regulating and administering use, disclosure, or disposition of that information.

Formal Access Request – access to information or records that are not routinely disclosed and cannot be disseminated through existing procedures.



Freedom of Information and Protection of Privacy

Informal Access Request – access to your own personal information or information of another person to which you have proof of authority to act for on their behalf.

Personal Information – any information about an individual, including but not limited to, name, address, email, race, nationality, religious or political beliefs, age, sex, gender, marital status, identifying numbers such as Driver's Licence number or Social Insurance Number, health information, employment history, financial information, photographs, and opinion from an individual or about an individual.

Privacy Breach - any occurrence when there is unauthorized access to, collection, use, or disclosure of personal information. Such activity is "unauthorized" if it occurs in contravention of the FOIP Act. Unauthorized access to personal information includes:

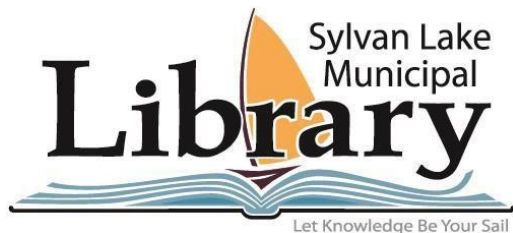
- a) access by the public, where there is no right to access;
- b) access by a Library employee, if that employee does not need to see the personal information in the course of their duties;
- c) situations in which information is stored in an unsecured manner, such that someone can obtain unauthorized access.

Record – any recorded information, regardless of medium or format, made or received in the context of business. Records include, but are not limited to: emails, registrations and waivers, database information, sticky notes, photos, or video recordings.

I. POLICY

A. Responsibilities

The Director of the Sylvan Lake Municipal Library is designated the head of the Library and is responsible for ensuring compliance with and administering the FOIP act, but may delegate to any person any duty, power, or function under this act. The Director is responsible for making reasonable security arrangements that protect personal information against the risks of unauthorized access, collection, use, disclosure, or destruction.



Freedom of Information and Protection of Privacy

All employees, volunteers, board members, contractors, and any agent providing service on behalf of the Library are responsible for:

- becoming acquainted with all Library policies and procedures related to the FOIP act,
- handling personal information in accordance with applicable Library policies, as well as the FOIP act,
- only accessing personal information directly connected to, and required for, their position, function, or job responsibility,
- never accessing or using an individual's personal information for any purpose that is not directly related to the performance of their immediate job duties.
- personal information must be kept confidential and never disclosed to anyone who is not authorized or has a direct job-related need. This obligation will remain for a period of time, as stated on the Oath of Confidentiality, after employment terminates.
- reporting any privacy breach or incident to the Director of the Library. The Director will then inform the Board about the breach or incident.

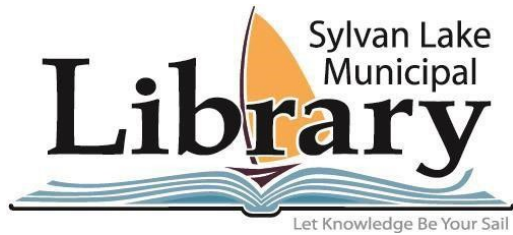
B. Principles

All records created in the context of business, including emails, are subject to access requests. Employees should only record professional observations, not personal opinions, when creating records. Create records with access in mind.

C. Collection

No personal information about an individual can be collected unless it directly relates to and is necessary for operating a program or activity of the Library. Personal information should only be collected directly from the individual the information is about unless indirect collection is permitted under the FOIP act. Examples that allow for indirect collection include, but are not limited to: consent, a health and safety emergency, or if the individual is a minor.

Any time personal information is collected directly from an individual, the individual must be informed about the purpose of why the information is being



Freedom of Information and Protection of Privacy

collected, the legal authority for the collection, and contact information for an employee who can answer questions about the collection. This notification statement must be on forms that collect personal information, displayed for individuals to see at time of collection, or given verbal, whichever manner of notification is appropriate for the situation.

No information is collected about a cardholder's item checkout history, unless the cardholder has given written permission for this information to be kept. No records are kept of the frequency or content of visits to the library by specific patrons.

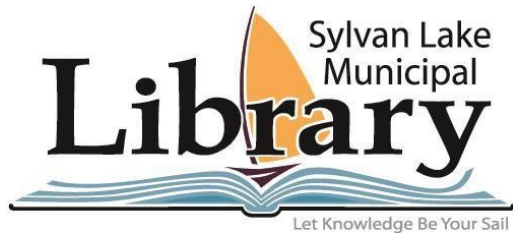
1. Use

Personal information should only be used for the purpose in which it was collected or consistent with that purpose, or if the individual, to whom the information is about, has consent to that use.

2. Disclosure

Personal information should only be disclosed if permitted under the FOIP act. Examples of permissible disclosure include, but are not limited to:

- if the individual, for which the information is about, has consented to the specific disclosure,
- to an employee of a public body, if the disclosure is necessary for delivering an integrated program or service such as sharing agreements and programs (e.g. interlibrary loan agreement, TAL Cord, ME Libraries). Cardholders will sign a form acknowledging that their contact information will be available to other organizations for these purposes,
- in response to a court order (e.g. subpoena, search warrant) or another specific written request from a law enforcement agency to assist in an investigation. Note that library representatives are only required to disclose personal information to law enforcement officers upon presentation of a written court order. They are not required to comply with other written requests.
- if it is a health and safety emergency, where the individual is not able to provide the information, Although disclosure is allowed in the above circumstances, only the minimum amount of personal information may be disclosed to carry out those purposes. No patron information, including their presence in the library,



Freedom of Information and Protection of Privacy

will be given over the phone. Reading and viewing habits of individual patrons are kept confidential.

Informal access requests, when possible, can be handled by any employee of the Library. After the identity of the individual is verified, an individual's own personal information can be released to them or to the parent or guardian of an individual, if their signature was required to obtain the library card.

Formal access requests for disclosure of information will be handled by the designated FOIP Coordinator, or Director of the Library, and the appropriate fees, as laid out in Schedule 2 of the FOIP act, will be charged to the applicant.

3. Accuracy and correction

Any individual can request a correction to their personal information if they believe there is an error or omission in the information. This is to ensure that personal information is accurate. This correction of information does not extend to opinion-based information regarding the individual.

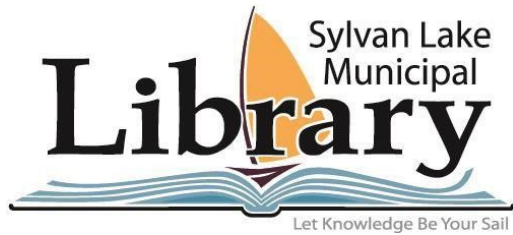
4. Retention

Any personal information about an individual, where the information was used by the Library to make a decision regarding that individual, must be retained for a minimum of one year after the decision was made. All personal information must be destroyed in a secure and confidential manner.

Board Chair: Deb Parry
Approval Date: April 10, 2019

Revision History: Initiated March 13, 2019
Review Date: March 2024 Related Policies or Legislation:

- [Freedom of Information and Protection of Privacy \(FOIP\) Act of Alberta](#)
- Oath of Confidentiality



Records Retention

Purpose

The Sylvan Lake Municipal Library must file and retain certain information in order to conduct business and to manage circulation of materials. The Library will endeavour to do so, however, in such a manner as to retain and organize only what is necessary to manage its affairs.

Desired Outcomes

Whenever possible, records are retained in both electronic and print (hard copy) format. Transitory documents, emails, or files may be destroyed when they are no longer relevant or needed for reference purposes.

Definitions

The records as set out are:

D – Destroyed – The records shall be destroyed without any copy being retained.

P – Permanent – The original records shall be preserved and never destroyed.

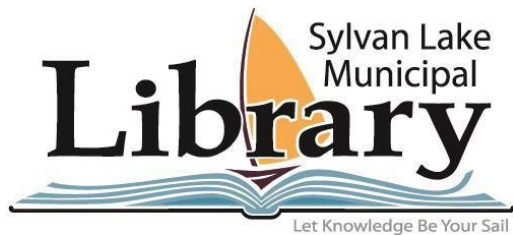
R – Replaced – Documents are replaced when superseded.

Permanent Records are held as:

E – Electronic Copy – Stored on the local drive.

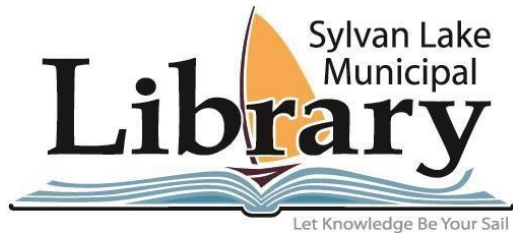
H – Hard Copy – The original document is retained.

ILS – Integrated Library System – The information is only retained in the Integrated Library System.



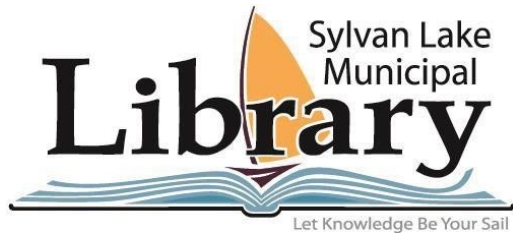
Records Retention

| Category | Subject | Description | Duration | Action |
|-------------|-----------------------------------|--------------------|--------------------|---------|
| Board | Agendas | Per Board meeting | Permanent | P/E/H |
| | Bylaws | | Permanent | P/E/H |
| | Minutes | Per Board meeting | Permanent | P/E/H |
| | Oath of Confidentiality | Every Board member | 5 years after term | D/H |
| | Policies / Procedures | Review annually | Permanent | P/R/E/H |
| Facility | Building Blueprints | Marked by year | Permanent | P/H |
| | Inventory | Current | 7 years | R/E |
| | Room Rental | Non-Profit | 7 years | D/H |
| | | Paid service | 7 years | D/H |
| Finance | Bank Statements / Cheque Register | Monthly | 7 years | D/H |
| | Budget | Annual | 7 years | D/E/H |
| | Charity Receipts | Over \$20 | 7 years | D/E/H |
| | Deposit Books / Receipts | As occurring | 7 years | D/H |
| | Grant Applications | General | 7 years | D/E/H |
| | Invoice Receipts | | 7 years | D/H |
| | Profit / Loss Statements | | 7 years | D/E/H |
| Legislative | Annual Reports | | Permanent | P/E/H |
| | Audit | Annual | Permanent | P/E/H |
| | Plan of Service | Every 5 years | Permanent | P/E/H |



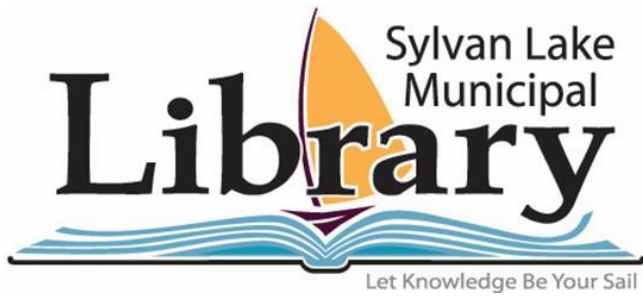
Records Retention

| Category | Subject | Description | Duration | Action |
|----------------|---------------------------------------|---|---------------------|---------|
| Legislative | Policy | Filed with PLSB | Permanent | P/R/E/H |
| | Statement of Receipts / Disbursements | Application for the Provincial grant | Permanent | P/H |
| Miscellaneous | Legal | Opinions | Permanent | P/H |
| | Newspaper Clippings | General | Permanent | P/H |
| | Vendors | Catalogues | Current | R/H |
| Patron Records | Fees | Unpaid | Until fees resolved | ILS |
| | Membership | After expiry with no fees outstanding | 2 years | D/ILS |
| Personnel | Employee Records | From initial application to end of employment | Permanent | P/H |
| | Job Applications | Not hired | 1 year | D/H |
| | Staff Meeting Minutes | As occurring | Permanent | P/H |
| | Sub-contractors | Auditor, Book Keeper, Janitorial | 10 years | D/H |
| | Volunteers | Oath of Confidentiality | 5 years | D/H |
| Programming | Summer Reading Program | Materials / Planning | 3 years | D/H |

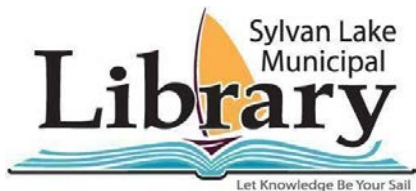


Records Retention

| | | | | |
|--|--------------|----------------------|----------|-----|
| | Waiver Forms | Signed by Parents | 10 years | D/H |
|--|--------------|----------------------|----------|-----|



Health and Safety Program



Health and Safety Program

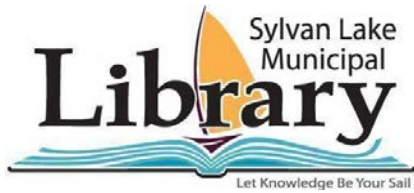
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Definitions

For the purpose of this Health and Safety Program, the following definitions will apply:

- Board – refers to the Town of Sylvan Lake Library Board, which is comprised of appointed officials from the town and Summer Villages councils and community



Health and Safety Program

members appointed by town council. The Sylvan Lake Library Board serves as the board of record.

- Employee – full-time, part-time, casual, and temporary persons who are employed by the library and responsible for library service at the Sylvan Lake Municipal Library.
- First in Command – the Library Director.
- Management – the Library Director, Assistant Library Director and Library Technician. These positions have supervisory responsibilities over other employees.
- Repetitive Strain Injury (RSI) – a repetitive strain injury, sometimes referred to as repetitive stress injury, is a gradual buildup of damage to muscles, tendons, and nerves from repetitive motions.
- Safety Data Sheet (SDS) – are summary documents that provide information about the hazards of a product and advice about safety precautions. SDSs are usually written by the manufacturer or supplier of the product.
- Second in Command – the Assistant Director.
- Volunteer – those individuals who perform duties that contribute to the operation of the library or the provision of library services but are not paid a wage or salary for performing these duties.
- Workplace Hazardous Materials Information System (WHMIS) – is a comprehensive plan for providing information on the safe use of hazardous materials used in Canadian workplaces. Information is provided by means of product labels, safety data sheets (SDS) and worker education programs.

History of Sylvan Lake Municipal Library

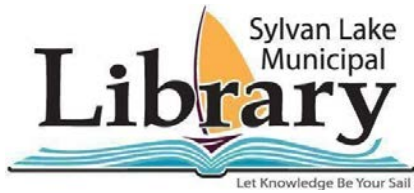
Sylvan Lake Chapter IODE

IODE (Imperial Order of the Daughters of the Empire) was founded in Canada in 1900. It is a national Canadian women's organization with over 600 chapters in (1983) in cities, towns and villages in every province and both territories.

As the movement grew, ladies in Sylvan Lake decided to form a chapter and thus on February 6, 1935, The Sylvan Lake IODE was formed with the following officers:

Regent – Nona A. Prosser

1st Vice Regent – Margaret E. Jamieson



Health and Safety Program

2nd Vice Regent – Emily Dodds

Secretary – Marjorie Evernden

Treasurer – Emma L. Keith

Echoes Secretary – Edith Jamieson

Education Secretary – Eliza Densmore

Standard Bearer – Emily Speedie

Councillor – Louisa M. Reed

Councillor – Eleanor Hicks

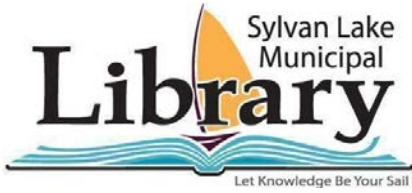
The National Chapter initiates its own projects, provides direction, and establishes education services and citizenship programs in which all chapters could participate. And so, the Sylvan Lake Chapter could participate. And so, with the Sylvan Lake Chapter IODE, these aims, and objectives have been carried out through the years.

During the war years they sold War Bonds and raised money to help buy a plane. They provided academic and music awards locally, fulfilled its commitments to scholarships at the Provincial and National level as well. They gave a donation to the Parkland School in Red Deer and assisted at Citizenship Courts in Red Deer for several years. At the National Level the Chapter helped in a special Labrador Project; in post-graduate scholarships for Canadian Students at a Commonwealth University; in a \$12,000 IODE Fellowship in Physiotherapy for post-graduate study to mark the International Year of the Disabled Persons and in the International Peace Gardens.

At the Provincial level, they helped pay for handi-buses for transportation of the disabled; a \$10,000 trust fund for nurses to train in oncology, opticons for the blind students and vu-phones for the deaf.

They raised money by means of bake sales, rummage sales, raffles, and fees. Prior to 1985 two members were honoured with life memberships in the IODE: Emily Speedie and Emily McClean. In 1985 they celebrated their 50th Anniversary with two charter members present: Emily Speedie and Edith Jamieson Holdworth. Over the years the members knit many mitts, scarves, sweaters, etc. for the Packing House in Calgary where they were then distributed, where needed locally or elsewhere.

The more recent Chapter members donated a music award each year for a student at HJ Cody High School with the highest marks in music. They also knitted articles for the Packing House in Calgary and Labrador and held bake sales and rummage sales to raise funds.



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When the Town put new flower beds in the Cenotaph Park the two IODE Chapters each donated shrubs, bushes, and trees for two of the beds. They looked after these beds for about six years. One bed was done in memory of Jean Achison and the flowers were donated by Sheila Davison from the Flower Farm.

In 2004, the Sylvan Lake Chapter disbanded as funds became hard to raise, a lack of members, age, and higher registrations.

IODE Attend Library Opening

It was with great nostalgia and a sense of history that members attended the grand opening of the Sylvan Lake Municipal Library in 2001. In 1948, the IODE was instrumental in laying plans for the first library, located in the Town Hall with Ida Brown and Margaret Jamieson in charge. The IODE Library was open one day a week and run by volunteers (from the IODE) Emily McClean, Regent of the IODE worked in the library and later became librarian, a job she held for 20 years. In 1959 the Regional Library was established and in 1968 a Library Board was formed. In 1978 Esther Dube was hired as a fulltime librarian.

On display in the Library today is the original charter of the IODE Sylvan Lake Chapter, along with a picture of The Queen and her husband, The Duke of Edinburgh donated by the IODE members in 2001.

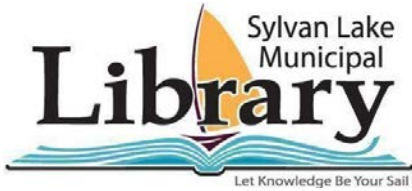
*Excerpt retyped from information supplied by the Sylvan Lake Municipal Library.

Overview of Service

The Sylvan Lake Municipal Library serves the residents of the Town of Sylvan Lake, the five Summer Villages on Sylvan Lake (Birchcliff, Half Moon Bay, Jarvis Bay, Norglenwold and Sunbreaker Cove) and is one of seven rural libraries serving the rural residents of Red Deer County.

The Sylvan Lake Municipal Library has been a member of the Parkland Regional Library System since 1971, which allows for greater online access to resources and the ability to easily borrow items from other libraries in the region.

The Sylvan Lake Municipal Library is governed by a volunteer Board of Trustees who strives to meet eight times per year. The Board sets library policy and ensures that the



Health and Safety Program

library meets both the needs of the community and the requirements of provincial legislation.

Safety Statement

The Sylvan Lake Municipal Library is committed to the health and safety of all employees, volunteers and general public utilizing the Library through the selection of competent employees. The Library ensures use of certified equipment and maintains the interior of the facility on a regular scheduled basis. On-going review of health and safety practices remains a priority to ensure compliance with current legislation. The Sylvan Lake Municipal Library's goal is to have all employees working together to provide a healthy, injury free workplace.

Scope

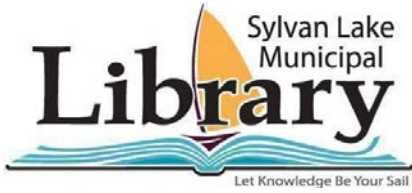
The Health and Safety Program applies to all employees and volunteers of the Sylvan Lake Municipal Library.

Health and Safety Policy

Employees at every level are responsible and accountable to the Sylvan Lake Municipal Library Director for their health and safety performance. Active participation by everyone, in every job, is necessary for the health and safety performance excellence that the Sylvan Lake Municipal Library expects.

The Director is responsible and accountable to:

- Set an example and provide leadership in the Health and Safety Program
- Carry out the employer responsibilities set out in the Alberta OH&S Legislation
- Administer a Health and Safety Program orientation with employees and volunteers



Health and Safety Program

- Provide proper equipment and training for employees and volunteers
- Create applicable operational health and safety policies and safe work practices
- Complete an annual review of the Health and Safety Program with employees and volunteers
- Maintain confidential records related to personnel and health or safety matters

The Employees are responsible and accountable to:

- Comply with the requirements of the Health and Safety Program
- Carrying out the employee responsibilities set out in the Alberta OH&S Legislation
- Cooperate with the Director in working towards improved health and safety
- Report injuries or unsafe working conditions to the Director as soon as possible

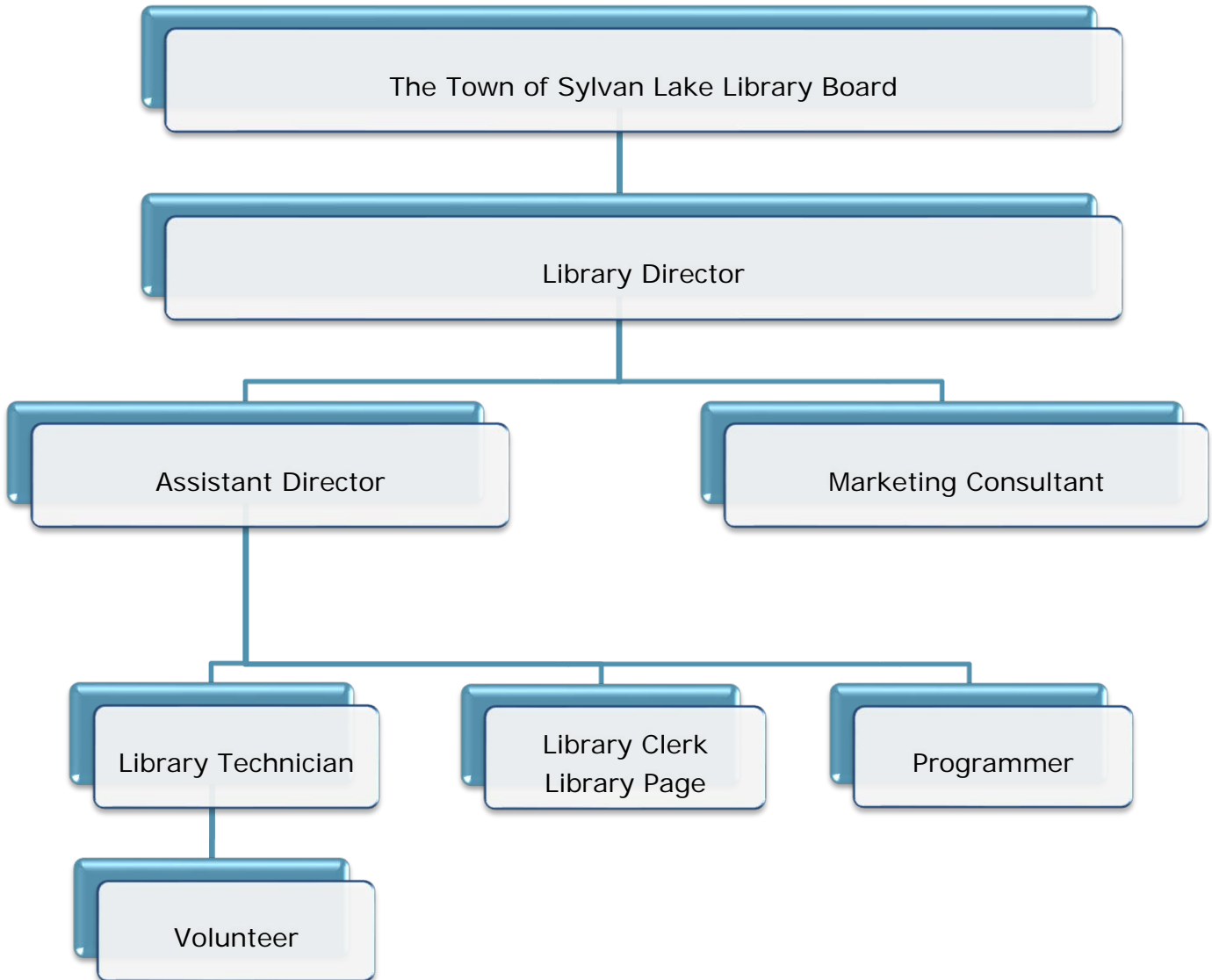
The Volunteers are responsible and accountable to:

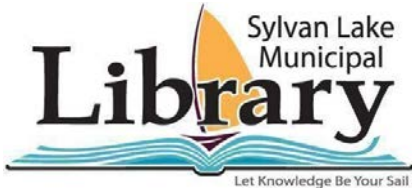
- Comply with the requirements of the Health and Safety Program
- Cooperate with the Library Technician in working towards improved health and safety
- Report any unsafe items requiring attention to the Library Technician as soon as possible

None of the commitments made in, or the content of, this program overrides any federal, provincial, or municipal legislation that applies to the work of the Sylvan Lake Municipal Library. When differences occur between the Sylvan Lake Municipal Library Health and Safety Program and the legislation, the more stringent requirement will always apply.

Organizational Chart

Health and Safety Program





Health and Safety Program

Hazard Assessment

Definition

Hazard Assessment is a thorough examination of an operation, facility, or storage area to identify actual or potential hazards.

Types of hazards may include:

- Chemical – chemical agents in the form of vapours, gases, fumes, mists
- Physical – noise, vibration, hot or cold extremes
- Ergonomic – awkward posture, poor tool design, manual materials handling
- Biological – bacteria, viruses, fungi
- Equipment – operation, mechanics

Every workplace has four major components; the people, the environment they work in, the materials they work with and the equipment and tools they use. Every element of the workplace must be considered under all potential acts and conditions to minimize hazards.

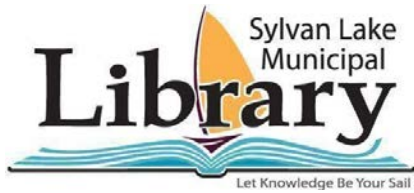
Purpose

Prior to commencing work or throughout the duration of a shift, it is important to identify and control hazards. Hazard recognition and control involves:

- Determining what hazards are present in the workplace
- Assessing the level of risk for the hazards identified
- Implementing strategies to eliminate or reduce the risk involved
- Monitoring and follow-up to ensure the control strategies chosen are implemented and effective

Personnel Involved

Ideally, hazard assessment and control involve both management and employees. Initial hazard assessments for a job must be led by management. It is essential that both the employer and the employees are aware of potential hazards in the workplace. The Hazard Assessment Forms can be located in the back of the Health and Safety Program Binder in the Blank Forms section.



Health and Safety Program

Strategies for Controlling Hazards

The critical step in hazard control is to develop and implement actions or methods to control and or eliminate risks in the workplace. These may include but are not limited to, safe work practices, safe job procedures, rules, additional training, and staff meetings.

There are a number of options available in order to control risk, including:

- Elimination – removing the hazard from the workplace
- Substitution – substituting a chemical, a piece of equipment
- Administrative Controls – controls that depend on the employees to ensure their own safety
- Engineering Controls – mechanical or engineering controls that reduce risk during certain tasks
- Personal Protective Equipment – PPE is considered an additional line of defense when and where required

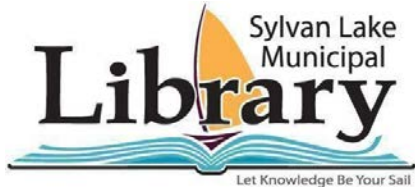
Formal ongoing hazard assessments are critical to a safe workplace. All employees participate in opening and closing duties whereby an observational hazard assessment is completed. In addition, hourly checklists are completed during open hours and any maintenance items are noted with immediate reporting to the Library Director. In turn any items with regards to the building are reported the Town of Sylvan Lake as it is a town owned building.

It is especially important to recognize that hazard assessment does not deal strictly with things that are wrong at the present time. Rather, this assessment must deal with what could go wrong.



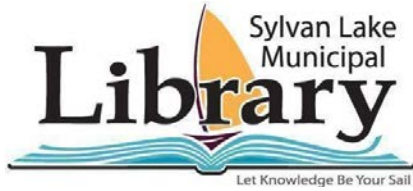
Hazard Assessment Analysis

| | | Hazard Control Strategies | | |
|--------------------------------------|--|---|--|--|
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
| Administrative Tasks | <p>Repetitive motion of hands/wrists resulting in a RSI.</p> <p>Body parts in one position for long periods of time resulting in a RSI.</p> <p>Body parts not in neutral position resulting in strain or fatigue.</p> <p>Standing or sitting for long periods of time at a workstation resulting in strain or fatigue.</p> | <p>Follow good ergonomic practices, set up workstations to give neutral body parts proper position.</p> <p>Assess from an ergonomic perspective to ensure best possible set-up.</p> <p>Allow mini breaks during the workday to limit the duration of the repetitive motion.</p> <p>Conduct training and communication of ergonomic hazards associated with this task.</p> | <p>Adjust keyboards and monitors.</p> <p>Provide adjustable swiveling chairs, ergonomic mice, telephone headsets, etc.</p> <p>Make anti-fatigue mats available at standing work areas.</p> <p>Employees to inspect equipment or tool prior to use to ensure it is in good working condition.</p> | |
| Automated External Defibrillator AED | <p>Improper use of an AED could result in injury of the employee acting as the First Aider.</p> <p>Failure to perform a scene survey prior to helping the victim could result in injury of the employee acting as the First Aider.</p> | <p>Implement an AED management program including a monthly inspection by employees.</p> <p>Ensure AED training is part of the employees' orientation and ongoing safety training.</p> <p>First Aiders must complete a scene survey to identify hazards prior to helping the victim.</p> <p>First Aiders to check that the victim is dry prior to proceeding with the AED.</p> <p>First Aiders to confidently follow the AED instructions exactly.</p> | <p>Ensure mounting bracket for AED is installed properly.</p> <p>Employees to keep the AED properly maintained. Ensure it is in a visible, unobstructed location. Verify the battery installation is correct. Check the status or service indicator light. Note the absence of the visual or audio service alarm. Inspect exterior components and sockets for cracks. Confirm there are two sets of sealed AED pads that have not expired.</p> | <p>Face shields or safety glasses, gloves, and resuscitation mask as required.</p> |



Health and Safety Program

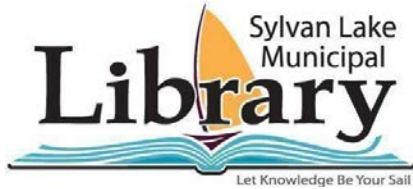
| | | Hazard Control Strategies | | |
|------------------------------|---|--|---|---|
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
| Box Assembly | Exposure to sharp edges of box material resulting in an injury. | <p>Position hands and fingers to eliminate exposure to edges.</p> <p>Store flat boxes to allow easy access without catching on other material causing excessive pulling or pushing.</p> | | |
| Box Breakdown Box Opening | Using a sharp-edged tool such as scissors or a box cutter resulting in an injury. | <p>Review with employees to keep hands and fingers clear of cutting edge.</p> <p>Motion the tool away from the body.</p> | Employees to inspect equipment or tool prior to use to ensure it is in good working condition. | |
| Building Occupancy | <p>Occupancy of building negligent to the Alberta Fire Code could result in injury.</p> <p>Occupancy of building negligent to the Alberta Health Services guidelines could result in illness or injury.</p> | <p>Review Alberta Fire Code with employees. Post relevant Occupancy Permit in plain sight.</p> <p>Review Alberta Health Services guidelines with employees.</p> <p>Employees to ensure public safety items are fully stocked at entrance and exit point as required by Alberta Health Services.</p> <p>Employees to ensure a head count as part of their ongoing observations in the building.</p> | <p>Use of one access and egress point only to control numbers permitted in the building.</p> <p>Alberta Health Services program to distribute masks to the public.</p> <p>Alberta Health Services guidelines for approved hand sanitizer.</p> | Face shield or safety glasses, dust masks and gloves as required. |



Health and Safety Program

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| Canned Air | Blown materials could fly back at the employee resulting in an injury. | <p>Ensure WHMIS training is part of the employees' orientation and ongoing safety training.</p> <p>Employees to review SDS prior to use.</p> | Follow manufacturer's recommendations for the product. | Face shield or safety glasses as required. |
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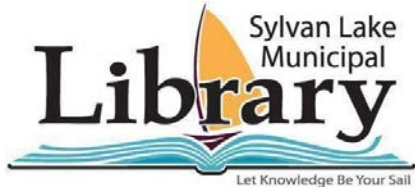
| | | Hazard Control Strategies | | |
|-------------------|---|---|---|---|
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
| Chemical Exposure | <p>Using chemicals for cleaning could result in illness.</p> <p>Chemicals stored in a non-original container may be labelled incorrectly resulting in illness.</p> <p>Using chemicals could result in a spill causing an illness or injury.</p> | <p>Ensure WHMIS training is part of the employees' orientation and ongoing safety training.</p> <p>Employees to review SDS prior to use.</p> <p>All non-original containers are to be labelled according to OH&S Code, Part 29, Section 398 (1), Label required.</p> <p>Employees to use chemicals according to manufacturer's recommendations and clean up any spills immediately.</p> | <p>Follow manufacturer's recommendations for the product.</p> <p>Products purchased by employees are not considered commercial.</p> | Face shield or safety glasses and gloves as required. |
| Computer Tasks | <p>Light reflecting from computer screens causing eye strain.</p> <p>Illumination levels causing eye strain.</p> | <p>Illumination levels checked to verify and ensure the computer lighting meets expected minimums for computer work.</p> | <p>Computer screens set at a height and angle to minimize reflection.</p> <p>Task lighting installed, as necessary.</p> | |



Health and Safety Program

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| Donation Acceptance | <p>Exposure to biological hazards such as bacteria, mould, mouse droppings, viruses, etc. causing illness.</p> <p>Exposure to allergen hazards such as dust, smoke, etc. causing a reaction.</p> | <p>Employees to follow donation acceptance recommendations as per the Library Director and or the Assistant Director.</p> <p>Donations may be denied.</p> | | Face shield or safety glasses, dust mask and gloves as required. |
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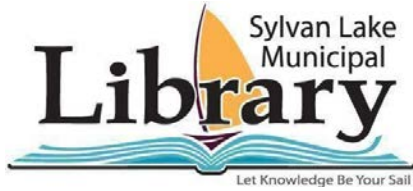
| Hazard Control Strategies | | | | |
|---------------------------|---|---|--|-----|
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
| Driving | Weather and road conditions could result in a vehicle incident or collision. | <p>Employees to follow good driving practices. When weather and road conditions are considered extreme employees are to ensure they leave sufficient time to get to work safely.</p> <p>Employees to ensure they have roadside safety items in the vehicle in case of an emergency.</p> | Employees to ensure they have a reliable way to get to work safely and on time. | |
| Electric Shock | An electric shock may occur when an employee comes into contact with an electrical energy source causing an injury. | <p>Employees take turns completing the checklist for opening, closing and hourly checks in the building.</p> <p>Employees to maintain good housekeeping practices.</p> | <p>Conduit covers installed on the full length of electrical cords.</p> <p>Employee to inspect equipment or tool prior to use to ensure it is in good working condition.</p> | |



Health and Safety Program

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| <p>Fire Extinguisher</p> | <p>Extinguisher does not operate properly causing an injury or preventing control of fire.</p> <p>Employee is not trained in the proper usage of a fire extinguisher.</p> <p>Employee does not have open access to the fire extinguisher due to items blocking the area.</p> | <p>Ensure an annual inspection of all fire extinguishers is completed.</p> <p>Implement a fire extinguisher management program including a monthly inspection, as required by the manufacturer's recommendations, of all fire extinguishers by employees.</p> <p>Ensure fire extinguisher training is part of the employees' orientation and ongoing safety training.</p> <p>Ensure fire extinguisher locations are inspected regularly and have open access.</p> | <p>Ensure mounting bracket for fire extinguishers is installed properly.</p> <p>Ensure safety ring pin for fire extinguisher is intact until time of use.</p> | |
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|----------------------------------|---------------|--------------------------------|-----------------------------|------------|
| Hazard Control Strategies | | | | |
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |

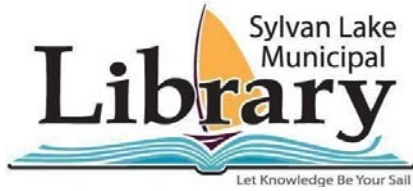


Health and Safety Program

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| Housekeeping | <p>Contact with objects protruding into or obstructing access or egress points, hallways or pathways could cause a tripping or fall injury.</p> <p>Items stored on top of cupboards or shelving units could cause unstable materials to fall causing an injury.</p> <p>Overflowing garbage and recycling receptacles could attract pests and cause a tripping or fall injury.</p> <p>Inappropriate storage of food materials could result in a pest control issue.</p> | <p>Ensure access or egress points, hallways or pathways are clear from obstruction.</p> <p>Employees will not store items on top of cupboards or shelving units unless the unit is specifically designed for a top load.</p> <p>Employees to use garbage and recycling receptacles as provided.</p> <p>All food materials to be stored in such a way so as not to attract pests of any kind.</p> | <p>Employees to report any maintenance issues to the Library Director immediately.</p> <p>The Library Director in turn reports to the Town of Sylvan Lake as it is a town owned building.</p> <p>Ensure adequate garbage and recycling receptacles on premises.</p> <p>Annual pest control completed on the perimeter of the building by the Town of Sylvan Lake.</p> | |
| Laminating | <p>Exposure to paper or laminate edges could result in an injury.</p> <p>Using a sharp-edged tool such as scissors could result in an injury.</p> | <p>Review with employees to keep hands and fingers clear of cutting edge at all times.</p> | <p>The laminator at the Sylvan Lake Municipal Library is a cold laminator. This type of laminator has a more aggressive adhesive that can be applied with pressure instead of heat.</p> <p>Ensure cutter is properly installed in the groove.</p> <p>Employees to inspect equipment or tool prior to use to ensure it is in good working condition.</p> | |

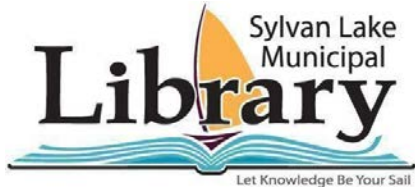
Hazard Control Strategies

| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
|------|--------|-------------------------|----------------------|-----|
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Health and Safety Program

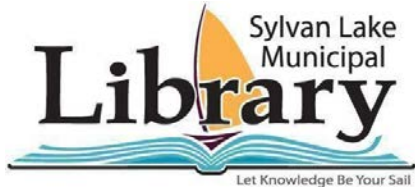
| | | | | |
|---|---|---|--|---|
| <p>Moving Furniture Equipment Heavy Objects</p> | <p>Moving or lifting heavy furniture, equipment, or heavy objects such as carrying cases (hard cover), large boxes, or computer components could result in a sprain or strain injury.</p> | <p>Employees to follow good ergonomic practices such as bending at the knees and getting a good grip on the item.</p> <p>Employees to work together to move heavy or awkward items.</p> | <p>Ensure use of built in handles if item is equipped with such.</p> <p>Ensure use of wheels if item is equipped with such.</p> <p>Ensure use of dollies, shelving carts or other lifting equipment when required.</p> <p>Employees are encouraged to push dollies and shelving carts instead of pulling them.</p> | <p>Gloves as required.</p> |
| <p>Paper Cutter</p> | <p>Using this sharp-edged tool could result in an injury.</p> | <p>Review with employees to keep hands and fingers clear of cutting edge and to use handle properly at all times.</p> | <p>Ensure plastic finger protection cover is installed.</p> <p>Employees to inspect equipment or tool prior to use to ensure it is in good working condition.</p> | |
| <p>Pest Control</p> | <p>Interaction with pests such as insects and rodents could cause illness or injury.</p> | <p>Employees to review Chemical Exposure Hazard Assessment.</p> <p>Employees to review Donation Acceptance Hazard Assessment and follow donation acceptance recommendations as per the Library Director and or the Assistant Director.</p> <p>Employees to review Housekeeping Hazard Assessment.</p> | <p>Employees to report any pest control issues to the Library Director immediately.</p> <p>The Library Director in turn reports to the Town of Sylvan Lake as it is a town owned building.</p> | <p>Face shield or safety glasses, dust mask and gloves as required.</p> |



Health and Safety Program

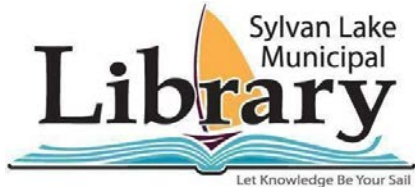
| | | Hazard Control Strategies | | |
|---------------------------|--|---|--|-----|
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
| Printed Material Handling | Lifting or moving printed materials (binders, manuals, etc.) while sitting at workstation or reaching overhead could result in awkward body movements, falling materials, sprains, or strains. | <p>Placement of printed materials at workstations or on shelves is to be placed so as to reduce the amount of turning, twisting or reaching overhead.</p> <p>Employees to stand up to retrieve printed materials that are out of the seated range of motion, using two hands with heavier materials.</p> | Provide adjustable, swiveling chairs to ensure whole body movement. | |
| Portable Ladder | Fall from the portable ladder causing an injury. | <p>Review with employees the requirements of the OH&S Code, Part 8, Entrances, Walkways, Stairways and Ladders.</p> <p>Review the manufacturer's instructions (labels attached to the ladder) before using.</p> <p>Remove from service any portable ladder that becomes damaged or does not meet the relevant CSA or ANSI standard from the OH&S Code, Part 8, Section 135, Manufactured portable ladder.</p> | Employees to inspect equipment or tool prior to use to ensure it is in good working condition. | |

| | | Hazard Control Strategies | | |
|--------------------------|---|---|--|---|
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
| Shelving Items | <p>Shelving items could result in sprain or strain injuries or a fall injury if using a step stool or portable ladder for higher shelves.</p> <p>Handling heavy bags or boxes could result in a sprain or strain injury.</p> <p>Shelving itself is not strong enough to support the weight resulting in a shelf failure causing an injury.</p> <p>Quarantining items for less than the recommended time under the Alberta Health Services guidelines can result in illness.</p> | <p>Review with employees the requirements of the OH&S Code, Part 14, Lifting and Handling Loads.</p> <p>Remove from service any dollies, shelving carts, step stools or portable ladder that becomes damaged or does not meet the relevant CSA or ANSI standard from the OH&S Code, Part 8, Section 135, Manufactured portable ladder.</p> <p>Review with employees the weight limits for shelving, dollies, shelving carts, step stools and portable ladder.</p> <p>Employees to quarantine and disinfect items according to the Alberta Health Services guidelines.</p> | <p>Employees to inspect equipment or tool prior to use to ensure it is in good working condition.</p> <p>Ensure use of built in handles if item is equipped with such.</p> <p>Ensure use of wheels if item is equipped with such.</p> <p>Ensure use of dollies, shelving carts or other lifting equipment when required.</p> <p>Employees encouraged to push dollies and shelving carts instead of pulling them.</p> | <p>Face shields or safety glasses, dust masks and gloves as required.</p> |
| Tape Gun Packing Tape | <p>Using this sharp-edged tool could result in an injury.</p> | <p>Review with employees to keep hands and fingers clear of cutting edge when cutting the tape.</p> <p>Motion the tool away from the body.</p> | <p>Employees to inspect equipment or tool prior to use to ensure it is in good working condition.</p> | |



Health and Safety Program

| | | Hazard Control Strategies | | |
|---------------------------|--|--|--|-----|
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
| Walking Inside | <p>Carpets, electrical cords, mats, clutter, etc. could cause a tripping or fall injury.</p> <p>Conduit covers installed at floor level, to house electrical cords, could cause a tripping or fall injury.</p> | <p>Employees take turns completing the checklist for opening, closing and hourly checks in the building.</p> <p>Employees to maintain good housekeeping.</p> <p>Employees to look ahead while walking to ensure path is clear. When possible walk around tripping hazards.</p> | <p>Conduit covers installed on the full length of electrical cords.</p> <p>Employee to inspect equipment or tool prior to use to ensure it is in good working condition.</p> | |
| Walking Inside Collisions | <p>Inattention to direction of travel while walking could result in a collision between employees or patrons causing an injury or fall.</p> | <p>Employees to look ahead while walking and practice attentiveness.</p> <p>Ensure a clutter free space for the safety of all employees and the public.</p> <p>Employees to inspect and correct trip hazards during daily opening and closing duties.</p> | | |

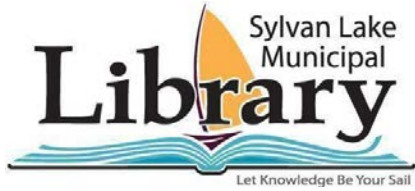


Health and Safety Program

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|-----------------|---|--|---|---|
| Walking Outside | Rainfall, snow, and ice could cause slippery conditions resulting in a fall injury. | <p>The Town of Sylvan Lake is responsible to clear snow and manage ice around the building.</p> <p>Employees to review SDS prior to use of ice melt.</p> <p>Employees to shovel snow and use ice melt, as necessary.</p> | <p>Employees to inspect equipment or tool prior to use to ensure it is in good working condition.</p> <p>Provide ergonomically designed snow shovels.</p> <p>Employees to report any maintenance issues to the Library Director immediately.</p> <p>The Library Director in turn reports to the Town of Sylvan Lake as it is a town owned building.</p> | Face shield or safety glasses and gloves as required. |
|-----------------|---|--|---|---|

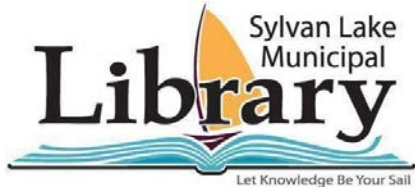
Hazard Control Strategies

| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
|------------------------------------|--|--|---|-----|
| Weather Extreme Temperatures | <p>Extreme hot weather temperatures can lead to dehydration causing more serious illness such as heat cramps, heat exhaustion or heat stroke.</p> <p>Extreme cold weather temperatures can lead to reduced circulation causing more serious illness such as frost bite and hypothermia.</p> <p>Exposure to allergen hazards such as bug spray or sunscreen causing a reaction.</p> | <p>Employees to dress appropriately for the weather at all times if responsibilities require them to work outside the building.</p> <p>Employees to use bug spray or sunscreen according to manufacturer's recommendations and clean up any spills immediately.</p> <p>Employees to review SDS prior to use of bug spray or sunscreen.</p> | <p>Employees to ensure the heating and cooling system within the building is checked regularly.</p> <p>Employees to report any maintenance issues to the Library Director immediately.</p> <p>The Library Director in turn reports to the Town of Sylvan Lake as it is a town owned building.</p> | |



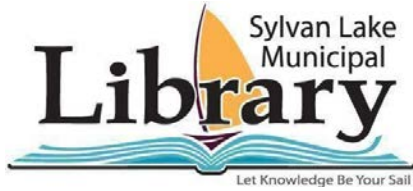
Health and Safety Program

| | | Hazard Control Strategies | | |
|---------------|--|---|---|-----|
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
| Working Alone | <p>Working alone can result in injuries due to tripping, falling, sprains or strains.</p> <p>Walking to and from the building at the beginning or end of a shift can result in injuries due to tripping, falling, sprains or strains.</p> <p>Walking to and from the building at the beginning or end of a shift can result in an incident of workplace violence, harassment and other unacceptable behaviour.</p> | <p>Review with employees the requirements of the OH&S Code, Part 28, Working Alone.</p> <p>Employees to follow the Working Alone Policy.</p> <p>Employees are not to undertake any tasks that involve heavy lifting, moving or any other task that may constitute a risk to their health and or safety.</p> <p>Review with employees the requirements of the OH&S Code, Part 27, Violence and Harassment.</p> <p>Employees to follow the Workplace Violence, Harassment and Other Unacceptable Behaviour Policy.</p> <p>It is imperative that whenever possible employees are to leave the building together.</p> | <p>Employees to ensure the library doors are locked behind them immediately after entering the building.</p> <p>Employees are to ensure the library doors are locked at all times during closed hours.</p> <p>Employees to ensure they utilize the check in system as directed by the Library Director in the rare event that they are working alone.</p> <p>Employees to ensure they have access to an effective communication system consisting of radio communication, landline or cellular telephone or some other means of electronic device.</p> <p>Employees parking a vehicle should ensure close proximity to the library under a well-lit area.</p> | |



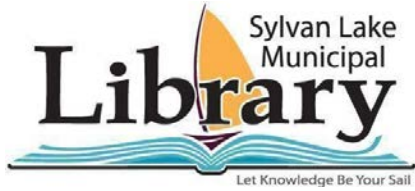
Health and Safety Program

| | | Hazard Control Strategies | | |
|-------------------------------------|--|---|---|-----|
| Task | Hazard | Administrative Controls | Engineering Controls | PPE |
| Workplace Violence Harassment | <p>Interactions with the public could result in injuries related to violence or harassment.</p> <p>Interactions with other employees could result in injuries related to violence or harassment.</p> | <p>Review with employees the requirements of the OH&S Code, Part 27, Violence and Harassment.</p> <p>Employees to follow the Workplace Violence, Harassment and Other Unacceptable Behaviour Policy.</p> <p>Employees to use applicable training to diffuse interactions as quickly as possible.</p> <p>Employees to call other employees for help if necessary and report all incidents to the Library Director immediately.</p> | <p>Shields installed around the circulation desk.</p> | |



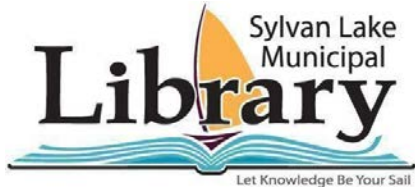
Safe Work Practice and Safe Job Procedure

| | | Job Hazard Analysis | |
|--------------------------------------|--|---|--|
| Task | Safe Work Practice | Safe Job Procedure | PPE |
| Administrative Tasks | <p>Follow good ergonomic practices, set up workstations to give neutral body parts proper position.</p> <p>Assess from an ergonomic perspective to ensure best possible set-up.</p> <p>Allow mini-breaks during the workday to limit the duration of the repetitive motion.</p> | <ol style="list-style-type: none"> 1. Conduct employee training and communication of ergonomic hazards associated with this task. 2. Adjust keyboards, monitors, swiveling chairs, mice, telephone headsets, etc. prior to use to ensure best possible ergonomic position. 3. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. | |
| Automated External Defibrillator AED | <p>Implement an AED management program including a monthly inspection by employees.</p> <p>Employees to keep the AED properly maintained. Ensure it is in a visible, unobstructed location. Verify the battery installation is correct. Check the status or service indicator light. Note the absence of the visual or audio service alarm. Inspect exterior components and sockets for cracks. Confirm there are two sets of sealed AED pads that have not expired.</p> | <ol style="list-style-type: none"> 1. Ensure AED training is part of the employees' orientation and ongoing safety training. 2. First Aiders to call 911 in the event of an emergency. 3. First Aiders must complete a scene survey to identify hazards prior to helping the victim. 4. First Aiders to check that the victim is dry prior to proceeding with the AED. 5. First Aiders to confidently follow the AED instructions exactly. | <p>Face shields or safety glasses, gloves, and resuscitation mask as required.</p> |



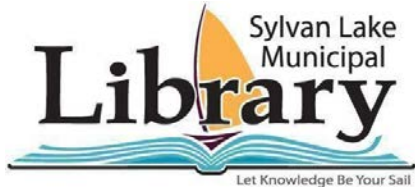
Health and Safety Program

| Job Hazard Analysis | | | |
|------------------------------|--|--|------------|
| Task | Safe Work Practice | Safe Job Procedure | PPE |
| Box Assembly | Position hands and fingers to eliminate exposure to edges. | <ol style="list-style-type: none"> 1. Store flat boxes to allow easy access without catching on other material causing excessive pulling or pushing. 2. Retrieve a flat box for assembly. 3. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. 4. Assemble box using proper ergonomic posture. 5. Tape seams of the box closed to ensure there are no sharp edges. | |
| Box Breakdown Box Opening | Review with employees to keep hands and fingers clear of cutting edge. | <ol style="list-style-type: none"> 1. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. 2. When breaking down or opening a box motion the tool away from the body. 3. Place broken down boxes in the recycling containers housed outside the library. | |



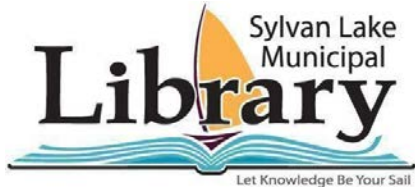
Health and Safety Program

| | | Job Hazard Analysis | |
|--------------------|---|--|---|
| Task | Safe Work Practice | Safe Job Procedure | PPE |
| Building Occupancy | <p>Review Alberta Fire Code with employees. Post relevant Occupancy Permit in plain sight.</p> <p>Review Alberta Health Services guidelines with employees.</p> | <ol style="list-style-type: none"> 1. Use of one access and egress point only to control numbers permitted in the building. 2. Employees to ensure public safety items are fully stocked at entrance and exit point as required by Alberta Health Services. 3. Follow Alberta Health Services guidelines for approved hand sanitizer. 4. Follow Alberta Health Services program to distribute masks to the public. 5. Employees to ensure a head count as part of their ongoing observations in the building. | Face shield or safety glasses, dust masks and gloves as required. |
| Canned Air | Follow manufacturer's recommendations for the product. | <ol style="list-style-type: none"> 1. Ensure WHMIS training is part of the employees' orientation and ongoing safety training. 2. Employees to review SDS prior to use. | Face shield or safety glasses as required. |
| Chemical Exposure | Follow manufacturer's recommendations for the product. | <ol style="list-style-type: none"> 1. Ensure WHMIS training is part of the employees' orientation and ongoing safety training. 2. Employees to review SDS prior to use. 3. All non-original containers are to be labelled according to OH&S Code, Part 29, Section 398 (1), Label required. 4. In the event of a chemical spill, the area is to be cleaned up immediately and proper disposal procedures are to be followed. | Face shield or safety glasses and gloves as required. |



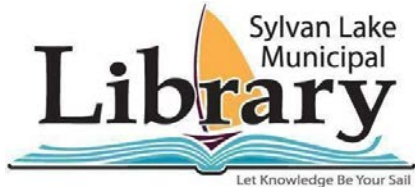
Health and Safety Program

| | | Job Hazard Analysis | |
|---------------------|--|--|--|
| Task | Safe Work Practice | Safe Job Procedure | PPE |
| Computer Tasks | Illumination levels checked to verify and ensure the computer lighting meets expected minimums for work. | <ol style="list-style-type: none"> 1. Computer screens set at a height and angle to minimize reflection. 2. Task lighting installed, as necessary. | |
| Donation Acceptance | Employees to follow donation acceptance recommendations as per the Library Director and or the Assistant Director. | <ol style="list-style-type: none"> 1. When donations are brought into the library, employees will complete a visual assessment and decide on acceptance or denial. 2. Follow Alberta Health Services quarantining guidelines for donation items. 3. Follow Alberta Health Services disinfecting guidelines for donation items. 4. Donations for the Little Free Pantry to be assessed on expiry dates where applicable. 5. Donations may be denied. | Face shield or safety glasses, dust mask and gloves as required. |



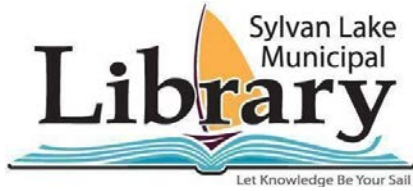
Health and Safety Program

| | | Job Hazard Analysis | |
|-------------|---|--|------------|
| Task | Safe Work Practice | Safe Job Procedure | PPE |
| Driving | <p>Employees to follow good driving practices.</p> <p>When weather and road conditions are considered extreme employees are to ensure they leave sufficient time to get to work safely.</p> | <ol style="list-style-type: none"> 1. Employees to ensure a valid Driver's License is on their person when driving. 2. Employees to check weather and road conditions prior to driving. Clothing should not restrict movement, vision, or hearing. 3. Employees to ensure they have roadside safety items in the vehicle in case of an emergency. 4. Ensure vehicle is in good working condition and maintenance is performed as per manufacturer's recommendations. 5. Employees to operate all vehicles in accordance with the Alberta Traffic Safety Act. Seatbelts are to be worn at all times. 6. Use good judgement and understand the basic recovery skills appropriate to the vehicle you are driving. Do not use cruise control during heavy rainfall or on icy roads. Accelerate and brake gently to reduce skids or spinouts. 7. Do not operate under the influence of alcohol, drugs, or medication. 8. Avoid driving when fatigued. 9. Do not offer rides to strangers or hitchhikers. | |



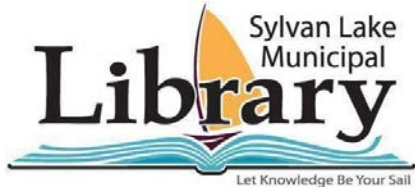
Health and Safety Program

| | | Job Hazard Analysis | |
|----------------|--|---|------------|
| Task | Safe Work Practice | Safe Job Procedure | PPE |
| Electric Shock | <p>Employees take turns completing the checklist for opening, closing and hourly checks in the building.</p> <p>Employees to maintain good housekeeping practices.</p> | <ol style="list-style-type: none"> 1. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. 2. Conduit covers installed on the full length of electrical cords. 3. Electrical outlets will not be overloaded. 4. Power and surge protector bars to be used where necessary. 5. Any electrical equipment or cord that is damaged will be removed from service and proper disposal procedures are to be followed. | |



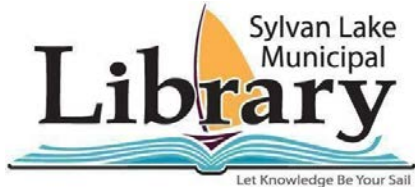
Health and Safety Program

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| <p>Fire Extinguisher</p> | <p>Ensure an annual inspection of all fire extinguishers is completed.</p> <p>Implement a fire extinguisher management program including a monthly inspection, as required by the manufacturer's recommendations, of all fire extinguishers by employees.</p> | <ol style="list-style-type: none"> 1. Ensure fire extinguisher training is part of the employees' orientation and ongoing safety training. 2. Ensure fire extinguisher locations are inspected regularly and have open access. 3. Remove fire extinguisher from mounted bracket. 4. Hold upright, PULL ring pin. (P) 5. Stand approximately 8' from fire, AIM at the base of the fire. (A) 6. SQUEEZE lever, cautious of a possible kickback. (S) 7. SWEEP the fire extinguisher side to side. (S) 8. If discharged, ensure the extinguisher is put out of use and recharged as soon as possible prior to remounting on bracket. | |
| Job Hazard Analysis | | | |
| Task | Safe Work Practice | Safe Job Procedure | PPE |



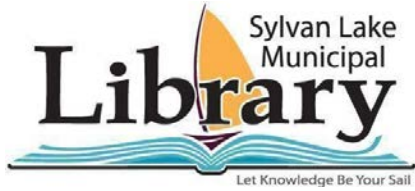
Health and Safety Program

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| <p>Housekeeping</p> | <p>Ensure access or egress points, hallways or pathways are clear from obstruction.</p> <p>Employees will not store items on top of cupboards or shelving units unless the unit is specifically designed for a top load.</p> <p>Employees to use garbage and recycling receptacles as provided.</p> <p>All food materials to be stored in such a way so as not to attract pests of any kind.</p> | <ol style="list-style-type: none"> 1. Employees take turns completing the checklist for opening, closing and hourly checks in the building. 2. Employees to report any maintenance issues to the Library Director immediately. 3. The Library Director in turn reports to the Town of Sylvan Lake as it is a town owned building. 4. Garbage and recycling receptacles to be emptied at regular intervals or as required. 5. Garbage and recycling carts to be placed by the roadside on the appropriate day to ensure pick up by the Town of Sylvan Lake. 6. Follow Alberta Health Services approved hand sanitizer guidelines. 7. Follow Alberta Health Services disinfecting guidelines for workstations and public areas. | |
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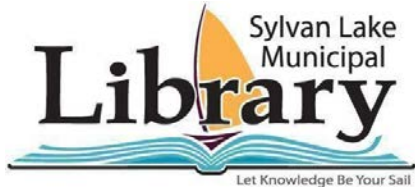
Health and Safety Program

| | | Job Hazard Analysis | |
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| Task | Safe Work Practice | Safe Job Procedure | PPE |
| Laminating | <p>Employees to keep hands and fingers clear of cutting edge at all times.</p> <p>Ensure cutter is properly installed in the groove.</p> | <ol style="list-style-type: none"> 1. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. 2. Set laminator on a flat even surface. 3. Place the sheet to be laminated face-up under the safety bar until the paper meets the sticky edge. 4. Make sure the paper goes in smoothly, then crank the handle until the laminated sheet comes out the other side. 5. Once the full sheet is laminated, press the orange button down and drag the blade across the laminated sheet to release. | |



Health and Safety Program

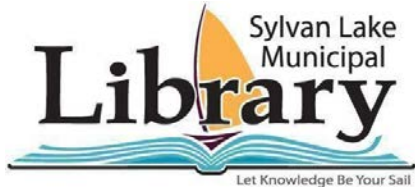
| <p>Moving Furniture Equipment Heavy Objects</p> | <p>Employees to follow good ergonomic practices such as bending at the knees and getting a good grip on the item.</p> <p>Employees to work together to move heavy or awkward items.</p> <p>Ensure use of dollies, shelving carts or other lifting equipment when required.</p> <p>Employees are encouraged to push dollies and shelving carts instead of pulling them.</p> | <ol style="list-style-type: none"> 1. Position feet for balance about hip width apart. 2. Bend your knees, keep back in alignment, as straight as possible but not necessarily vertical. 3. Get a good grip on the object with the palm as well as the fingers on both hands. 4. Ensure use of built in handles if item is equipped with such. 5. Keep the load close to your body, lift with your leg muscles and keep your back straight. 6. Turn with your feet, not your body and avoid twisting while lifting. 7. Ensure use of wheels if item is equipped with such. | <p>Gloves as required.</p> |
|---|--|---|----------------------------|
| <p>Job Hazard Analysis</p> | | | |
| <p>Task</p> | <p>Safe Work Practice</p> | <p>Safe Job Procedure</p> | <p>PPE</p> |
| <p>Paper Cutter</p> | <p>Employees to keep hands and fingers clear of cutting edge and to use handle properly at all times.</p> | <ol style="list-style-type: none"> 1. 2. Ensure plastic finger protection cover is installed. 3. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. 3. When finished, all scraps of paper are to be cleaned up. | |



Health and Safety Program

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| <p>Pest Control</p> | <p>Employees to use garbage and recycling receptacles as provided.</p> <p>All food materials to be stored in such a way so as not to attract pests of any kind.</p> <p>Access and egress points monitored so as not to allow pests to enter the building.</p> | <ol style="list-style-type: none"> 1. Employees take turns completing the checklist for opening, closing and hourly checks in the building. 2. Employees to report any pest control issues to the Library Director immediately. 3. The Library Director in turn reports to the Town of Sylvan Lake as it is a town owned building. 4. Garbage and recycling receptacles to be emptied at regular intervals or as required. 5. Follow Alberta Health Services disinfecting guidelines for workstations and public areas. | <p>Face shield or safety glasses, dust mask and gloves as required.</p> |
| <p>Printed Material Handling</p> | <p>Placement of printed materials at workstations or on shelves is to be placed so as to reduce the amount of turning, twisting or reaching overhead.</p> | <ol style="list-style-type: none"> 1. Employees will store materials properly in cupboards or on shelves. 2. Employees to stand up to retrieve printed materials that are out of the seated range of motion, using two hands with heavier materials. | |

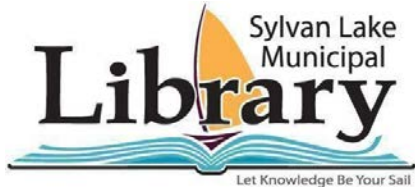
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| Job Hazard Analysis | | | |
| Task | Safe Work Practice | Safe Job Procedure | PPE |



Health and Safety Program

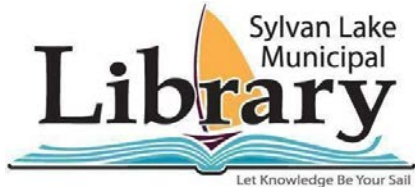
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| <p>Portable Ladder</p> | <p>Review the manufacturer's instructions (labels attached to the ladder) before using.</p> | <ol style="list-style-type: none"> 1. Employees review the requirements of the OH&S Code, Part 8, Entrances, Walkways, Stairways and Ladders. 2. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. 3. Remove from service any portable ladder that becomes damaged or does not meet the relevant CSA or ANSI standard from the OH&S Code, Part 8, Section 135, Manufactured portable ladder. 4. Ensure surface is level and firm when setting up a ladder. 5. Ensure ladder is set at the proper angle according to manufacturer's recommendations. 6. Ladders should not be climbed higher than the third step from the top. 7. Three points of contact should always be maintained when climbing up or down; always face the ladder. 8. Ladders should not be erected on boxes, platforms, tables, etc. | |
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Job Hazard Analysis



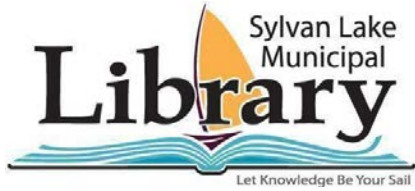
Health and Safety Program

| Task | Safe Work Practice | Safe Job Procedure | PPE |
|-----------------------|--|--|--|
| Shelving Items | <p>Ensure use of dollies, shelving carts or other lifting equipment when required.</p> <p>Employees encouraged to push dollies and shelving carts instead of pulling them.</p> <p>Follow Alberta Health Services quarantining guidelines.</p> <p>Follow Alberta Health Services disinfecting guidelines.</p> | <ol style="list-style-type: none"> 1. Employees review the requirements of the OH&S Code, Part 14, Lifting and Handling Loads. 2. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. 3. Remove from service any dollies, shelving carts, step stools or portable ladder that becomes damaged or does not meet the relevant CSA or ANSI standard from the OH&S Code, Part 8, Section 135, Manufactured portable ladder. 4. Follow Alberta Health Services quarantining guidelines for returned items. 5. Follow Alberta Health Services disinfecting guidelines for returned items. 6. Library materials will be shelved in the proper collection area, i.e., junior fiction, DVD, according to the Dewey Decimal Classification for non-fiction items or alphabetically for fiction materials. | Face shields or safety glasses, dust masks and gloves as required. |
| Tape Gun Packing Tape | Employees to keep hands and fingers clear of the cutting edge when cutting tape. | <ol style="list-style-type: none"> 1. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. 2. Tape gun to be used flat against the surface and moving in a straight line. 3. Motion the tool away from the body. | |



Health and Safety Program

| Job Hazard Analysis | | | |
|------------------------------|--|--|------------|
| Task | Safe Work Practice | Safe Job Procedure | PPE |
| Walking Inside | <p>Employees to wear appropriate footwear.</p> <p>Employees to limit the number of items they carry when walking inside.</p> | <ol style="list-style-type: none"> 1. Employees take turns completing the checklist for opening, closing and hourly checks in the building. 2. Employees to maintain good housekeeping. 3. Employees to look ahead while walking to ensure path is clear. When possible walk around tripping hazards. | |
| Walking Inside Collisions | <p>Employees to wear appropriate footwear.</p> <p>Employees to limit the number of items they carry when walking inside.</p> | <ol style="list-style-type: none"> 1. Employees to look ahead while walking and practice attentiveness. 2. Ensure a clutter free space for the safety of all employees and the public. | |

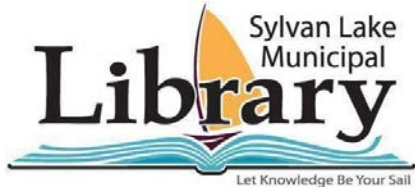


Health and Safety Program

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| Walking Outside | <p>Employees to wear appropriate footwear.</p> <p>Employees to limit the number of items they carry when walking outside.</p> | <ol style="list-style-type: none"> 1. Employees to report any maintenance issues to the Library Director immediately. 2. The Library Director in turn reports to the Town of Sylvan Lake as it is a town owned building. 3. The Town of Sylvan Lake is responsible to clear snow and manage ice around the building. 4. Employees to inspect equipment or tool prior to use to ensure it is in good working condition. 5. Employees to review SDS prior to use of ice melt. 6. Employees to shovel snow and use ice melt, as necessary. 7. Employees to dress appropriately for the weather conditions. | Face shield or safety glasses and gloves as required. |
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Job Hazard Analysis

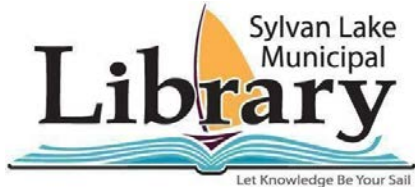
| Task | Safe Work Practice | Safe Job Procedure | PPE |
|------------------------------|---|--|-----|
| Weather Extreme Temperatures | <p>Employees to dress appropriately for the weather conditions.</p> <p>Employees to plan ahead for changes in weather conditions throughout the day.</p> <p>Employees to be flexible in the event the weather does not permit planned events or programs to go ahead.</p> | <ol style="list-style-type: none"> 1. Employees to ensure the heating and cooling system within the building is checked regularly. 2. Employees to report any maintenance issues to the Library Director immediately. 3. The Library Director in turn reports to the Town of Sylvan Lake as it is a town owned building. 4. In the event a planned event or program is cancelled, employees need to ensure registered participants are notified. | |



Health and Safety Program

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| <p>Working Alone</p> | <p>Employees to ensure the library doors are locked behind them immediately after entering the building.</p> <p>Employees are to ensure the library doors are locked at all times during closed hours.</p> <p>Employees are not to undertake any tasks that involve heavy lifting, moving or any other task that may constitute a risk to their health and safety.</p> | <ol style="list-style-type: none"> 1. Employees review the requirements of the OH&S Code, Part 28, Working Alone. 2. Employees to follow the Working Alone Policy. 3. Employees to ensure they utilize the check in system as directed by the Library Director in the rare event that they are working alone. 4. Employees to ensure they have access to an effective communication system consisting of radio communication, landline or cellular telephone or some other means of electronic device. 5. Employees parking a vehicle should ensure close proximity to the library under a well-lit area. 6. It is imperative that whenever possible employees are to leave the building together. | |
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| Job Hazard Analysis | | | |
| Task | Safe Work Practice | Safe Job Procedure | PPE |



Health and Safety Program

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| <p>Workplace Violence Harassment</p> | <p>Employees to use applicable training to diffuse interactions as quickly as possible.</p> <p>Employees to call other employees for help if necessary and report all incidents to the Library Director immediately.</p> | <ol style="list-style-type: none"> 1. Employees review the requirements of the OH&S Code, Part 27, Violence and Harassment. 2. Employees to follow the Workplace Violence, Harassment and Other Unacceptable Behaviour Policy. 3. In the event a member of the public or another employee becomes agitated, stay calm and diffuse the interaction as quickly as possible. 4. In the event that a member of the public or another employee becomes a danger to themselves or others, phone 911. 5. Keep all other members of the public and other employees clear of the area in which the dangerous person is occupying. | |
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Working Alone Policy

Sylvan Lake Municipal Library is required by the Alberta Occupational Health and Safety Code to ensure that employees required to work alone, can do so safely under the Alberta Occupational Health and Safety Code, Part 28, Working Alone.

Every attempt will be made to schedule staff in such a way as to avoid working alone, while the library is open to the public. This is to include lunch and dinner breaks. If it is not possible to have two staff members present or a staff member and an adult volunteer, then the library must be closed to the public.

Prior to and after library open hours, all exterior doors must be locked. Staff working prior to or after open hours may be in the building alone, but should not undertake tasks that involve heavy lifting, moving of furnishings, or any other such task that may constitute a risk to their health and/or safety.

Any worker working alone must have access to an effective communication system consisting of:

- radio communication,
- landline or cellular telephone communication, or
- some other effective means of electronic communication

that includes regular contact by the employer or designate at intervals appropriate to the nature of the hazard associated with the worker's work.

The Director will ensure all employees and/or volunteers are competently trained in the "Opening / Closing Duties for the Sylvan Lake Municipal Library", located in ***M:_Training Manual in progress\Staff Procedures***; in addition employees and/or volunteers will be trained in the procedure of completing hourly walk-through checklists while on shift.

When the library closes after dark, staff should make every effort to leave the building together.

A volunteer is never to be working alone in the building; a staff member must always be present.

Workplace Violence, Harassment and Other Unacceptable Behaviour Policy

The Sylvan Lake Municipal Library is committed to an abuse-free work environment, characterized by respect and tolerance. Acts of violence or harassment committed by, or against, any individual(s) affiliated with this organization are considered as unacceptable conduct within the context of the Alberta Occupational Health and Safety Code, Part 27, Violence and Harassment and the Canadian Human Rights Act. Any individual(s) engaging in workplace violence, sexual harassment or other forms of harassment will be subject to disciplinary action, up to and including termination of employment.

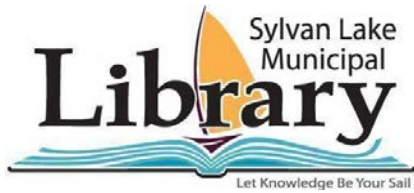
Inappropriate behaviour includes, but is not limited to:

- threatening behaviour, such as shaking fists, destroying property, or throwing objects
- verbal or written threats, including any expression of intent to inflict harm
- discrimination against a library patron or another employee or prospective employee because of that person's race, colour, place of origin, ancestry, gender, sexual orientation, age, marital status, religious beliefs, physical disability, or any other categories covered by the Alberta Human Rights Act
- harassment or any behaviour that demeans, embarrasses, humiliates, alarms or verbally abuses a person and that is known, or would be generally expected, to be unwelcome; this includes, words, gestures, intimidation, bullying, or other inappropriate activities, including electronic communications generally disseminated
 - verbal abuse such as swearing, insults, and slurs
- physical attacks

Procedures for Handling Complaints

If an employee or volunteer believes they are being harassed, the employee or volunteer shall:

1. Tell the individual their behaviour is unwelcomed and ask them to stop.
2. Keep a record of incidents (dates, times, location, possible witnesses, what happened and the employee's own response). The employee or volunteer does not have to have a record of events in order to file a complaint, but such a record can strengthen their case and assist them in remembering details over time.
3. File a written complaint if, after asking the harasser to stop, the harassment continues. The employee should report the problem to the Director as soon as possible and without fear of reprisal.



Health and Safety Program

4. The Director will promptly and thoroughly investigate the complaint and will inform the Town of Sylvan Lake Library Board.
5. If the complainant is not satisfied with the action taken by the Director, the individual experiencing the alleged harassment may file a written complaint with the Town of Sylvan Lake Library Board. The Town of Sylvan Lake Library Board will thoroughly investigate the complaint and take appropriate action.
6. If the complainant is not satisfied with the action taken by the Town of Sylvan Lake Library Board, they may appeal directly to the Alberta Human Rights Commission.

*Excerpt from the Sylvan Lake Municipal Library Personnel Policy.

*For further clarification please refer to the Sylvan Lake Municipal Library Personnel Policy in its entirety.

Safety Training Policy

Purpose

The purpose of this policy is to ensure that all employees receive adequate safety training. In keeping with this, the Sylvan Lake Municipal Library will provide and ensure that all employees participate in the following safety training:

- Orientation for all newly hired employees
- Review of Health and Safety Program
- Overview of WHMIS including all pertinent SDS (Safety Data Sheet)
- Job specific training as required
- Refresher and update training
- Ongoing formal and informal safety meetings

All new employees are required to have a valid First Aid Certificate. Upon being hired, the orientation will cover a variety of topics, one of which being the Health and Safety Program. In addition to this document, the employee must be conversant with all applicable Alberta OH&S Legislation as it pertains to their employment.

Upon completion of the orientation, an employee of the Sylvan Lake Municipal Library understands and agrees to sign the Memorandum of Understanding with regards to the Safety Data Sheet Review. The Memorandum of Understanding is located in the back of the Health and Safety Program Binder in the Blank Forms section and in the Safety Data Sheet Binder. The Safety Meeting Form is located in the back of the Health and Safety Program Binder.

Discipline Procedure

Disciplinary action will be undertaken by the Director or the Town of Sylvan Lake Library Board whenever an employee's actions or behaviour requires correction. Discipline may take the form of a verbal or written warning for minor to moderate behaviour issues but may result in suspension or dismissal for serious repeat negative behaviours.

Employees may be terminated for substandard work without notice during their probation period. After the probation period, if work does not improve, employees will receive oral and written counseling to improve the substandard work before dismissal. Serious offences, such as theft, fraud, violence or threats of violence, harassment, or use of recreational drugs or alcohol while at work, may result in immediate dismissal without counseling. Employees who are terminated may file a grievance with the Library Board within five (5) days of termination. A grievance appeal must be made in writing.

Levels of Discipline Procedures

***Proof of notification:** A copy of the written warning or related documents should, whenever possible, be delivered in person or otherwise forwarded by double registered mail to the employee.

Level One: Verbal Warning

For minor offences, employees will receive a verbal warning and will be counseled on how to correct the negative behaviour. Verbal warnings will form part of the employee's personnel record but should not be used in a punitive manner.

Level Two: Written Warning*

In the event of a second offence, or for a serious first offence which is not determined to warrant suspension or discharge, an employee will be given a written warning and be advised that another offence will most likely result in suspension or discharge.

The written warning is most often used in circumstances where the employee has failed to regard an earlier verbal warning. The written reprimand will contain full disclosure of the reasons, grounds for action, and or penalty. Where a first offence is sufficiently serious an immediate written warning will be given.

Level Three: Suspension*

In the event of a third offence, or for a first offence which is deemed very serious but which does not warrant immediate termination, the employee will normally be given up to

five (5) days' suspension without pay, and will be warned that another offence may result in termination.

The decision to suspend without pay requires authorization by the Director and the Chair of the Library Board. The written notice of suspension must contain the reasons for discipline and the case history of the situation.

A detailed report on the suspension prepared by the Director will be placed in the employee's personnel file.

Level Four: Termination*

The Library Board will be notified should a Level Four discipline be undertaken by the Director and Chair of the Library Board.

Reasons for immediate dismissal include but are not limited to:

- A lack of response by an employee to corrective forms of discipline;
- An initial offence of a significantly serious nature; and
- A "culminating incident", which in itself would not normally result in dismissal, but in consideration of documented problems with the employee justifies dismissal;
- Any act that is illegal that is committed on the job.

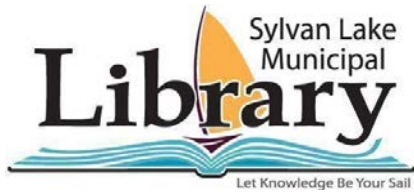
If it becomes necessary to discharge an employee, they will be given a termination letter indicating the reason for the discharge. The termination letter must make reference to the failure of previous corrective disciplinary action. The letter will specify when the termination is to become effective.

Burden of Proof

In cases requiring escalating disciplinary actions, the burden of proof of cause will rest with the employer. In a subsequent grievance proceeding or arbitration hearing, evidence will be limited to the grounds documented in the employee's personnel file. In imposing any discipline on a current charge, the Director should not base the decision upon any prior unrecorded infraction of Library rules or regulations.

Other Penalties

Under appropriate circumstances, other penalties, such as disciplinary demotion, may be imposed. The circumstance will dictate the penalty.



*Excerpt retyped from the Sylvan Lake Municipal Library Personnel Policy. *For further clarification please refer to the Sylvan Lake Municipal Library Personnel Policy in its entirety.

Incident and Investigation

Safety and Security

The Town of Sylvan Lake Library Board wishes to promote a safe work environment for Library employees.

All injuries to employees will be reported to and documented by the immediate supervisor within forty-eight (48) hours of the injury. A copy of the report will be written up on the appropriate injury form with a copy to the Director. Employees on Workers Compensation will be paid directly by the Workers Compensation Board (WCB) and be temporarily taken off the payroll system. The Incident Report Form is located in the back of the Health and Safety Program Binder.

All employees will report unsafe working conditions to their supervisor without fear of reprisal. Unsafe working conditions will be given immediate attention. All employees are required to alert the Director regarding any security concerns. Employees working in the building during off hours are responsible for maintaining the security of the building during their stay and for leaving the building secure.

Accident Reporting

All employees and volunteers of the Sylvan Lake Municipal Library must be covered by the library under the Workers Compensation Act of Alberta. All employees are expected to conform to WCB Regulations regarding accident reporting.

When an employee does suffer an injury of any kind, they will seek first aid assistance or medical treatment if necessary. The employee shall then immediately report it to the Library Director (where applicable) who will, complete the necessary Workers Compensation report and file it according to the requirements. The Director of the Sylvan Lake Municipal Library should be notified of all WCB reports.

It is the Director's responsibility to see that the employer and employee or volunteer WCB Accident Reports are submitted to the WCB within seventy-two (72) hours of the time that the accident is reported to the employer to ensure prompt action from the WCB. All further WCB communications reported will be managed by the Director as assigned.

The Director is responsible for informing the Town insurance office of any injury occurring in or around the library.

*Excerpt retyped from the Sylvan Lake Municipal Library Personnel Policy. *For further clarification please refer to the Sylvan Lake Municipal Library Personnel Policy in its entirety.

First Aid Plan

The number one goal at the Sylvan Lake Municipal Library is to keep employees and volunteers safe and healthy. The Library environment is considered a Low Hazard work area. Some employees sit for long periods of time and this could cause musculoskeletal injuries. Other typical hazards include but are not limited to lifting heavy items, loading, and unloading bins or carts, pushing shelving carts and placing items on shelves.

The Sylvan Lake Municipal Library is located two blocks from the Advanced Ambulatory Care Centre in Sylvan Lake and twenty-five (25) minutes from the Red Deer Regional Hospital in Red Deer. If a minor injury occurs such as a sprain, strain or cut, a fellow employee who is qualified to act as a First Aider, will assist with the injury and perform first aid; the employee can follow up with a family doctor as necessary. In the event a severe injury occurs 911 will be contacted and may need to transport the person to the Advanced Ambulatory Care Centre or the Red Deer Regional Hospital.

The primary first aid kit is located on the wall next to the employee washroom. A secondary first aid kit is located in the program room in the cupboards above the sink. A travel first aid kit will be provided to any employee completing work in a location other than the library property. If any items are used from a first aid kit the item must be replaced as soon as possible. First aid kits will be checked on a regular basis to ensure they are fully stocked, and any expired items will be properly disposed of and replaced.

A full listing of qualified first aid certificate holders can be obtained from the Library Director or Assistant Director.

Emergency Preparedness

In a circumstance that warrants an emergency all employees are to follow any applicable training, written policies or procedures reviewed during orientation and verbal instructions given by the First in Command or Second in Command. The First in Command is the Library Director, followed by the Second in Command, the Assistant Director. When either or both is absent, the First in Command becomes the staff member with the most seniority on the current shift.

To be as prepared as possible in the event of an emergency the Library Director will have the following responsibilities:

- Establish and maintain liaison with local Town of Sylvan Lake employees responsible for building maintenance and repair.
- Establish and maintain liaison with local fire, police, and medical assistance organizations.
- Ensure employees are fully aware of safety issues.
- Ensure regular review of emergency procedures.
- Direct activities in the event that an emergency situation occurs including assessing the situation and potential hazards, order evacuations, medical care or other actions as deemed appropriate.

Emergency Lockdown Information

If a lockdown order must be enacted, please be aware of the following:

- Safe Places (inside) – During an emergency lockdown ensure occupants are directed to an approved safe place; these include the transit and secure storage room area with the door closed and secured from the inside, the program room storage area with the door closed and secured from the inside and if necessary any washroom with the stall or door locked (ensure feet are lifted up and not visible).
- Keys – If you are in possession of keys for the Sylvan Lake Municipal Library you must have them on your person at all times. In the event keys are loaned out ensure areas are ready for a possible lockdown order.
- Special Events – During a special event, regular lockdown procedures are to be followed.

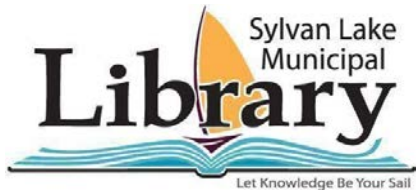
Steps to Follow in an Emergency Lockdown

1. The First in Command is to call 911 on a cordless phone and take direction from police.
2. The Second in Command is to announce to the public occupants that there is an emergency lockdown occurring; occupants must follow all staff members' instructions.
3. The Second in Command will instruct employees to perform a sweep of the library in areas closest to them and gather with occupants in a safe place (inside) as noted above.
4. The First in Command will close and lock all doors and windows. Pull down window coverings where possible.
5. All employees are to direct occupants to sit quietly in the smallest group possible.
6. All employees are to keep doors and windows locked until police open the door or a police officer has provided adequate identification.
7. At the conclusion of the emergency lockdown, all employees are to complete an incident report.

If a Safe Place (inside) is Unavailable

The Sylvan Lake Municipal Library has a Primary Muster Point located east of the library in the Dairy Queen parking lot on the east fence. The Secondary Muster Point is located north of the library on the southeast wall of the Memorial Presbyterian Church. A situation may arise that a safe place (inside) is not available, in this circumstance be advised:

1. If exiting is an option, without placing yourself or anyone else in further danger, run from the building to the Primary Muster Point, Secondary Muster Point, or any other safe place. Move quickly and quietly.
2. Do not pull the fire alarm, if it is heard ignore it.
3. Emergency Personnel will make notification when the building is cleared for occupancy. No one will be allowed to re-enter the building for any reason until advised by Emergency Personnel.



Fire Drill Procedure

***Primary Muster Point** – East of the Library in the Dairy Queen Parking Lot on the East Fence*

***Secondary Muster Point** – North of the Library on the Southeast Wall of the Memorial Presbyterian Church*

Who's in Charge

The First in Command is the Library Director, followed by the Second in Command, the Assistant Director. When either or both is absent, the First in Command becomes the staff member with the most seniority on the current shift.

First in Command

- Call 911 immediately after the alarm has sounded. Inform the 911 operator (if possible) the location, type and extent of the fire including any knowledge of occupants in imminent danger.
- Announce to occupants that there is an emergency evacuation and advise them to leave swiftly without belongings through the closest exit; instruct occupants to gather at the Primary Muster Point.
- Check the east section of the library including the program room, storage room, bathrooms and children's area to ensure all occupants are evacuated. Close all doors behind you.
- Proceed to Primary Muster Point. Gather the staff calendar and program room sign in sheet to ensure all occupants including patrons, staff and volunteers are accounted for. Obtain verbal information on the condition of evacuated areas.
- Wait for Emergency Personnel to arrive. Identify yourself and provide any information they require. Ensure staff members are available for any additional information requested.
- Emergency Personnel will make notification when the building is cleared for occupancy. No one will be allowed to re-enter the building for any reason until advised by Emergency Personnel.
- Complete an Incident Report.

Second in Command

- Get the staff calendar and computer sign in list (hanging on the staff room bulletin board and at front desk).

- Announce to occupants that there is an emergency evacuation and advise them to leave swiftly without belongings through the closest exit; instruct occupants to gather at the Primary Muster Point.
- Check the west section of the library including the staff room, the fireplace room, computer area and stacks to ensure all occupants are evacuated. If safe to do so, continue to sweep the library moving eastward towards the northeast exit. Close all doors behind you.
- Proceed to Primary Muster Point. Report relevant information to the First in Command.
- Complete an Incident Report.

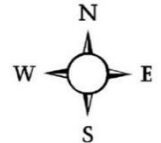
Children's Program Coordinator (if programs are in session)

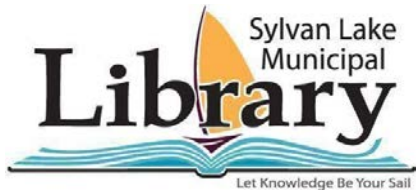
- Get the program attendance list (on the table at the west entrance to the room).
- Announce to occupants that there is an emergency evacuation and advise them to leave swiftly without belongings through the closest exit; instruct occupants to gather at the Primary Muster Point.
- Ensure you accompany all children. Close all doors behind you.
- Proceed to Primary Muster Point. Report relevant information to the First in Command.
- Complete an Incident Report.

Points to Remember

- Do not panic; respond in a sensible, orderly manner. The first obligation remains to assist in the evacuation. All occupants must participate in the evacuation by walking, not running.
- No one is allowed to re-enter the building for any reason until advised to do so by Emergency Personnel.
- Staff should be aware of persons with disabilities in the library and assist them, if necessary.
- In the event the Primary Muster Point is compromised the Secondary Muster Point is to be utilized.

Emergency Evacuation Plan



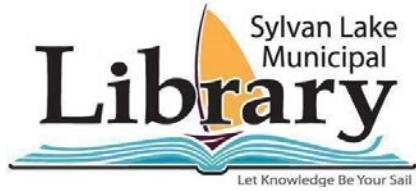


Health and Safety Program

Blank Forms

Blank Forms included in this section are as follows:

- Hazard Assessment Form
- Memorandum of Understanding
- Safety Meeting Form
- Incident Report Form



Hazzard Assessment: Library Building and Grounds

Date: _____ Time: _____

Weather Conditions: _____
 Temperature / Wind: _____
 Visual Sky Condition / Ground Condition: _____

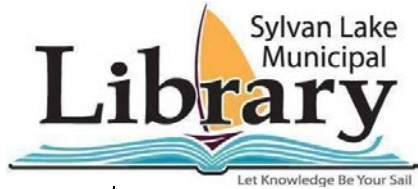
Assessment Team: _____

Note: Each individual staff member remains responsible for completing a visual Hazard Assessment prior to starting any task. Ensure you stop, think and assess each task.

| | | | | |
|-----------------|----------------------------------|----------------------------|-----------------------------------|------------------|
| Priority | Severity of Hazard | 1 - Imminent Danger | 2 - Serious | 3 - Minor |
| | | 4 - Okay (OK) | 5 - Not Applicable (N/A) | |
| | Probability of Occurrence | Likely / Unlikely | | |

| Item # | Inspected Items | Severity of Hazard | | | | | Probability of Occurrence | | Notes |
|--------|---|--------------------|---|---|---|---|---------------------------|--|-------|
| 1 | Annex (storage space) | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | | |
| 2 | Bug infestation | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | | |
| 3 | Carpet / area rugs / entry rugs / boot trays | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | | |
| 4 | Coffee / boiling water burns | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | | |
| 5 | Driving | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | | |
| 6 | Electrical cords / condition / tripping | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | | |
| 7 | Electrical hand tools / condition | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | | |
| 8 | Ergonomics / chairs / desks / monitors at proper height | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | | |

| | | | | | | | | |
|-----------|--|---|---|---|---|---|-------------------|--|
| 9 | Fire Extinguishers checked (annually certified) | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 10 | Fire in the building | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 11 | First Aid Kits | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 12 | Furniture / condition (public furniture) | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 13 | Furniture tipping over / unstable | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 14 | Hand tools / condition / dollies / shelving carts / wagons | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 15 | Housekeeping / clutter / falling / slipping / tripping | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 16 | Lifting heavy boxes / other materials / furniture | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 17 | Lights and lighting | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 18 | Litter control | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 19 | Office equipment / condition / copier / register / shred | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 20 | Office furniture / condition / chairs / desks / monitors | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 21 | PPE when required (Personal Protective Equipment) | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 22 | Portable ladders/ 3 step stool / library stool / condition | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 23 | Proper storage of liquids (labelled as per WHMIS) | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 24 | Repetitive tasks | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 25 | Shelving books / book drop | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 26 | Standing for long periods of time / movement breaks | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 27 | Suspended signage | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |



Health and Safety Program

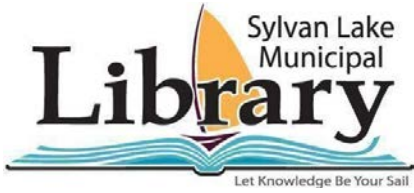
| | | | | | | | | |
|-----------|---|---|---|---|---|---|-------------------|--|
| 28 | Utility failure / leak (electrical / gas / heating / water) | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |
| 29 | Working alone | 1 | 2 | 3 | 4 | 5 | Likely / Unlikely | |

Strategies for Controlling Hazards: Elimination / Substitution / Administrative Controls / Engineering Controls / PPE

| Item # | Description / Strategies for Controlling Hazard | Date | Follow Up Completed By | Initial |
|--------|---|------|------------------------|---------|
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Library Director / Assistant Director Signature:

Date:



Safety Data Sheet (SDS) Review

Memorandum of Understanding

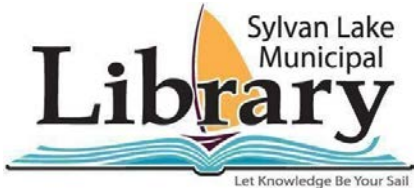
As part of a comprehensive safety program, the Sylvan Lake Municipal Library informs and updates personnel on an ongoing basis. Part of the safety program is to ensure personnel understand WHMIS, what Safety Data Sheets are and how to use them, as well as the reasoning behind requiring such information.

By signing this Memorandum of Understanding, I confirm that I have read and understood the contents of the Safety Data Sheet binder that is located at the Sylvan Lake Municipal Library. It remains my sole responsibility to refer to the Safety Data Sheets whenever a circumstance arises in which I use a new product that is unfamiliar to me, a new product is purchased for use during my work duties, or in the event of an emergency whereby I will ensure the correct Safety Data Sheet is passed on to any Emergency Personnel as required.

(Print Name / Sign Name)

(Position)

(Date)



Safety Meeting

| | |
|----------------------------|--------------|
| Facility / Project: | |
| Date: | Time: |

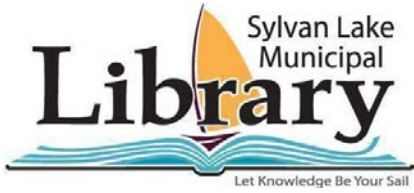
| |
|--|
| Type of Meeting |
| <input type="checkbox"/> Informal <input type="checkbox"/> Formal <input type="checkbox"/> Training / Orientation <input type="checkbox"/> Special <input type="checkbox"/> Other: _____ |

| |
|---|
| Items Covered |
| <input type="checkbox"/> General / Organizational <input type="checkbox"/> Review of Last Meeting <input type="checkbox"/> Conduct <input type="checkbox"/> Practice / Procedure Review <input type="checkbox"/> Incident / Investigation Review <input type="checkbox"/> Other: _____ |

| |
|---|
| Practice / Procedure Review |
| Practices Reviewed: _____ _____ _____ Procedures Reviewed: _____ _____ _____ |

| |
|--|
| Incident / Investigation Review |
| Date of Incident: _____ Review Notes: _____ _____ _____ _____ |

| |
|----------------------------------|
| General Notes: |
| _____ _____ _____ _____ |

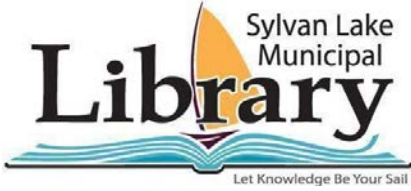


Health and Safety Program

| Attendees | Name | Position | Signature | Date |
|-----------|------|----------|-----------|------|
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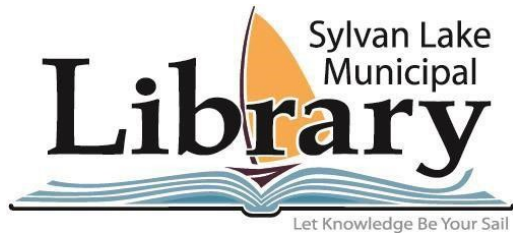
| | |
|---------------------------------------|--------------|
| Meeting Facilitator Signature: | |
| Comments: _____ _____ | |
| Date: | Time: |

| | |
|---|--------------|
| Library Director / Assistant Director Signature: | |
| Comments: _____ _____ | |
| Date: | Time: |



Sylvan Lake Municipal Library: Incident Report

| | | | | | |
|---|--|------------------------------|-----------------------------|------------------------------|-----------------------------|
| Date of Incident: | | Time of Incident: | | Location: | |
| Who was involved? Patron | | Employee | | Volunteer | |
| Nature of Abuse: (circle all that apply) <ul style="list-style-type: none"><input type="radio"/> Bodily Harm (slapping, kicking, punching or biting)<input type="radio"/> Emotional Harm (threatening, humiliating, harassing)<input type="radio"/> Forcing unwanted sexual attention<input type="radio"/> Unacceptable Behaviour<input type="radio"/> Other | | | | | |
| Physical Injury Information: | | | | | |
| None | | Minor - No Treatment | | Treatment required | |
| Loss/Damage to personal property | | | No | Yes If yes, what: | |
| Description of Incident: <i>(Continue on back, if necessary)</i> | | | | | |
| First Time Incident | | or | | Recurring Incident | |
| Witness(es): | | | | | |
| Print Name: | | Signature: | | Print Name: | |
| Signature: | | Print Name: | | Signature: | |
| Contact Info: | | | Contact Info: | | |
| Person Reporting: | | | | | |
| Print Name: | | | Signature: | | |
| Contact Info: | | | | | |
| Investigation by Director: | | | Date: _____ | | |
| Follow-up Information: | | | | | |
| Discussion with staff | | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Police Involvement | |
| | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Resolution: | | | | | |
| Director Signature: | | | Date: | | |



Tuition Fees Reimbursement

Eligibility

All permanent employees who have successfully completed their probationary period with the Sylvan Lake Municipal Library shall be eligible to participate in the staff development tuition reimbursement program.

Purpose

To provide staff members with opportunities for career development by providing financial assistance to employees who are enrolled in a post-secondary program of study leading to a college diploma, university degree or professional certificate. Coursework must support the current role of the employee with the Sylvan Lake Municipal Library.

A. Provisions

To access tuition reimbursement, a staff member must have notified the Director or the Assistant Director, in writing, the course they wish to enroll in and how it pertains to their current position. Courses should be taken on the staff member's own time outside of normal working hours. To qualify for reimbursement, the employee must achieve a final grade of 80% or higher.

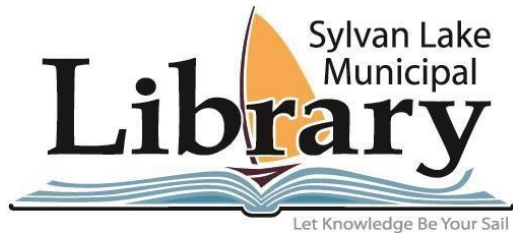
B. Tuition Reimbursement

The Sylvan Lake Municipal Library shall reimburse the employee **up to 40%** of the cost of tuition based on availability of budgeted funds. If more than one employee is requesting reimbursement and funds are restricted, seniority will be taken into consideration. The staff member is required to maintain employment with the Sylvan Lake Municipal Library for a minimum of 24 months following the completion of final coursework.

Where the employee voluntarily resigns from the Sylvan Lake Municipal Library, the employee agrees to reimburse the library for Tuition Fees paid by the library within 24 months of the course completion date.

Repayment is prorated:

75% if the employee leaves before 12 months less a day.

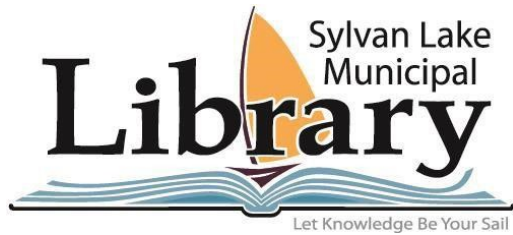


Tuition Fees Reimbursement

50% if the employee leaves from 12-18 months less a day.

25% if the employee leaves 18-24 months less a day.

0% if the employee leaves after 24 months.



Tuition Fees Reimbursement Tuition Reimbursement Contract

{To be completed by the employee requesting tuition reimbursement}

Date: _____

Employee Name: _____

Signature: _____

Professional Institute, College, or University:

Name of Course: _____

How does this course enhance or support to your position with the Sylvan Lake Municipal Library?

Start Date of Course: _____

End Date of Course: _____

Total Cost of Course: _____

Approved by: _____ Position: _____

Date: _____