



Didsbury Municipal Library Policy Manual
Reviewed and Revised 2017
Approved December 19, 2017

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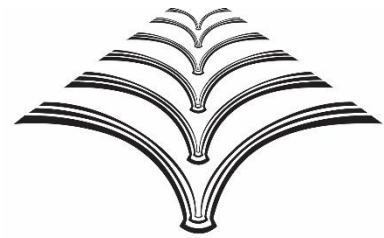
Didsbury Municipal Library

FRAMEWORK POLICIES

Belief Statements

We believe that our library should:

- Provide services free of charge
- Develop a collection that reflects our diverse society
- Be considered an essential service in our community
- Strive for excellence
- Be a place for discussion and dialogue
- Provide a comfortable and welcoming environment
- Stimulate creativity
- Support lifelong learning
- Be an internet portal for the community



Didsbury Municipal
Library

Vision Statement:

The Didsbury Municipal Library is a community hub that makes the world of information, imagination, and ideas freely accessible to all.

Mission Statement:

With creativity and innovation, we will strive toward our vision by:

- Being sensitive to the needs of our community
- Providing a balanced collection
- Providing excellent customer service
- Providing a welcoming environment that encourages greater use of the library
- Endorsing the Canadian Library Association statement on intellectual freedom
- Making current information technology available to our customers
- Sharing resources
- Developing partnerships that enhance our services

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: LIBRARY BOARD

POLICY #: GOV-1

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

APPROVED: June, 2005

SIGNATURE: _____

DATE AMENDED: December 2016

DATE FOR REVIEW: Annually

Statement of Intent:

The Didsbury Municipal Library Board is the corporate body empowered by law to operate the Didsbury Municipal Library in accordance with *The Alberta Libraries Act and Libraries Regulation*. It is an autonomous, decision-making board created under Town of Didsbury By-Law No. 05-15 and has full management and control of the Library. The following policies comply with the *Act* and guide the Board in its operation.

1. The Didsbury Municipal Library Board, hereafter called the Board, will consist of between five and ten voting members appointed by the Didsbury Town Council. One of these voting members will also be a Town Councilor and one a County representative.
2. All prospective Board members will complete a police information check in accordance with policy number PER – 3.
3. A term of office for a Board member, other than the annually appointed Town and County representatives, is three years. Ideally, the terms will be staggered so that one or two terms expire each year. No member of the Board may serve more than three consecutive three-year terms, subject to the *Act*.
4. Within five working days of a vacancy becoming available on the Board, the Chairperson will report it to Town Council. The Board will then assume responsibility for filling the vacancy and will present Town Council with a recommended replacement for approval.
5. An annual organizational meeting will be held in February and, at that time, the Board will elect a Chairperson, Vice-Chairperson, Secretary, and Treasurer and will appoint committee members as required. The term of office for board executive positions is one year and two years for committee members. For these job descriptions, see **Schedules A and B**.
6. The Annual General Meeting of the Board will take place in February or March, and will serve to present annual reports and recognize volunteers. Town Council and the general public will be invited to attend this meeting.
7. A trustee who is absent without notification, from two consecutive regular meetings will be contacted by the Board Chairperson. A trustee who is absent from three consecutive meetings is deemed to have resigned, as per The Libraries Act.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: TRUSTEE'S ROLE

POLICY #: GOV-2

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

APPROVED: June, 2005

SIGNATURE: _____

DATE AMENDED: December 2016

DATE FOR REVIEW: Annually

Statement of Intent:

The role of the trustee is to protect and advance the interests of the broader community by effectively governing the operations and promoting the development of the Didsbury Municipal Library

Qualifications:

- a clean police information check
- a serious commitment to the provision of library services within this community
- the ability to attend board meetings and be an active member of the board
- a willingness to become familiar with library law, standards, principles and practices
- the desire to ensure that the library provides broad and equitable access to the knowledge, information, and diversity of ideas needed by community residents
- a commitment to freedom of expression and inquiry for all people

Principal Activities:

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

DIDSBURY MUNICIPAL LIBRARY

POLICY: TRUSTEE ORIENTATION & CONTINUING EDUCATION POLICY #: GOV-3

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

APPROVED: June, 2005

SIGNATURE: _____

DATE AMENDED: December 2016

DATE FOR REVIEW: Annually

Statement of Intent:

The library trustee's job is complex and demanding. The Board recognizes the importance of assisting trustees to understand and fulfill their role to the best of their ability.

1. The Board Chairperson will provide each new trustee with access to the following:

- The Libraries Act and Regulations
- The Library policy manual
- The Library plan of service
- Annual report for the previous year
- Staff names and positions
- Contact information for the Library Manager
- List of trustee names and contact information
- Minutes of past three Board meetings
- Planning calendar
- Budget for the current year
- Library trustees associations reference material
- List of web links and acronyms

2. The Board Chairperson and Library Manager will meet with a new trustee before the first Board meeting after the appointment takes effect. This meeting will include a tour of the Library and will serve as an opportunity for the new trustee to meet Library staff and to become familiar with the philosophy and operating procedures of the Library.

3. Trustees are encouraged to participate in workshops, seminars, and conferences related to library issues.

4. The Board will reimburse trustees for approved expenses incurred in attending conferences, workshops, and meetings when the Board has authorized their attendance.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: BOARD MEETINGS

POLICY #: GOV-4

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

APPROVED: June, 2005 SIGNATURE: _____

DATE AMENDED: November, 2006; November 10, 2008; December, 2016

DATE FOR REVIEW: Annually

Statement of Intent:

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

1. Regular meetings of the Board will be held each month except July and August.
2. The date, time, and place of meetings are to be determined by Board majority vote and are entered on the annual Library Board calendar.
3. A special meeting of the Board may be held at any time at the call of two members. Verbal or written notice of such meetings must be given to all Board members at least 24 hours in advance.
4. All meetings of the Board are open to the public.
5. Only legally appointed Library Board trustees may vote on Board matters.
6. A quorum of the Board will consist of 50% of the members, plus one.
7. Parliamentary procedure will govern Board meetings with the exception that no Secunder is required for motions to proceed to the vote.
8. The Chair votes only in the event of a tie.
9. Trustees wishing to have items included on the agenda should submit such items to the Chairperson or the Library Manager. The agenda, minutes of the previous meeting, reports, and any other relevant material will be e-mailed, or otherwise made available to trustees at least four working days prior to the meeting.
10. Any member who has a personal and/or pecuniary interest in any matter before the Board may not vote on that matter and will remove himself from any discussion of the matter.

11. An agenda for each regular Board meeting will be prepared by the Chairperson and the Library Manager. The agenda and minutes of all meetings shall include:

- Call to Order
- Opportunity to make changes to and to approve the agenda
- Approval of the Minutes of the previous meeting
- Financial Reports
- Staff report
- Committee Reports
- Correspondence
- Old and New Business

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: COMMITTEES

POLICY #: GOV-5

APPROVED: June, 2005

SIGNATURE: _____

DATE AMENDED: December 2016

DATE FOR REVIEW: Annually

Statement of Intent:

In order to carry out their work efficiently, the Board forms advisory committees to deal with executive functions and to research issues and make recommendations to the full Board. It is the intent of the Board to have these committees include community members when possible.

Standing Committees

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

Sub-Committees

- are authorized by and accountable to Board standing committees

Ad-hoc Committees

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

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: POLICY DEVELOPMENT AND MAINTENANCE POLICY #: GOV-7

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

APPROVED: June, 2005

SIGNATURE: _____

DATE AMENDED: November 10, 2008. December 2016 DATE FOR REVIEW: Annually

Statement of Intent:

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

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

Process for Policy Making:

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

Process for Policy Maintenance and Distribution:

Copies of the approved policy will be publicly available

DIDSBURY MUNICIPAL LIBRARY POLICY MANUAL

SCHEDULE A (re policy GOV-1)

BOARD EXECUTIVE OFFICERS

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

Chairperson:

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

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

Vice-Chairperson:

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

Treasurer:

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

- chairs the Finance Committee

- monitors bookkeeping
- is familiar with applicable legislation
- submits a financial status report to regular Board meetings
- with the help of the Library Manager, prepares the annual financial report and ensures that it is properly audited, and submitted as required
- with the Board Chairman, presents the budget to Town Council and other funders as required

Secretary:

The Secretary makes certain there are written records and permanent minutes of all Board proceedings, files these documents, and is the custodian of all Board files and records held at the Library. The Secretary:

- notifies trustees of meetings
- ensures that trustees receive agendas, minutes, reports, etc. at least four business days in advance of meetings
- handles Library correspondence as directed by the Board
- acts as Chairperson if both Chairperson and Vice-Chairperson are absent
- brings required materials (manual, minutes, reports) to meetings
- assists the Chairperson in preparing the agenda

SCHEDULE B (see Governance Policy GOV-5)

COMMITTEE STRUCTURE AND DUTIES

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

Finance Committee

Duties and responsibilities

- Monitors and recommends changes to policies that pertain to library spending, investing, and budgeting.
- Plans the annual budget with the Library Manager and submits it to the Board in September.
- Oversees and advises the Board in the use and investment of reserve funds.
- Recommends an auditor for annual audit of the Library's financial records.

Personnel Committee

Duties and responsibilities

- Reviews personnel policies annually and recommends changes.
- Writes the Library Manager job description and annual performance appraisal.
- Recruits, interviews candidates, and recommends that the Board select a person as Library Manager when required.
- When requested by the Library Manager, acts as a resource in dealing with personnel issues.
- Serves as part of the grievance process as needed.
- Makes recommendations regarding continuing education, courses, and conferences for trustees and the Library Manager.

Policy Committee

Duties and responsibilities

- With input from Board members, committees, and/or the Library Manager, formulates new bylaws and policies and brings them to the Board for approval.
- Ensures that all new or revised bylaws or policies are signed by the Board Chair and given to the Board Secretary for distribution and retention.
- Ensures that existing bylaws and policies are kept up to date by reviewing each of them annually.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: Protection of Privacy

POLICY #: ADMIN-1

DATE APPROVED: November 12, 2008

SIGNATURE: _____

DATE AMENDED: November 21, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

1. Borrower Records

- 1.1. Personal Information Banks will require only sufficient information to be able to identify and communicate with the borrower: name, mailing address, street address, email address (if applicable), phone number, borrower type, and status (expire date, suspension, etc.)
- 1.2. Demographic information such as age, and residency (urban or rural) may be recorded for the purpose of statistical information about library services.
- 1.3. Circulation data is maintained on the database only until the circulation status is resolved.
- 1.4. Holds are to be secure, displaying no information identifying the borrower.

2. Internet Use Records

- 2.1. Public sessions on the Internet are confidential.
- 2.2. Hardware and software are used simply to tally the number of public computer sessions.
- 2.3. In the event of hardware or software failure, signup sheets will not require that full names be recorded, and said sheets will be shredded once the tally of sessions has been recorded.

3. Personal Information of Staff and Trustees

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

4. Access to Records

- 4.1. Borrower information banks and circulation records shall only be accessed by the individual concerned or staff.
- 4.2. Only statistical data shall be retained and published in library documents.
- 4.3. Personal Information Banks or circulation data shall be made available to others only through due legal process: court order, subpoena, or warrant.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: Retention of Records

POLICY #: ADMIN-2

DATE APPROVED: November 10, 2008

SIGNATURE: _____

DATE AMENDED: November 17, 2012

DATE FOR REVIEW: Annually

Statement of Intent:

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

The records as set out are:

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

Permanent – the original records shall be preserved and never destroyed

Replaced - documents are replaced when superseded

Permanent records are held as:

Hardcopy – the original document is retained

ILS – information is retained only in Integrated Library System

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

		Register			7		De
		Stubs/duplicates			7		De
Contracts					P		H
Correspondence		General			7		De
		Historical			P		H
Deeds or Agreements for Library Space					P		H
Employee benefits		WCB claims			P		H
Employees and volunteers		Job applications (hired)			P		H
		Job applications (not hired)			1		De
		Job Descriptions			7		De
		Personnel files			P		H
		Appraisals - staff			P		H
		Resumes - unsolicited			1		De
		Resumes - solicited			1		De
		Termination			P		H
Expression of Concern Forms					1		De
Financial Statements					7		De
Grant applications		General			7		De
Income Tax		Deductions			7		De
		TD1 forms					Re
		T4 slips/summaries			7		De
Interlibrary loan/transit records.		Destroy as soon as possible with a maximum of 1 year retention.					
Inventory		Capital Assets (after superseded)			7		De
Invoices		Paid			7		De
Legislation		Only keep most current					Re
Local staff and volunteer contact lists		Only keep most current					Re
Media releases					P		H

Minutes		Library Board			P		H
Newspaper clippings					P		H
Organization		Structure and records			P		H
Overdue/fine notices.		Destroy as soon as possible with a maximum of 1 year retention.					De
Patron records held in ILS							
		Expired			2		ILS
		Expired with fees/fines attached			P		ILS
Payroll					7		De
		Garnishees			7		De
		Individual earnings records			7		De
		Journal			7		De
		Time sheets - Daily/Overtime			7		De
		Timesheets - WCB			7		De
		UIC records			7		De
Photos		General			P		H
Policy		After superseded			7		De
Project applications to prov.		STEP, YCW, etc.			7		De
Publications		Special reports or documents authored by library staff, friends or trustees with historical value			P		H
Purchase orders		Paid			7		De
Receipts		Books			7		De
Special event files		(non-historic)			7		De
Vendors		Correspondence			7		De
		Suppliers catalogues					Re
		Warranties			until expired		De

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: Financial Management General POLICY #: FIN - 1

DATE APPROVED: October 1, 2007 SIGNATURE: _____

DATE AMENDED: __June 8,2015, February 21, 2017 DATE of REVIEW: Annually

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

1. The Fiscal Year is January 1st to December 31st.
2. Fixed assets include books and magazines, shelving, furniture, computers and other electronic equipment.
3. Investing:
 - 3.1. When funds exceed immediate need, they will be invested in a flexible savings plan, , until needed for budgeted expenses.
 - 3.2. Interest on savings account(s) shall be included in general revenue.
4. Petty Cash: A float to a maximum of \$250.00 shall be available for petty cash. This will be used for library incidentals. The Library Director will reimburse the petty cash as needed.
5. Cash Register: a float of \$75.00 will be maintained in the cash register and stored in a secure place in the library when library is closed. Deposits from the cash register shall be made on a regular basis (at least once a week or whenever the monies exceed the float by \$100.00) to minimize the risks associated with cash on site.
6. Interlibrary Loan Postage: Procedures for the handling of cash for interlibrary loan postage and for submitting receipts for reimbursement shall be established in accordance with PRL policies.
7. Security of Financial Records: Records shall be kept at the library, filed by year, for 7 years. Accounting data will be backed up at least weekly and the most recent back up will be stored off site with the Library Director.
8. Signing officers: The Library Director, the Assistant Director, Board Chair, and Treasurer will be the signing officers. Two signatures are required on all cheques. One signature should be staff and one should be a trustee.
9. Use of Equipment: The library shall endeavor to recoup at least some of the costs of such equipment as the photocopier/printer,. Schedules of charges will be developed by staff, based on operating cost recovery and approved and/or amended by the Board.

10. Contracts: The Board may engage in contracts for services. Contractors will be insured, or be included in the Library's Workers Compensation insurable hours calculation.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: Financial Accountability POLICY #: FIN - 2

DATE APPROVED: October 1, 2007 SIGNATURE: _____

DATE AMENDED: __June 8,2015, February 21, 2017 DATE of REVIEW: Annually

1. Financial Statements:

1.1. Financial statements effective the last day of each month shall be prepared by the Library Director in time for presentation to the next regularly scheduled board meeting. These statements shall include Balance Sheet, Income Statement with comparison to budget, and supporting Bank Reconciliation(s).” The Treasurer, representing the Board, is responsible for working with the Director in the monitoring of receipts and disbursements in accordance with the budget.

1.2. The current financial statements shall be distributed prior to each Board meeting.

2. A financial review will be conducted annually before February 28th, as per the Libraries Act and the Letter of Understanding with the Town of Didsbury.
3. A copy of the Financial Review will be filed with the Town of Didsbury, Parkland Regional Library, and the Public Library Services Branch of the Alberta Government.
4. The municipality, provincial government or Library Board may also conduct an internal audit at any time to ensure that public funds have been handled responsibly and legally.
5. From time to time the Finance Committee and/or Library Director may review the banking services and make recommendations for change to the Board. All changes must be approved by motion of the Board.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: Budget

POLICY #: FIN - 3

DATE APPROVED: October 1, 2007

SIGNATURE: _____

DATE AMENDED: __June 8,2015, February 21, 2017 DATE of REVIEW: Annually

1. Budget:

1.1. The Library Director and Board shall develop a long-term financial strategy that includes planning for building maintenance and replacement, adequate insurance, capital equipment replacement, financial emergencies, technological sustainability and for the long term stability of library services. The budget must follow the Plan of Service and Goals and Objectives set by the Library Board.

1.2. The annual budget is prepared by the Finance Committee and Library Director and is brought to the September Board meeting for discussion and to the October Board meeting for approval. The approved annual budget is submitted to the appropriate municipal authorities by November 1st for their information. Budgets are also to be submitted to Parkland Regional Library System and Public Library Services Branch of the Alberta Government. Board members can choose to attend the Council meeting at their discretion. The Library Director may assist the Treasurer if so requested

the Library Board will endeavour to develop and submit a proposed 3-year budget.

2. Capital Equipment Purchases:

2.1. Capital expenses are significant purchases that the library makes as an investment. The Alberta Public Libraries Services Branch required forms for reporting Receipts and Disbursements and Annual Budget include capital purchases such as furniture and equipment.

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

2.3. A proposed purchase of capital equipment which will exceed the budget allocation must first be reviewed and approved by the Board. Purchases may be made by the Library Director on the basis of catalogue selection or best buy. When a higher priced item is selected, a written explanation shall be left on the filed quote explaining the reason for the purchase.

2.4. The Library Director has the authority to decide on sourcing of library materials and to negotiate terms with vendors. Expenditures over \$300 not outlined in the budget must be approved by the Board.

2.5. For purchases expected to cost between \$1000.00 and \$10000.00 three quotes will be obtained. For purchases over \$10,000.00 a tender shall be let. All aspects of a quote or tender are to be considered and presented to the Board for approval.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: Reimbursement of Expenses POLICY #: FIN - 4

DATE APPROVED: October 1, 2007

SIGNATURE: _____

DATE AMENDED: __June 8,2015, February 21, 2017 DATE of REVIEW: Annually

1. Membership to The Alberta Library Trustee's Association, The Library Association of Alberta, The Didsbury and District Chamber of Commerce, the Young Alberta Book Society and any other professional associations deemed appropriate by the Director and approved by the Board within the annual Budget, shall be paid by the library.
2. Expense reimbursement for staff and trustees:
 - 2.1. Trustees or staff will be reimbursed for reasonable expenses incurred while conducting authorized library business in accordance with policy Gov – 3 and budget provisions.
 - 2.2. These expenses may include mileage, accommodation and registration fees.
 - 2.3. Carpooling is encouraged.
 - 2.4. Said mileage expenses shall be reimbursed at rates as in the current schedule of the Town of Didsbury Expense Claim Form.
 - 2.5. All other authorized expenses shall be reimbursed according to receipts submitted along with the Didsbury Library Expense Claim form.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: Gifts and Donations

POLICY #: FIN - 5

DATE APPROVED: October 1, 2007

SIGNATURE: _____

DATE AMENDED: __June 8,2015, February 21, 2017 DATE of REVIEW: Annually

1. Gifts and Donations:

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

Didsbury Municipal Library

Personnel Policies

Statement of Intent:

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

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

PER-1	Definitions
PER-2	Responsibilities of the Library Manager With Regard to Personnel
PER-3	Police Information Checks
PER-4	Job descriptions
PER-5	Eligibility for employment
PER- 6	Notice of vacancies
PER-7	Interviewing candidates
PER- 8	Letter of agreement
PER-9	Probationary period
PER-10	Orientation and training of new employees
PER-11	Hours of work
PER-12	Salaries and wages
PER-13	Establishment of Pay Grids
PER-14	Payroll deductions
PER-15	Statutory holidays
PER-16	Annual vacation

PER-17	Benefits
PER-18	Leaves of absence
PER-19	Workers' compensation
PER-20	Performance evaluation
PER-21	Work outside library
PER-22	Training and development of staff
PER-23	Replacement personnel
PER-24	Grievances
PER-25	Disciplinary action
PER-26	Dismissal of employee
PER-27	Resignation of employee
PER-28	Retirement
PER-29	Membership in associations
PER-30	Personnel files
PER-31	Volunteers
PER-32	Working alone
PER-33	Staff Recognition
PER-34	Harassment

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: DEFINITIONS

POLICY #: PER - 1

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: May 14, 2007. Sept.19, 2017 DATE FOR REVIEW: Annually

In the Didsbury Municipal Library Board Personnel Policies:

1. "Board" means the Didsbury Municipal Library Board
2. "Employer" means the Didsbury Municipal Library
3. "Library" means the Didsbury Municipal Library
4. "Library Manager" means the chief executive officer of the Didsbury Municipal Library or designate.
5. "Employee" means any person employed by the Didsbury Municipal Library
6. "Permanent Employees" are those given permanent appointment to staff after satisfactory completion of a probationary period.
7. "Casual Employees" are those employed on an irregular basis for temporary replacement of, or supplement to, permanent employees
8. "Contract Employees" are those employed under such conditions and for such a period of time as specified in a formal contract signed by both Employer and Employee.
9. Full time employees are defined as per the OASSIS Benefits Plan as at least 20 hours per week.

DSBURY MUNICIPAL LIBRARY

POLICY NAME: Responsibilities Of The Library Manager POLICY #: PER - 2
With Regard to Personnel

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: May 14, 2007. Sept. 19, 2017 DATE FOR REVIEW: Annually

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: POLICE INFORMATION CHECKS POLICY #: PER-3

APPROVED: May, 2005

SIGNATURE: _____

DATE AMENDED: May, 14, 2007. Sept. 19, 2017 DATE FOR REVIEW: Annually

Definition:

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

Statement of Intent:

The Didsbury Municipal Library will endeavour to ensure the safety of Library patrons, staff, volunteers and property through the employment of qualified and trustworthy staff, volunteers, and trustees. It is the policy of the Library that all adult (18+) persons considered for Library Board appointments, volunteer or paid positions working in a position of trust, but not solely responsible for the well-being of vulnerable persons must request and obtain a Police Information Check completed by the R.C.M.P. An offer of paid or volunteer employment or a recommendation for Board appointment is conditional upon the satisfactory outcome of this criminal record check.

Given that the Didsbury Library policy dictates that staff are not to work alone during hours open to the public, Vulnerable Sector Checks for staff and volunteers are not necessary.

However, staff and/or volunteers delivering outreach services to an institution will comply with Vulnerable Sector Checks that may be required by the institution.

Trustees will provide a Police Information Check at the beginning of each term to be served.

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

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: JOB DESCRIPTIONS

POLICY #: PER - 4

POLICY STATUS: Required by Regulation 7 (2) a

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: May 14, 2007. Sept. 19, 2017

DATE FOR REVIEW: Annually

1. A written job description shall be developed for each staff position. The Library Manager job description shall be prepared by the Board. All other job descriptions shall be prepared by the Library Manager, in consultation with the person holding that position (if appropriate). A job description shall include the following:
 - 1.1 Job title
 - 1.2 Qualifications required
 - 1.3 Salary range
 - 1.4 Hours to be worked
 - 1.5 Specific tasks
 - 1.6 Supervisory responsibilities
 - 1.7 Record keeping and reports
 - 1.8 Accountability
- 2 Job descriptions shall be reviewed annually and updated as required. The Board reviews the Library Manager's job description and the Library Manager reviews all others.
- 3 A copy of the job description shall be filed by the Library Manager in the library's personnel file, a copy given to the employee, and a copy added to the policy manual.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: ELIGIBILITY FOR EMPLOYMENT POLICY #: PER - 5

POLICY STATUS: Required by Regulations 7(2) a

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: Sept. 19, 2017

DATE FOR REVIEW: Annually

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: NOTICE OF VACANCIES

POLICY #: PER - 6

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: Sept. 19, 2017

DATE FOR REVIEW: Annually

1. When vacancies occur or new positions are created, the Library Manager (or the Board, when recruiting a new Library Manager) shall ensure that notice thereof, outlining the position and qualifications required, shall be advertised and notification posted in the library, on the library's social media, and in available appropriate job finding sites. Such advertising to include a deadline for application.
2. When vacancies occur or new positions are created, all members of the staff shall be notified, and those who apply may be considered for appointment.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: INTERVIEWING CANDIDATES POLICY #: PER - 7

APPROVED: April 2006

SIGNATURE: _____

DATE AMENDED: Sept. 19, 2017

DATE FOR REVIEW: Annually

1. No employee of the library shall be hired without an interview. A prospective Library Manager shall be interviewed by a special committee of the Board who shall then recommend an applicant to the Board for approval. All other prospective employees shall be interviewed by the Library Manager.

2. The Library Manager may choose to involve Board members and/or supervisory staff in the interview process.

3. When preparing to conduct interviews, the following guidelines shall be followed.
 - 3.1 Criteria for selecting candidates shall be based on the job description and desirable qualities
 - 3.2 Before the interview each candidate will be given a copy of the job description for the position
 - 3.3 To ensure fairness, each candidate will be asked the same basic questions
 - 3.4 Candidates should be encouraged to ask as well as answer questions
 - 3.5 Personal and professional references of short-listed candidates shall be checked before a final decision is made

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: LETTER OF AGREEMENT

POLICY #: PER – 8

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

1. When a person is employed by the Library, he or she shall receive from the Library Manager (or, in the case of a newly hired Library Manager, from the Board) a written statement outlining the agreement reached by the employee and the library.

2. The offer to hire shall indicate:
 - 2.1. Congratulations and welcome to the library staff
 - 2.2. The library's decision to hire the employee for the particular position
 - 2.3. That the employee will initially be hired on a probationary basis.
 - 2.4. The date and time the employee should be present to begin work
 - 2.5. Hours of work
 - 2.6. Rate of pay, benefits and vacation during and after the probationary period
 - 2.7. Length of notice required according to Board policy in case of termination or resignation
 - 2.8. Copy of job description

3. A signed copy of this offer to hire shall be filed by the Library Manager in the library's personnel file.

4. The employee shall also be provided access to a copy of the Board's personnel policies.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: PROBATIONARY PERIOD

POLICY #: PER – 9

APPROVED: April 2006

SIGNATURE: _____

DATE AMENDED: October 1, 2007. Sept. 19, 2017

DATE FOR REVIEW: Annually

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: ORIENTATION AND TRAINING

POLICY #: PER – 10

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: May 14, 2007

DATE FOR REVIEW: Annually

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

1. An orientation to the library building, services and organizational structure.
2. Access to the library's policy manual and procedures manuals either in print or online.
3. Step-by-step training on procedures for specific tasks.
4. A safety orientation

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: HOURS OF WORK

POLICY #: PER – 11

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: May 14, 2007. Sept., 2017

DATE FOR REVIEW: Annually

1. The range of work hours shall be as indicated in job descriptions for each position.
2. Any employee requested by the Manager, or designate, to exceed their normally scheduled hours of work may choose to bank those hours at 1.5x for all hours worked.
 - a. Said time may be banked for up to 6 months, at which time they will be paid out.
3. Work schedules shall be designed to accommodate rest breaks and enable all staff to properly complete their duties.
 - a. Rest periods of at least 30 minutes are required for shifts 5 hours and above

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: SALARIES AND WAGES

POLICY #: PER - 12

APPROVED: April 10, 2006

SIGNATURE: _____

DATE(s) AMENDED: May 14, 2007. October 1, 2007. Sept. 19, 2017

DATE FOR REVIEW: Annually

1. Grading and rate of pay

1.1 The salary of the Library Manager should be comparable to that of similar organizations, taking into consideration qualifications and experience. Other library staff should be paid on a scale in relation to the salary of the Library Manager and other comparable positions.

2. Salary increases

2.1 Upon completion of twelve consecutive months of employment, each permanent employee, whose performance is satisfactory, shall be entitled to receive an increment, until the grid maximum is reached.

2.2 When an employee assumes increased responsibility or specialized duties, he or she shall receive commensurate compensation as determined by a revised job description.

3. Pay period

3.1 Under normal circumstances, employees of the library shall be paid monthly.

4. Payroll Services. The Board may have payroll managed by the Manager, or may contract a payroll service company to:

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

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

4.3 Withhold appropriate amounts for employee benefits.

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: ESTABLISHMENT OF PAY GRIDS POLICY #: PER - 13

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: Sept. 19, 2017

DATE FOR REVIEW: Annually

1. The Board shall set the salary scale for the position of Library Manager and the Library Manager shall set the salary and wage scales for all other positions, subject to approval by the Board.
2. Each salary and wage scale shall consist of a range of incremental steps including a probationary step, a base step and four subsequent steps.
3. The pay grid will be reexamined and possibly redesigned every 2 to 3 years. The design process will include a wage parity analysis including:
 - 3.1. Wage surveys with comparable municipal libraries
 - 3.2. Wage surveys across the industry
 - 3.3. Wage survey of comparable positions with Town of Didsbury staff
4. The Library Manager shall be responsible for: Assigning, with the approval of the Board
 - 4.1. a salary or wage scale to each job category
 - 4.2. Recommending to the Board each salary or wage increment on the basis of satisfactory performance by the employee, at the end of the probationary period and annually thereafter
 - 4.3. Reviewing salaries and wages annually and making recommendations to the Board.
5. A new employee should be appointed at the minimum salary or wage of his or her range, but the Library Manager may recommend an appointment at a rate higher than the minimum assigned to the category if the following conditions exist:
 - 5.1. the qualifications and experience of the applicant exceed those for beginning in the category
 - 5.2. the budget of the library permits the payment of a salary or wage higher than the minimum
 - 5.3. it is clearly in the interests of the library to pay a salary or wage higher than the minimum
 - 5.4. the salary or wage does not exceed the maximum attached to such position

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: PAYROLL AND SOURCE DEDUCTIONS POLICY #: PER -14

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: May 14, 2007. Sept. 19, 2017 DATE FOR REVIEW: Annually

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

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: GENERAL HOLIDAYS

POLICY #: PER 15

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: MAY 14, 2007. Dec. 19, 2017

DATE FOR REVIEW: Annually

1. Each salaried employee of the library is entitled to the following holidays with full pay: New Year's Day, Alberta Family Day, Good Friday, Victoria Day, Easter Monday, Canada Day, August Civic Holiday, Labour Day, Thanksgiving, Remembrance Day, Christmas Day, and Boxing Day.
2. Where such a holiday falls within the annual vacation period of a salaried employee, the employee shall have earned an additional day of vacation which may be taken at a mutually agreed upon time.
3. Permanent Hourly staff shall receive General Holiday Pay as per legislation. General Holiday Pay will be paid to Permanent Part Time employees, in lieu of general holidays whether or not they fall on a day normally worked, due to irregular schedules and irregular holidays, at a rate of 5 %.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: ANNUAL VACATION

POLICY #: PER - 16

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: October 1, 2007. Sept. 19, 2017

DATE FOR REVIEW: Annually

1. Salaried employees shall be entitled to:
 - 1.1. 15 days paid vacation after one year of service,
 - 1.2. 20 days paid vacation after five years of service,
 - 1.3. 25 days paid vacation after fifteen years of service.
2. Permanent part-time hourly employees shall receive vacation pay with each pay period at the rate of:
 - 2.1. 4 % for the first year of employment
 - 2.2. 6 % after the first year of employment,
 - 2.3. 8 % after five years employment,
 - 2.4. 10 % after fifteen years of employment.
3. General Holiday pay shall be paid to each permanent non-salaried employee on each pay period, at the rate of 5%, in lieu of paid statutory holidays
4. Temporary and casual employees shall receive 4% vacation pay with each pay cheque.
5. Vacations may be taken anytime within the calendar year with the approval of the Library Manager and where consistent with good public service.
6. Notification of desired vacation dates should be submitted for approval to the Library Manager two months in advance.
7. A salaried employee leaving the library's service before having taken all of his or her allotted vacation shall be entitled to receive vacation pay for the unused balance of vacation.
8. Normally all salaried staff accrued days will be taken within the fiscal year in which they are earned. Special arrangements may be made at the discretion of the Board to accumulate and carry vacation days over to another fiscal year.

POLICY NAME: EMPLOYEE HEALTH

POLICY #: PER - 17

APPROVED: March 20, 2018

SIGNATURE: _____

Employee health is important to the Didsbury Library. We do not discriminate against people with disabilities or health conditions, but we want to do everything possible to help employees stay healthy.

1. Group health insurance is provided to all eligible employees.
 - 1.1 Eligible employees are those who meet the “Full time equivalent” definition of the benefits company and
 - 1.2 Who choose not to opt out due to spousal plans in which they are already enrolled
2. Group health insurance will include:
 - 2.1 Short and Long Term Disability Benefits
 - 2.2 Life Insurance Benefits
 - 2.3 Accidental Death and Dismemberment Benefits
 - 2.4 Health Benefits
 - 2.5 Dental Benefits
 - 2.6 Employee Assistance Program
3. Group health insurance may include:
 - 3.1 Critical Illness (Employee selects)
 - 3.2 Health Spending Account (Employer selects)
 - 3.3 Other optional plans offered by the provider
4. Payment of premiums:
 - 4.1 Employer (the Library) will cover 100% of premiums for Short and Long Term Disability and Insurance benefits
 - 4.2 Employer will pay 80% of premiums for Health and Dental Benefits
 - 4.3 Employee will pay 20% of premiums for Health and Dental Benefits (through payroll deduction)
 - 4.4 Employee will pay 100% of optional benefits, such as Critical Illness
 - 4.5 Payment of premiums for possible other benefits, such as Health Spending Account will be negotiated before participation begins

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: LEAVE OF ABSENCE

POLICY #: PER – 18

APPROVED: April, 2006

SIGNATURE: _____

DATE AMENDED: October 1, 2007, December 19, 2017 DATE FOR REVIEW: Annually

1. **Leave with pay– Medical, Sickness, Bereavement**

- 1.1. Salaried employees are eligible after 90 days of employment, for 2 days per month for casual illness, family illness, bereavement, or other emergency.
- 1.2. In the second and subsequent years, from the anniversary of their date of hire, salaried employees shall be granted a total of 24 days paid leave per year for casual illness, family illness, bereavement, or other emergency.
- 1.3. Hourly employees are eligible after 90 days of employment, for 1.5 days per month for casual illness, family illness, bereavement, or other emergency prorated according to FTE hours.
- 1.4. Unused leave with pay shall neither be paid out nor accumulated year to year.

2. **Leave without pay– All employees are eligible, after 90 days of employment for Leave Without Pay and job protection as follows:**

- 2.1 **Maternity Leave:** a pregnant employee is entitled to 15 weeks as per Division 7 clauses 45 through 49 of the **Employment Standards Code**
- 2.2 **Parental Leave:**
 - 2.2.1 In the case of an employee entitled to maternity leave, a period of not more than 37 consecutive weeks immediately following the last day of maternity leave
 - 2.2.2 In the case of a parent, a period of not more than 3 consecutive weeks after the child’s birth
 - 2.2.3 In the case of an adoptive parent, a period of not more 37 consecutive weeks after the child is placed with the adoptive parent
 - 2.2.4 Parental leave may be taken in whole or in part by one of the employees or shared by the parents
 - 2.2.5 No employee’s position will be terminated who has started on maternity leave or is entitled to or has started parental leave
 - 2.2.6 Parameters of parental leave all in accordance with Division 7 clauses 50 through 53 of Employment Standards Code
- 2.3 **Long-Term Illness and Injury Leave** - provides employees up to 16 weeks of job protection per year for long-term personal sickness or injury. Medical certificate will be required. Permanent full-time (greater than 20 hours per week) employees are entitled to long-term disability benefits, once paid leave is used up
- 2.4 **Personal and Family Responsibility Leave** - provides employees with up to 5 days of job protection per year for personal sickness or short-term care of an immediate family member, should they chose not to use, or have exceeded paid leave
- 2.5 **Bereavement Leave** - will provide up to 3 days of job protection per year for bereavement of an immediate family member, in addition to the paid bereavement leave above
- 2.6 **Domestic Violence Leave** - will provide up to 10 days of job protection per year for employees addressing a situation of domestic violence
- 2.7 **Citizenship Ceremony Leave** - will provide a day of job protection for employees while attending a citizenship ceremony

2.8 **Critical Illness of a child** – an unpaid leave will provide up to 36 weeks of job protection for parents of critically ill or injured children.

2.9 **Death or Disappearance of a Child:** will provide up to 52 weeks of job protection for employees whose child disappeared as a result of a crime, or up to 104 weeks if a child died as a result of a crime

3. Leaves of absence, as may be granted under the terms of this policy, shall be considered as continued service by the employee.
4. Under special circumstances leaves of absence may be granted by the Board for the Library Manager and by the Library Manager for all other employees of the library.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: WORKER'S COMPENSATION POLICY #: PER - 19

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: Sept. 19, 2019

DATE FOR REVIEW: Annually

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: PERFORMANCE REVIEWS

POLICY #: PER – 209

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: WORK OUTSIDE THE LIBRARY POLICY #: PER – 21

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

1. Employees may from time to time be called upon to attend meetings or to conduct other library business outside of the library premises. Such business may include:
 - 1.1. trips to the Post Office, Bank, local stores
 - 1.2. trips to Parkland Regional Library headquarters
 - 1.3. trips to workshops
 - 1.4. trips to local and out-of-town dealers to acquire materials for the library collection
 - 1.5. visits to schools and to other local institutions to promote the library or to discuss library-related business

2. Any reasonable expenses incurred by an employee in carrying out such duties shall be reimbursed by the Board (per the Town of Didsbury Reimbursement of Expenses Policy).

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: STAFF TRAINING AND DEVELOPMENT

POLICY #: PER - 22

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

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

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: REPLACEMENT PERSONNEL

POLICY #: PER - 23

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

In cases where a regular employee is absent from the library due to illness, leave of absence or duties outside the library, the Library Manager may:

1. Temporarily reassign the duties among the remaining staff,

Or where this is not practical

2. Temporarily extend the paid hours of permanent or part-time staff for the required period of time.
3. Hire additional temporary staff.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: GRIEVANCES

POLICY #: PER - 24

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

1. In the event of issues concerning, but not limited to: working conditions, salary, workload, or interpersonal conflicts:
 - 1.1. The employee shall discuss the complaint with the Library Manager, who shall make every effort to resolve the problem immediately
 - 1.2. If the problem is still unresolved within seven (7) working days, the employee should put the complaint in writing and submit it to the Library Manager and the Board Chair, to be brought forward to the Board.

2. When a grievance is directed to the Board, the Board may grant a hearing to the parties involved. The Board shall notify the parties involved, in writing, of its decision concerning the grievance. The decision of the Board shall be final.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: DISCIPLINARY ACTION

POLICY #: PER – 25

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: DISMISSAL OF EMPLOYEE

POLICY #: PER - 26

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

1. The Library Manager may terminate the employment of any employee for just cause, subject to the approval of the Board.
2. Every effort shall be made to assist an employee who is having difficulty doing his or her job properly. However, if all efforts fail and the employee is unable to fulfill job requirements, the interests of the library as a whole require that the employee be removed from the position.
3. The employee's problems, as well as attempts to help him or her improve, shall be carefully documented by the Library Manager. All such documents shall be retained in the library's personnel file for a period not exceeding one year and shall remain the property of the library.
4. Advance notice of termination in writing, or wages in lieu of advance notice, shall be given to the employee in accordance with the provisions of the current *Employment Standards Code and Regulations* of Alberta.
5. The Board may obtain a legal opinion prior to dismissing an employee.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: RESIGNATION OF EMPLOYEE

POLICY #: PER - 27

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: MEMBERSHIPS IN ASSOCIATIONS

POLICY #: PER- 28

APPROVED: April 8, 2007

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

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

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: PERSONNEL FILES

POLICY #: PER - 29

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

1. The Library Manager shall keep a complete and current paper and/or online files on each employee. The file shall include:
 - 1.1. Résumé or completed application form
 - 1.2. Letter of agreement or contract
 - 1.3. Correspondence concerning the employee
 - 1.4. Job evaluation forms
 - 1.5. Job description
 - 1.6. Emergency information (AHC number, next of kin)
 - 1.7. Payroll information and pay stubs
 - 1.8. Police Information Check
 - 1.9. Any other relevant documentation the employer or employee wishes to add.

2. An employee may view the contents of his or her own file and may add material to the file in the presence of the Library Manager.

3. All personnel files are the property of the library.

4. All personnel files shall be kept confidential.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: VOLUNTEERS

POLICY #: PER-30

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

1. The Library Manager, or designate, shall be responsible for selecting, interviewing, and assigning volunteers.
2. Volunteers may be special needs clients with job coaches, work experience students, patrons, and persons with special expertise.
3. All volunteer applicants over the age of eighteen will submit a Police Information Check before they can be accepted to work in the Library. Records of the check will be maintained in the volunteer's personal file. (see Policy PER-3)
4. Potential volunteers may be required to submit personal and/or professional references as part of the application process and may be requested to provide signed consent giving the organization permission to contact the provided references.
5. Volunteers will have job descriptions created by the Library Manager.
6. Volunteers will receive training to provide them with specific knowledge, skills, and support to perform their role effectively.
7. Personal expenses such as mileage and meals may be reimbursed for volunteer activity approved by the Library Manager.

8. Volunteer projects will be evaluated by the Library Manager or designate.
9. Volunteer work will be recognized and acknowledged publicly.
10. Volunteers will not normally have access to circulation workstations in order to protect the confidentiality of user records and the security of Library records.
11. Liability and accident insurance covers all volunteers engaged in activity for the Library.
12. Volunteers are expected to perform their duties on a scheduled, punctual, and reliable basis. When unable to meet their commitments, volunteers need to inform their supervisor as far in advance as possible so that alternate arrangements can be made.
13. Informal or formal evaluations are carried out by the Library Manager or volunteer supervisor, as needed.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: WORKPLACE SAFETY

POLICY #: PER-31

POLICY STATUS: Required by the Occupational Health and Safety Code of Alberta.

 Guided by the *Health and Safety Guide for Libraries* prepared by the Canadian
 Centre for Occupational Health and Safety

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

Those measures include, but are not limited to:

1. Ensuring staffing levels are such that time spent working alone is restricted to non-open hours;
2. Installing a facility alarm security system ;
3. Providing periodic educational or training opportunities for staff to learn to be aware of workplace safety threats measures to minimize them;
4. Installing a cordless phone system so that phones may be carried by staff to any part of the building;
5. Regularly conducting a review and/or inspection assessment of, and developing procedures to address, potential hazards;
6. Having a representative take concerns to and bring back information from the Town of Didsbury Safety Committee if so directed by said committee striving to exceed standards as set out in annual safety audits conducted by the Town.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: SERVICE RECOGNITION

POLICY #: PER- 32

APPROVED: April 8, 2007

SIGNATURE: _____

DATE AMENDED: June 14, 2010. Sept. 19, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

1. Employees, volunteers and trustees will be recognized at the annual “open house”. In the event of serious illness or death of a staff member, trustee or other volunteer, or of one of their immediate family, it will be acknowledged with the addition of a book, of their choosing to the library collection as an acknowledgement of the library’s support.
2. Resignation of a staff, trustee or other volunteer will be honoured with the addition of a book, of their choosing, to the library collection. This book will be inscribed with the details of their service.
3. Selection of cards or gifts will be made by the Library Manager and/or the Board Chair
4. Other libraries are our partners in service, and as such the library could acknowledge special events or milestones, with a gift of a new book for their collection suitably inscribed in honour of the occasion.
5. Staff may, if they desire and agree, create a fund, from their personal contributions, which they will use as they wish to acknowledge or host special events.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: VIOLENCE AND HARASSMENT

POLICY #: PER- 33

POLICY STATUS: Required by the Occupational Health and Safety Code of Alberta.

Guided by the *Health and Safety Guide for Libraries* prepared by the Canadian Centre for Occupational Health and Safety

APPROVED: April 8, 2006

SIGNATURE: _____

DATE AMENDED: September 19, 2017

DATE FOR REVIEW: Annually

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

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

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

Definitions:

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

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

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

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

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

DIDSBURY MUNICIPAL LIBRARY

Collection Development Policies Statement of Intent:

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

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: SELECTION AND ACQUISITION

POLICY #: COL-1

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

APPROVED: June 12, 2006

SIGNATURE: _____

DATE AMENDED: February 21, 2017

DATE FOR REVIEW: Annually

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

8. In addition to the principles in #7 above, specific collections shall be developed as follows:
- Audiobooks are purchased not only for the visually impaired but for general interest.
 - The Internet is a reference tool and, as such, Library staff will engage in digital literacy assistance with patrons
 - Children's and adult videos are purchased based on demand and popularity, with particular attention to:
 - award nominees and winners
 - documentaries of general interest, world issues, current concerns and subjects Music purchases will endeavour to reflect a variety of genres from classical to popular, with an emphasis on local, regional, and national performers as well as award winners.
9. Annually, during budget considerations, the Library Manager will provide the Board with a priority purchase plan for the coming year. The plan will be based on expressed community needs and assessment of the existing collection.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: GIFTS AND MEMORIALS POLICY #: COL-2

APPROVED: June 12, 2006

SIGNATURE: _____

DATE AMENDED: Feb. 21, 2017

DATE FOR REVIEW: Annually

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

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: WEEDING AND REPLACEMENT POLICY #: COL- 3

POLICY STATUS:

APPROVED: June 12, 2006

SIGNATURE: _____

DATE AMENDED: February 21, 2017

DATE FOR REVIEW: Annually

1. The library collection will be weeded on an ongoing basis in order to:

- utilize the available space efficiently
- maintain a reliable collection
- improve access to the collection
- present a clean and inviting appearance to patrons
- find items that need repair or replacement

2. The criteria for weeding are:

- age (with the exception of items of lasting value)
- lack of use
- change in local interests
- poor physical condition
- duplication
- availability of space

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: CENSORSHIP

POLICY #: COL- 4

POLICY STATUS:

APPROVED: June 12, 2006

SIGNATURE: _____

DATE AMENDED: February 21, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

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

Didsbury Municipal Library ~ Request for Reconsideration of Library Materials
This form is to be completed away from the Library premises and returned within 7 days

Author/ Creator of the item: _____

Title of the item: _____

Request initiated by: Name: _____

Address: _____

Phone: _____

Complainant represents self ___ or Name of group/organization _____

1. To what in the item do you object? (Please be specific, cite pages)

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

3. For what age group would you recommend this item? _____

4. Is there anything positive about this item?

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

If No, which parts? _____

6. Are you aware of the judgement of this item by literary critics/reviewers?

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

8. What would you like your library to do about this item?

9. Is there an item of equal or better quality that you would recommend that would convey a valuable picture and perspective of our civilization?

10. Have you read the Didsbury Municipal Library's Collection Policies? _____

Complainant's Signature: _____ **Date:** _____

Library Manager Signature: _____ **Date:** _____

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: BORROWER CARDS

POLICY #: SER 1

DATE APPROVED: December 10, 2007

SIGNATURE: _____

DATE AMENDED: October 17, 2017

DATE FOR REVIEW: Annually

1. Borrower Cards are issued for the purposes of tracking items taken out of the library.
2. Fees for Borrowers' Cards may be set by the Board in a schedule as per the By Laws.
3. Borrower cards are those cards provided by Parkland Regional Library System to be issued by Library staff.
4. A Parkland Regional Library card may be used as The Alberta Library (TAL) card or a ME Libraries card:
 - 4.1 A TAL Card enables Albertans to use an academic library. TAL cards are paper and have spaces to hold the barcode for the college or university library where the patron registers.
 - 4.1.1 TAL cards are free
 - 4.1.2 TAL cards can only be used to borrow physical materials, not digital content from the academic library, as per the province-wide agreements
 - 4.1.3 Physical materials borrowed with a TAL card can be returned to any library in Alberta and should be accompanied by TAL flags indicating date and location of return when returned to the owner library
 - 4.1.4 TAL Card users are responsible for the materials they borrow and for fines incurred no matter which library they borrow from. Fines must be paid directly to the library from where the material was borrowed
 - 4.1.5 TAL Card users should report any lost or damaged items to the library from which they were borrowed.

4.2 Adult Parkland Regional Library cardholders may also register with ME Libraries: <https://melibraries.ca/> to check out non-digital material that can be returned at any ME Library

5. Cards are issued to residents of Didsbury and Mountain View County
6. Cards may be issued to residents of other member libraries in Parkland Regional Libraries.
 - 6.1 Any fees collected for those cards shall be remitted to the resident's home library
7. Children under the age of 16 may be issued an individual borrower card, with the express permission and acceptance of responsibility of their parent or guardian.
8. Emancipated minors may be issued a borrower card without permission of a parent or guardian.
9. Persons, who reside in municipalities which are not members of PRL, but are members of The Alberta Library, will be registered as TAL or ME Borrower type, with no charge, and entitled to the same borrowing privileges as resident borrowers, with the exception that they will not be able to access library databases (eLibrary content)
10. Persons who reside in municipalities which are not members of PRL and are not members of TAL or ME Libraries, may purchase a Non-Resident Borrower card for a fee determined by PRL. (currently \$60.00 per year or \$5.00 per month)

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: CIRCULATION

POLICY #: SER 2

DATE APPROVED: December 10, 2007

SIGNATURE: _____

DATE AMENDED: October 17, 2017

DATE FOR REVIEW: Annually

1. Borrowers must present their borrower card or their unique borrower barcode number in order to check out library material.
2. All catalogued items may be checked out of the library with the exception of those designated as reference or for “library use only”. Such designation is assigned at the discretion of the Library Manager, to those items determined to be suitable for reference only (i.e. dictionaries, encyclopedia; almanacs) or those items determined to be too fragile, too large, rare, or irreplaceable, as to be not worth the risk of loss or damage in normal circulation.
3. There are items that are not catalogued (i.e. vertical files, maps, brochures, etc.) are bar-coded and are able to be circulated using a Fast Add check out procedure.
4. Lending periods, reserve policies, renewal policies, and overdue fines are in accordance with the recommendations of the Parkland Regional Library System as established in the Integrated Library Software.
 - 4.1 Loan periods are 3 weeks for books, audio books, and video multiple sets such as a TV Series;
 - 4.2 1 week for magazines, videos and CD’s
 - 4.3 Extension of Due Dates may be made to accommodate Borrowers’ needs on items, but only if they are not already requested.
 - 4.4 Maximum items checked out at one time are 50. Exceptions may be made at the discretion of library staff in extenuating circumstances, for patrons in good standing.
 - 4.5 Exception for Realia and Equipment [such as: iPads, Chromebooks, eReaders] is that the maximum number that can be checked out at one time is 1.
- 5 Renewals:
 - 5.1 Items may be renewed no more than three times
 - 5.2 Items that are requested will not be renewed

5.3 Borrowers may renew items in person in the library, by phone using their Borrower Barcode Number or online, using their barcode number and their PIN

6 Overdue fines are accrued at the rate of 25¢ per item per day as per Parkland policy.

7 Patrons are encouraged to make a donation to the library in lieu of fines.

8 Replacement or replacement costs of lost or damaged materials are the responsibility of the borrower.

8.1 Reparation for lost or damaged materials not belonging to Didsbury, must be made to the owning library

8.2 Reparation for lost or damaged materials belonging to Didsbury, may be made by donation

Borrowing privileges will be suspended when a Borrower's fees exceed \$25.00 (as per Parkland policy)

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: SPECIAL NEEDS

POLICY #: SER 3

Multilingual

Large Print

Persons Unable to Use Conventional Print

DATE APPROVED: December 10, 2007

SIGNATURE: _____

DATE AMENDED: October 17, 2017

DATE FOR REVIEW: Annually

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: RESOURCE SHARING

POLICY #: SER 4

DATE APPROVED: November 10, 2008

SIGNATURE: _____

DATE AMENDED: October 17, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

1. Intra-library loans are items borrowed from and lent to libraries within Parkland Regional Library System.
2. Inter-library loans are items borrowed from libraries outside of Parkland Regional Library System.
3. Neither Inter- nor Intra- library Loan is to be a substitute for well-grounded and sound collection development, but as a mechanism for acquiring material for patrons, which is beyond the scope of the local collection.
4. Staff are trained in methods and procedures for locating, requesting, and processing interlibrary loans.
5. Staff will teach borrowers how to access material from other libraries should they desire to do so themselves, using The Alberta Library online (www.TALOnline) interface.
6. The library does not charge to lend its materials to other libraries.
7. Interlibrary loan fees imposed by other libraries will not be charged to the patron.
8. Postage and other delivery expenses are the responsibility of Parkland Regional Library System.
9. Intra and Inter-library loans can only be obtained for those with resident Borrower Cards.
10. As a member of Parkland Regional Library System, Didsbury is a member of The Alberta Library, and, as such, issues and honours TAL and ME cards as per The Alberta Library Policies.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: POSTING AND DISTRIBUTION OF MATERIALS FOR OUTSIDE AGENCIES

POLICY #: SER-5

DATE APPROVED: November 10, 2008

SIGNATURE: _____

DATE REVIEWED: October 17, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

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

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: INTERNET ACCESS

POLICY #: SER-6

DATE APPROVED: Sept. 13, 2010

SIGNATURE: _____

DATE AMENDED: March 21, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

1. **Intellectual Freedom and Access to Information:** The library provides unfiltered public access to the Internet as a means of expanding information access to the widest variety of resources to all members of society. We uphold the principles of intellectual freedom and the public's right to know by providing people of all ages with access to information that reflects all points of view. This may include resources that some may consider controversial or offensive.
2. **Children and Families:** The library does not act in loco parentis. Parents and guardians are responsible for supervising their children's access to all library resources, including the Internet. Library staff will be pleased to provide information and advice to assist parents or guardians in educating their children on the safe and effective use of the Internet.
3. **Appropriate Use:** The library's computers are located in a public space shared by people of all ages and backgrounds. When using these computers, individuals are required to do so in a responsible manner that respects the rights and privacy of others. Any use of the Internet which violates local, provincial, or federal laws including the Criminal Code and Copyright Act, or creates a hostile environment for others, is prohibited on all library computers.
4. **Assumption of Risk:** Use of the library's Internet service and wireless network is entirely at the risk of the user. The library is not responsible for any damage to personal devices, loss of data, loss of confidential information or any other damages that may occur while using the library's Internet

service or wireless network. The library makes no warranty that Internet content will be accurate, reliable or safe for download or any other purpose.

5. **Wireless:** The library's wireless network is a public, unsecured network. As with all public networks, users are at risk of having their information intercepted and viewed by others. Bandwidth limits on wireless access may be imposed.
6. **Time Limits:** Time limits on Internet computers may be enforced at the discretion of library staff to ensure that all users have the opportunity to use Internet resources.
7. **Failure to Comply:** Failure to comply with the Internet use policy may result in suspension of Internet privileges and/or a request to leave the library. Continued violation may result in suspension of library privileges.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: Facility Hours of Service

POLICY #: FAC 1

DATE APPROVED: November 17, 2017

SIGNATURE: _____

DATE AMENDED:

DATE FOR REVIEW: Annually

Statement of Intent:

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

The regular hours of service are:

- 9 am to 5 pm
- Tuesdays 9 am to 5 pm
- Wednesdays 9 am to 8 pm
- Thursdays 9 am to 8 pm
- Fridays 9 am to 5 pm
- Saturdays 9 am to 5 pm

The Library will be closed for Statutory Holidays:

- New Year's Day
- Alberta Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Thanksgiving Monday
- Remembrance Day
- Christmas Day
- Boxing Day

Staff can direct the Library to close for safety reasons due to power outages, severe weather, or widespread illness creating a staff shortage or public health crisis.

The Board may opt to close the library on occasion to enable staff to engage in professional development or other training as required.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: EQUIPMENT USE BY THE PUBLIC POLICY #: FAC-2

DATE APPROVED: May 2007

SIGNATURE: _____

DATE AMENDED: Sept. 2013. Nov. 17, 2017 DATE FOR REVIEW: Annually

Statement of Intent:

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

1. Public Access Computers are free for the public to use, as is the wireless WiFi provided by Parkland Regional Library System for the public to use with their own devices
2. Printer can be used by the public. Rates to be determined by the Board and confirmed during annual budget preparation
3. Chromebooks, Flip Video cameras, eReaders, are purchased, catalogued, and lent out as library material
4. Certain Library equipment such as newest Media Projector, iPads, TV, and VCR, DVD and Blu-ray players, and digital conversion equipment can be used by patrons, but only in the library.
5. Certain Library equipment, such as a media screen and projectors may be borrowed, not rented. Users are encouraged to make a donation to the Library to save for eventual replacement, but are not obligated to do so.

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: FACILITY USE BY PUBLIC **POLICY #: FAC – 3**
Other than that not normally used for library purposes

DATE APPROVED: November 2006

SIGNATURE: _____

DATE AMENDED: November 17, 2017

DATE FOR REVIEW: Annually

Statement of Intent:

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

1. Local non-profit organizations may use the meeting room or other collaborative spaces for meetings, either public or private, during library hours of service, at no charge
2. Individuals may use the meeting room or other collaborative spaces for such purposes as, but not limited to: tutoring, mentoring, interviewing, during library hours of service at no charge.
3. Businesses may use the meeting room for meetings, training sessions, during library hours of service, or after hours, for a fee
4. Students may have their exams (either written or online) proctored in the library by library staff
5. Anyone wishing to use spaces in the library must book such space in advance
6. All bookings are subject to library approval
7. Staff are to enter such booking information on the Library's online shared calendar
8. Fees to be charged:
 - a. Business (for profit) use is \$30 per hour, or any portion thereof
 - b. Community organizations will be charged \$30 per hour, or any portion thereof, to use meeting spaces after hours
 - c. No proctoring fees are charged for exams, however if printing costs or postage are required, the student will reimburse those amounts

DIDSBURY MUNICIPAL LIBRARY

POLICY NAME: ANIMALS IN THE LIBRARY

POLICY #: FAC – 4

DATE APPROVED: November 17, 2017

SIGNATURE: _____

DATE AMENDED:

DATE FOR REVIEW: Annually

Statement of Intent:

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

Animals are not permitted in the Didsbury Municipal Library with the exception of certified service or therapy animals or animals under the control of their handlers involved in library programs.