



# POLICIES

May 2024

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## GENERAL OPERATIONS

### 1-1 Hours of Service and Closure Policy

At the Stettler Public Library, we are dedicated to providing a dynamic and inclusive space for our community. Our commitment extends to our operating hours, closure procedures, and ongoing efforts to enhance services.

#### Operating Hours:

Monday:	10:00 AM – 6:00 PM
Tuesday:	10:00 AM – 8:00 PM
Wednesday:	10:00 AM – 8:00 PM
Thursday:	10:00 AM – 8:00 PM
Friday:	10:00 AM – 6:00 PM
Saturday:	10:00 AM – 6:00 PM

We invite community members to share their insights, ensuring that our hours align with the diverse needs of our patrons.

#### Holiday Schedule:

The library may be closed to the public on designated holidays including: New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, Heritage Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.

In alignment with our commitment to community engagement, the Library Manager retains discretion to remain open for special events. We recognize the importance of providing access to our services during times when people have leisure time.

#### Emergency Closure Protocol:

The Library Manager, at their discretion, may close the library in emergency situations such as power failures, extreme weather conditions, or any circumstance jeopardizing the safety of workers and patrons. In the event of an emergency closure, the Library Manager will promptly inform the Board Chair or at least one other board member as soon as possible.

To ensure our community is well-informed, emergency closure information will be communicated promptly through various social media channels, and the library website.

#### Approval and Notification of Other Closure Dates:

Other closure dates not covered above must receive prior approval through a Board motion.

Upon determination that the library will be closed, information will be promptly posted to ensure the local community is informed.

This policy was last approved and updated on May 15, 2024. We welcome suggestions for improvement and are committed to ensuring that our policies reflect the evolving needs of our community.

## 1-2 Use of Library Equipment

The Stettler Public Library is committed to providing access to a variety of equipment to meet the diverse needs of our community. This policy outlines guidelines for the use of library equipment.

### Photocopier, Fax, Printer, Scanner:

The library's photocopier, fax machine, and printer/scanner are available for use by the public. Users are responsible for payment of charges.

### Copyright Compliance:

Users are reminded to respect copyright laws when using library equipment. Unauthorized reproduction of copyrighted materials is strictly prohibited.

### Conversion Equipment Services:

The library offers conversion services for VHS, Super 8, slides, pictures and cassette tapes to digital format. Patrons interested in these services should contact library staff for assistance.

### Makerspace Access:

The library provides access to advanced equipment, including a 3D printer and Glowforge laser cutter, through the Makerspace Coordinator. Users interested in using these resources should coordinate with the Co-ordinator for assistance with their project.

### Fees for Additional Services:

The Library Use and Safety Bylaw outlines fees for additional services, including but not limited to conversion services, makerspace access, and other specialized equipment. Users are responsible for understanding and adhering to the fee structure outline in the library use bylaw.

This policy was last approved and updated on May 15, 2024. We welcome suggestions for improvement and are committed to ensuring that our policies reflect the evolving needs of our community.

## 1-2.1 Public Use of Computers

The Stettler Public Library is committed to providing access to computers and the internet to meet the informational needs of our community. This policy outlines the guidelines and expectations for the public's use of library-owned computers.

### Availability and Access:

Computers are available for public use on a first-come, first-served basis. To ensure fair access, the library may implement time limits during peak usage times.

### Copyright Compliance:

Users are reminded that all software is copyright protected and unauthorized copying is strictly prohibited. Deliberate tampering with software or hardware may result in copyright fines, loss of privileges, and possible legal action.

### Printing Fees:

Printing services are available, and fees will be charged based on the schedule set out in the Library Bylaws.

### Digital Literacy:

Users are encouraged to have a working knowledge of computers. Library staff are available for basic assistance, but if more in depth assistance is needed, users will need to make an appointment.

### Compliance with the Law:

Computers must be used in compliance with all applicable laws. Users are expected to refrain from engaging in any activities that violate municipal, provincial, or federal legislation.

### Internet Safety and Security:

Users are expected to use the internet in a responsible and ethical manner. The library advises users to be mindful of the content they access and to avoid engaging in activities that may compromise the safety and security of themselves or others.

### Privacy Considerations:

Users are reminded that the library respects their privacy, but online activities may still be visible. Personal information should not be shared on public computers or networks, and users should take precautions to protect their privacy online.

Responsible Use:

Users are expected to respect library property and facilities. Any damage to computers or related equipment due to negligence may result in financial responsibility for repairs.

This policy was last approved and updated on May 15, 2024. We welcome suggestions for improvement and are committed to ensuring that our policies reflect the evolving needs of our community.



## 1-2.2 Internet Use

The Stettler Public Library is committed to providing equitable access to electronic information that meets the diverse needs of our community. While recognizing the importance of open access, our Internet Use Policy sets guidelines for the safe and responsible use of online resources.

### Access and Use

#### *Internet as an Unregulated Environment:*

Recognize that the internet is unregulated and that information may vary in completeness, accuracy, appropriateness, and timeliness. The Stettler Public Library does not control online content and cannot guarantee its quality.

#### *Confidentiality Concerns:*

Understand that the internet is not secure, and that the Stettler Public Library cannot ensure the confidentiality of online transactions. Be cautious when sharing sensitive, confidential, or personal information online.

#### *Library Staff Assistance:*

Our staff are here to help! Seek assistance for using the internet or accessing digital resources. We offer both formal and informal guidance in using the internet and accessing digital resources such as electronic databases.

#### *Parental Responsibility:*

Parents/guardians are responsible for their child's (under 18 years) internet use. Controlling a child's computer access at the Library falls under parental or guardian responsibility

#### *Copyright Compliance:*

Respect copyright laws and program/data licensing when using library computers and the internet.

#### *Limitations and Disclaimers:*

Understand that internet availability is not guaranteed, and no assurances are given for wireless connections. The library is not liable for any hardware damages or data loss resulting from computer use.

#### *Misuse Consequences:*

Deliberate misuse of the library's network, computers, or software may lead to legal and financial consequences, including potential legal sanctions.

*Prohibited uses for the Internet and public workstations*

Users are prohibited from using the Stettler Public Library's network and workstations for:

- Violating Canadian laws
- Accessing defamatory or discriminatory materials
- Accessing overtly sexual or obscene content.
- Sending fraudulent, harassing or obscene messages
- Engaging in activities presenting health or security risks
- Damaging or modifying Library computer equipment, software, or network
- Assuming the identity of another person
- Seeking information on, obtaining copies of, or modifying files, data or passwords belonging to others
- Compromising the safety and security of minors

*Enforcement:*

Library staff are authorized to take prompt and appropriate action to prohibit use by those who fail to comply with this policy.

This policy was last approved and updated on May 15, 2024. We welcome suggestions for improvement and are committed to ensuring that our policies reflect the evolving needs of our community.

## 1-3 Gifts and Donations

The Stettler Public Library gratefully welcomes gifts of money and bequests, recognizing that such support significantly enhances the resources available to our community. The Stettler Library Board is a registered charity with the Canada Revenue Agency, ensuring that monetary donations are tax deductible.

### Monetary Donations:

Monetary donations are acknowledged, and the funds are securely placed in a bank account for the library's use. The library welcomes charitable bequests, gifts given in memory of a loved one, and gifts in honour of a special occasion such as a birthday or anniversary.

### Donations of Materials:

All donated materials undergo a review process aligned with the same selection criteria applied to purchased materials. This means that donations will not always be added to the collection. The library reserves the right to dispose of gifts not added to its collection. Any such items not added to the collection may be sold, with proceeds benefitting the library.

### Eligibility for Tax Receipts:

Tax receipts will be issued for donations with a value of \$20.00 and above. Donated materials may also be evaluated by library staff and are eligible for a tax receipt if valued at \$20.00 or more. Tax receipts for monetary or eligible material donations are issued by the Library Manager and Assistant Library Manager.

This policy was last approved and updated on May 15, 2024. We welcome suggestions for improvement and are committed to ensuring that our policies reflect the evolving needs of our community.

## 1-4 Community Use of Facility

The library is pleased to serve as a meeting place for community organizations and groups, providing a valuable opportunity to showcase the library's location, services, and resources. Permission for use of library space does not imply library endorsement of the users, their beliefs, or their activities.

### Use of the Library

1. **Priority for Library Programs:** Programs sponsored, co-sponsored or initiated by the library will take precedence over use of space by other groups.
2. **Availability and Permission:** Library space is generally available to groups during normal library hours at the discretion of the library staff. For usage beyond regular hours, permission from the Library Manager is required and a designated library staff member will be present during the period of use. A staffing charge may apply.
3. **Responsibility for Setup and Cleanup:** Groups using the space are responsible for setting it up as needed and returning the space to its original condition.
4. **Financial Responsibility:** Groups booking library space shall pay for any loss or damage to property arising from their use of the facility. It is the responsibility of the group to report any damages promptly.

This policy was last approved and updated on May 15, 2024. We welcome suggestions for improvement and are committed to ensuring that our policies reflect the evolving needs of our community.

## USER POLICIES

### 2-1 Unaccompanied Children and Vulnerable Adults

The Stettler Public Library welcomes all community members to use its facilities and services. However, parents/guardians/responsible caregivers should be aware that the Library is a public place. Library staff cannot assume responsibility for the safety and well-being of children and vulnerable adults left unattended on the premises. Responsibility for the welfare and the behaviour of children and vulnerable adults using the Library ultimately rests with the parent/guardian or an assigned caregiver.

#### **Purpose**

To guarantee that parents/guardians/responsible caregivers accompany children and vulnerable adults in the Library.

To establish guidelines for employees in cases where parents/guardians/responsible caregivers are not present.

#### **Definitions**

Unattended children are children of any age who are apparently unaccompanied by a parent, guardian, and/or responsible caregiver. Vulnerable adults are unaccompanied persons who would typically have a caregiver and whose safety or well-being might be endangered in the absence of that caregiver.

#### **Policy**

Children under six (6) years of age must be accompanied by a responsible person at all times. Children should not be left unattended in the children's section while parents/guardians/caregivers conduct their own business in the Library. During programs, parents/guardians/caregivers of preschoolers are free to browse within the Library but should not leave the premises.

Children of elementary school age may come into the Library independently but should not be left unattended for substantial periods of time. If Library staff notices that children are left for extended periods of time, Library staff will attempt to contact the parents/guardians/caregivers.

Unattended children/vulnerable adults at closing time or in the event of an emergency situation—parents/guardians/caregivers are expected to make arrangements for supervision and, when necessary, to arrange for rides home when the Library closes. If an unattended child or vulnerable adult is observed at closing time, Library staff will attempt to contact a parent/guardian/caregiver. If that person cannot be contacted, staff will notify the RCMP. Staff will remain with the child until the RCMP arrive. Under no circumstances will Library staff transport or take the child/vulnerable adult away from the Library building.

APPROVED June 21, 2004

AMENDED March 19, 2015

## 2-2 Confidentiality of User Records

Library users have a right to privacy and confidentiality regarding the collection of personal information and the use they make of the Stettler Public Library facility, collections and web site.

### **Purpose**

To ensure that the privacy of individuals' personal information is collected, used, disclosed and stored in compliance with the privacy provisions of the Alberta Freedom of Information and Protection of Privacy Act.

To ensure that members of the public have access to information about the operations of the Library and to their own personal information held by the Library.

### **Policy**

The Stettler Public Library keeps personal information for the purposes of planning, administering, assessing, and marketing Library services and programs. Users who do not wish to be contacted about Library programs or fundraising may choose to opt out. Personal information may be shared between libraries for the purposes of collecting fines, retrieving borrowed materials, and other related business. Library user personal information may not be sold, given away, or leased to other organizations.

The Library will not disclose a user's personal information to a third party without the individual's consent except in the following cases:

- in response to a subpoena, court order or a specific written request from a law enforcement agency to assist in an investigation or as required by law
- personal information about a child (up to 16 years of age) will be released only with the written approval from the parent or legal guardian
- personal information about a person of diminished capacity such that the law has deemed that person not to be responsible for his/her actions will be released to the person(s) noted in the user record as assisting in the management of the care and return of Library materials

The above provisions apply to Stettler Library Board members, employees, and volunteers.

APPROVED October 10, 1987

AMENDED March 19, 2015

## 2-3 Selection, Disposition, and Reconsideration of Materials

The Stettler Public Library selects, acquires, and provides free and open access to materials regardless of format. The Library strives to meet the current educational, informational, and recreational requirements of the community and anticipate future needs by developing collections that are broad in

scope and variety. As the community changes and develops, the Library will be both a physical and a virtual resource for community members.

### **Purpose**

The purpose of this policy is to guide staff in the acquisition of material to meet the needs of Library users and to inform the public about the principles by which materials are selected/de-selected from the Library's collections.

### **Responsibility of Selection**

Ultimate responsibility for selection of materials rests with the Library Manager, who operates within the policies established by the Library Board. This authority may be delegated to other members of the Library staff who select items for collections.

The Board endorses the Canadian Library Association's Statement on Intellectual Freedom and, therefore, SPL acquires a wide range of materials representing various points of view, including materials which may be considered controversial or offensive to some individuals.

### **Selection**

Resources are selected using professional judgment taking the following criteria into consideration:

- community demand and relevance
- recommendations by critics, reviewers, and patrons
- relationship to the existing collection
- suitability of physical format for Library use
- date of publication
- reputation, skill, or significance of the originator of the work
- local, Alberta, or Canadian content
- budget and space considerations
- availability at other Parkland region and Alberta libraries
- fulfillment of service objectives as outlined in the Library's Plan of Service

Selection of an item for the Library collection does not constitute endorsement of the content or the viewpoint expressed in the item. The Stettler Public Library participates in resource sharing initiatives to provide the greatest access to Library materials. The Board recognizes that this policy is carried out in compliance and with due regard for all applicable legislation. Suggestions from the public for the purchase of Library materials are encouraged and given due consideration under the collection development guidelines.

### **Deselection**

Deselection is an ongoing process in which materials are assessed for currency, condition, accuracy, and usage. Community interest, authority, availability of more current information, and space for new acquisitions are factors considered when deciding whether to withdraw items.

### **Controversial Materials**

The following will not cause an item to be automatically included or excluded from the collection:

- race, religion, sexual orientation, nationality, or political views of an author
- frankness or coarseness of language
- controversial content
- endorsement or disapproval of an individual or group

No materials are excluded from selection solely because they may come into the possession of a child. Monitoring a minor's use of the collection is the responsibility of the parent/guardian.

### **Reconsideration**

The Library welcomes questions about the collection and an open exchange of ideas and opinions. Library users who object to any collection materials are asked to complete a *Request for Reconsideration of Library Materials* form. The request for reconsideration will be reviewed by the Library Manager and a written response will be provided to the customer. If the customer disagrees with the decision of the Library Manager, they may make a further request for reconsideration to the Board, whose decision will be final.

While staff members are always willing to discuss the composition of the collection, the Library is obliged to withdraw only that material judged illegal by the higher courts in Canada.

APPROVED June 21, 2004

AMENDED February 19, 2015



## 2-3.1 Reconsideration of Library Material Form

### Reconsideration of Library Material

Please complete this form and return it to the Library Manager. Once the form has been reviewed, you will receive a written response to your request.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town/Village: \_\_\_\_\_

Province: AB

Postal code: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Name (if any) of the organization you represent: \_\_\_\_\_

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Resource on which you are commenting:

- Book/eBook
- DVD
- Magazine/Newspaper
- Content of Library program
- Other (specify): \_\_\_\_\_

Title: \_\_\_\_\_

Author/Producer: \_\_\_\_\_

Copyright date: \_\_\_\_\_

Please include an attachment if required for the following questions:

1. What brought this resource to your attention? (For reviews, please give publication details if possible.)

\_\_\_\_\_

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2. Have you read/viewed the entire work? If not, what sections did you review?

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3. To what do you object? Please be specific and give page references where applicable.

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4. What in your opinion is the author's/producer's theme?

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5. What resources do you suggest to provide additional information on this topic?

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What action are you recommending?

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Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## 2-4 Materials Lending

In accordance with the Stettler Public Library's mission, the Library will provide a wide variety of materials and services to meet community information, education, recreation, and cultural needs.

### **Purpose**

The purpose of the materials lending policy is to make materials widely available to the community, to outline processes for borrowing, and accountability for items borrowed.

### **Definitions**

**Fines** are charged when materials are returned after their due date.

**Fees** are charged for damaged, lost and/or unreturned materials.

### **Policy**

Any member of the public who possesses a Library card from an Alberta public or academic Library, and whose account is in good standing, may borrow materials from the Stettler Public Library.

All materials shall be loaned free of charge for set periods of time and under certain conditions as established in the Board's bylaws.

If costs such as photocopying, insurance, or postage charges are incurred when borrowing materials from other institutions for patron use, these charges may be passed on to the requesting borrower.

In the event that materials are not returned by the specified due date or materials are lost, damaged, or otherwise not returned to the Stettler Public Library the borrower's account shall be charged fines and/or fees in accordance with the Board's bylaws.

Borrowers are responsible for all use of their Library cards until the card is reported as lost and cancelled by the borrower. Parents/legal guardians of children are responsible for all use made of their children's Library cards.

Library card holders may have their access to lending services suspended if the accumulated fines and fees exceed the limit set by the Library.

The Stettler Public Library participates in Alberta wide borrowing and resource sharing as outlined in the Resource Sharing policy.

APPROVED May 30, 1988

AMENDED March 28, 2000

AMENDED June 21, 2004

AMENDED September 17, 2015

## BOARD POLICIES

### 3-1 Public and Media Relations

#### **Introduction**

The Board of the Stettler Public Library is committed to ongoing, positive communications with media, patrons, and the public at large.

#### **Purpose**

To ensure that information about the Stettler Public Library is consistent and accurate, that communications reflect the vision and mission of the Library, and that members of the community are aware of Library programs and services.

#### **Policy**

The Library Manager is responsible for developing and maintaining a public relations program designed to positively influence the perceptions, attitudes, and opinions of community members.

The Board is responsible for developing policies that support the public relations program of the Library. The Board will also support the Library Manager in publicly representing the Library.

Public relations activities will be guided by the Library's current plan of service. PR activities may include, but are not limited to, generating Library publicity such as posters or flyers, posting on the Library's webpage and social media profiles (Social Media Policy), placing advertisements, submitting articles or speaking to news media, and presenting to community groups.

All materials being released or published will meet guidelines as established by the Library and are subject to approval by the Library Manager before release.

#### **Library Spokespersons**

Those authorized to speak publicly or to the media on Stettler Public Library business are the Board chair (or designee), the Library Manager, the Assistant Library Manager or employees as designated by the Library Manager.

Speaking engagements made on behalf of the Library will be coordinated through the Library Manager.

In an emergency situation, the Library Manager or designee will make official statements to the public and the media.

Library staff will not make public statements (letters to the editor, social media, etc.) designed to speak officially for the Library without prior approval from the Library Manager.

APPROVED October 19, 1987

AMENDED September 17, 2015

## 3-2 Community Partnerships

### **Introduction**

The Stettler Public Library may partner for programming content or otherwise collaborate with organizations when the partnership supports the goals and objectives of the Library. The Board encourages Library management, staff, and Board trustees to be involved with various community groups.

### **Purpose**

To establish basic guidelines for collaborating with community partners.

### **Policy**

Programs developed through community partnerships will meet the same standards as Library-developed programs.

The Library may provide content and present programs in other venues or other organizations may provide content and present programs at the Library.

Staff support for promotion and on-site assistance may be provided.

Content based partnerships do not mean that the Library endorses particular points of view promoted at programs and this will be noted on publicity where appropriate.

No business solicitation is permitted during programs.

Partners will be acknowledged as appropriate.

APPROVED October 19, 1987

AMENDED September 17, 2015

## 3-3 Finance

### **Introduction**

To ensure financial stability and organizational continuity of the Library, the Board will adopt regulations to ensure that the finances of the Library are managed in an effective and efficient manner.

### **Purpose**

To establish a clear financial accountability framework, enabling the Board and Library Manager to understand their responsibility and accountability related to the financial management of the library.

### **Budget**

The Personnel and Finance Committee and Library Manager will develop a draft budget, and present this to the Library Board in October of each year. Once the Board has approved the budget, it will be presented to municipal funders in accordance with the process established by Town Council and County Council. The Library Manager will authorize expenditures according to the approved budget. Expenditures outside the scope of the budget will require the prior approval of the Board by board motion.

### **Audit**

The Board will ensure that the Library's financial records are reviewed annually by a professional accounting firm, satisfactory to Town and County Council. The Board will commission a full audit conducted by a professional accounting firm every three years. Following the conclusion of the financial review or audit, the results and recommendations will be presented to the Board for approval. Following approval by the Board, the financial statements will be submitted to Town and County Council, the Government of Alberta, and all other required authorities.

### **Signing Authority**

Cheques prepared by the Library require two signatures. The signing officers shall be the Board Chair, the Treasurer, an Elected Council Representative, and the Library Manager. Signatories cannot sign off on funds being issued to themselves.

### **Banking**

From time to time the Finance and Personnel Committee will review the banking service provided to the Library and make recommendations to the Board. Any change in banking service shall be approved by the Board.

## **Charitable Donations**

The Library Manager will be responsible for the maintenance of the list of donations and will issue receipts to donors throughout the year, no later than January 31 for the prior fiscal year (January through December). The Assistant Manager will prepare the Charities Return for Revenue Canada and ensure that it is submitted no later than 5 months following the end of each fiscal year (May 31).

## **Financial Statements**

The Library Manager shall present a financial statement outlining the current year budget, year-to-date expenses, and budget variances at each Board meeting for review. Any anomalies will be reported to the Board Chair and the Treasurer as soon as reasonably possible.

## **Expense Reimbursement**

The Board will reimburse staff and board members for library expenses incurred using a personal method of payment that are related to:

1. Professional development, including courses, workshops, and conferences
2. Attending meetings on behalf of the Library Board
3. Materials purchased for the library (e.g. books purchased at a conference, supplies purchased for library programs, etc.) that have been approved by the Library Manager.
4. Travel-related expenses, including
  - a. Mileage for work-related travel in the claimant's personal vehicle. The mileage rate will be set annually in accordance with the Canada Revenue Agency per kilometer rate for the province of Alberta or the Government of Alberta rate, whichever is lower. Gasoline for the claimant's personal vehicle is not eligible for reimbursement. Where the use of a rental car will reduce expenses, a rental car should be used for business travel and carpooling should be encouraged.
  - b. Fares for other methods of transportation shall be economy class (e.g. plane fare, bus fare, taxi fare)
  - c. Vehicle rental charges, including fuel charges
  - d. Parking charges
  - e. Hotel charges. When a conference or a meeting is more than 150 kilometers from Stettler and proceedings commence in the morning, the preceding night's accommodation costs shall be paid upon submission of appropriate receipts.
  - f. Restaurant meal charges. A flat rate meal allowance will be set annually in accordance with the Canada Revenue Agency or Government of Alberta per diem.
  - g. Spouse's registration fees, banquet tickets, meal allowances and travel expenses will not be paid.
5. Registration, tuition, and other similar charges incurred while attending approved library-related professional development.
6. Other library expenses not listed above that are approved in advance.



7. All staff reimbursements must be approved in advance by the library manager. All reimbursements of the library manager must be approved in advance by the board chair. The approver may set limits on how much may be spent on a given expense for reimbursement.
8. Reimbursement shall require original receipts and a completed Expense Claim Form (Appendix B) submitted to the appropriate approver as described above.

### **Purchasing Card**

To facilitate online purchases, travel expenses and subscription payments the library will have a credit card.

Staff using the credit card will be required to sign the "Purchasing Card Agreement" as identified in Appendix A of this policy, acknowledging the conditions under which the card has been granted and may be used.

At the end of each month the credit card will be reconciled by the Assistant Library Manager and approved by the Library Manager within two weeks of receiving the card statement.

Proof of reconciliation and authorization shall be provided along with the monthly bank reconciliation for review by the Treasurer.

### **Reserve Funds**

The Personnel and Finance Committee, in consultation with the Library Manager, is responsible for the investment and care of reserve funds. Interest from reserve funds will be re-invested as part of the reserves. Board motion is required for reserve funds to be utilized or altered in any way.

1. The Stettler Library Board will maintain an operating reserve that will be no more than 3 months of the annual operating budget.
2. The Stettler Library Board may also establish a capital reserve to plan for major purchases and/or renovations.
3. Reserve funds will be reviewed by the Personnel and Finance Committee annually to ensure compliance with policy.

APPROVED October 19, 1987

AMENDED October 18, 1999

AMENDED August 2, 2006

AMENDED September 18, 2006

AMENDED March 19, 2015

AMENDED June 20, 2018

AMENDED February 17, 2021



### Stettler Public Library Purchasing Card Agreement

- The purchasing card is intended to facilitate the purchase and payment of goods and services required for the conduct of Stettler Library business and within the Board's approved budget.
- I agree to adhere to the Stettler Library Board's Finance Policy and approved procedure with respect to the use of the purchasing card.
- I acknowledge that I cannot use the purchasing card for personal purchases and further that all charges will be billed directly to and paid by the Stettler Public Library, therefore the card provider cannot accept any payment from me directly.
- I acknowledge that unauthorized use of the purchasing card may be considered as misappropriation of library funds and that any use deemed as misappropriation by the Board could result in any or all of the following:
  - Immediate forfeiture of the use of the purchasing card
  - disciplinary action which may include termination of employment
  - criminal charges
- If the card is lost or stolen, I will immediately notify Visa by telephone and then notify the Assistant Manager, Library Manager and Treasurer to advise of the situation.
- I will obtain a receipt/invoice for each purchase, and will submit the paperwork in a timely manner to the Assistant Manager.
- I will purchase only allowable items within the default limits set on the card and will not circumvent these by way of splitting purchases.

This document outlines the responsibilities I have as a purchasing card user. My signature indicates that I have read and understand these responsibilities, and agree to the statements above.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Expense Claim Form



**Expense Claim Form**

Name: \_\_\_\_\_ Date submitted: \_\_\_\_\_

**EXPENSES**

**ATTACH ORIGINAL RECEIPTS TO EXCLAIM CLAIM FORM**

Date purchased	Description	Amount
<b>Total Amount</b>		\$

**MILEAGE**

Date	From	To	Particulars of Trip	Kilometres
<b>Total Kilometres</b>				
<b>Total Amount for Mileage</b>				\$

Claimant Signature: \_\_\_\_\_ Total to be paid: \$ \_\_\_\_\_

\*Authorized Signature: \_\_\_\_\_

\*Library Manager, Board Treasurer, Board Chair. A claimant may not sign for his/her own expenses.

## 3-4 Board Trustee Orientation and Continuing Education

### **Introduction**

The Board recognizes the importance of informed trustees in the provision of Library services.

### **Purpose**

To ensure that new trustees are aware of the Board's structure, procedures, and responsibilities.

### **Orientation**

Trustee orientation occurs at the fall organizational meeting or at a new trustee's first meeting. At that time the trustee(s) will be introduced to Library staff and other Board members, will tour the Library facility, and will receive an overview of trustee roles and responsibilities.

Trustees will receive electronic copies of all current and/or working documents of the Board, including Board meeting minutes, financial statements, Library budget, Library policies, and the Library's current plan of service.

In addition, each trustee will receive a copy of the current Libraries Act and Regulations, information from the Alberta Library Trustees Association, and other material as designated by the Board or the Library Manager.

### **Continuing Education**

Trustees are encouraged, with prior Board approval, to attend workshops and conferences and to participate in other programs in order to remain informed of trends in Library services. Priority will be given to trustees who have not attended previous Library conferences. Trustees are expected to provide a short, written report to the Board. The Board will also endeavour to offer other learning opportunities to trustees. Costs for conferences and workshops will be covered, within budget constraints, in accordance with the Finance Policy.

APPROVED October 19, 1987

AMENDED November 28, 1988

AMENDED November 19, 1990

AMENDED November 23, 1998

AMENDED June 21, 2004

AMENDED September 17, 2015

## 3-5 Board Governance Functions

### **Introduction**

The Alberta Libraries Act and Regulations define the powers, duties, and functions of The Board. Trustees of the Stettler Public Library assume the responsibilities allocated to Board members by the relevant legislation. Among these responsibilities are:

- Financial Governance
- Advocacy
- Policy Governance
- Personnel Governance

### **Purpose**

To ensure a common understanding of the Board's duties, powers, and functions.

### **Policy**

#### **Financial Governance**

- Establish a budget process and financial reporting system;
- Develop the Library's annual budget in conjunction with the Library Manager;
- Review and adjust the budget as circumstances require;
- Identify required financial policies and follow best practices in managing the Library finances.

#### **Advocacy**

- Be an active advocate for the Library, taking advantage of all opportunities to raise awareness of the Library. It is expected that each member of the Board will become involved in promoting the Library. This may involve speaking to community groups, and service at community events, as outlined in the Public and Media Relations Policy;
- Stay informed of Library issues, trends, and developments;
- Develop and implement a Plan of Service that considers the emerging needs of the community and represents the Library to the community, municipal leaders, and all major stakeholders.

#### **Policy Governance**

- Develop policies in adherence to the Libraries Act and Regulations, as well as policies required under separate legislation;
- Review and update bylaws regularly;
- Review and update policies regularly.

#### **Personnel Governance**

- Define roles, responsibilities, and functions of the Board and committees;
- Recruit and recommend candidates for appointment to the Board;
- Orient and train Board members;
- Recruit, hire, evaluate, and terminate the Library Manager.

Trustees act as a Board and have no individual authority over staff. It is not within the power of individual trustees to order staff to carry out tasks or to discipline staff. Formal communication between the Board and staff is carried out through the Library Manager.

APPROVED September 23, 1991

AMENDED September 17, 2015

## 3-6 Records Management

### **Introduction**

The Board shall ensure that the Stettler Public Library keeps orderly and timely records in compliance with federal and provincial acts and regulations such as the Alberta Freedom of Information and Protection of Privacy Act and the Canadian Income Tax Act.

### **Purpose**

To establish a structure for the retention of records in compliance with relevant legislation.

### **Definitions**

For the purpose of this policy, “records” shall mean either paper or electronic information related to the business activities of the Stettler Library Board or the Stettler Public Library.

“Transitory records” are records that have short-term, immediate, or no value and will not be required for future reference.

“Permanent records” are records whose value does not diminish over time and that are retained because of administrative, legal, fiscal, or historical value.

### **Policy**

The storage of files shall be kept to the legal minimum consistent with the efficient operation of the organization and the preservation of a historical record of the Library. The Library Manager has the discretion to retain records longer than the period provided for in this policy.

The Board gives authority for the destruction of records in accordance with the retention schedule to the Library Manager. The Library Manager will be responsible for the proper and complete destruction of records disposed of under this policy. The Library Manager will maintain documentation of disposal including the date of destruction and a list of the records destroyed.

The retention periods for records shall be:

- Specified for a number of years, or;
- Retained until superseded, or;
- Permanent

Permanent records shall be preserved and never destroyed. Records may be retained as either hard copies or electronic copies in appropriate storage at the Stettler Public Library.

Transitory records shall be disposed of at any time when they no longer serve any valid purpose.

Destruction of records shall be accomplished in such a way that the information contained therein is completely obliterated, without any copy being retained.

See Appendix B outlines for records retention timelines.

APPROVED September 20, 1999

AMENDED June 21, 2004

AMENDED September 17, 2015

## Records Retention Schedule

### **Permanent**

- Annual Reports
- Board Meeting Agendas
- Board Meeting Minutes
- Bylaws

### **Retained 10 years, then destroyed**

- Accident reports
- Insurance records and claims – retained 10 years after expiration and/or settlement
- Legal matters – records relating to legal proceedings and legal advice provided to the Board

### **Retained 7 years, then destroyed**

- Accounts payable/receivable
- Audited financial statements
- Annual budgets
- Bank statements, reconciliations, records of deposits, and cheques
- Contracts and agreements – includes persons and companies with whom the Stettler Public Library has entered into a contract or agreement
- Grant documentation – retained 7 years after requirements are met
- Taxation – records pertaining to GST, charitable tax receipts, and supporting documentation

### **Retained 5 years, then destroyed**

- Board packages
- Incident reports
- Lease – retained 5 years after expiry
- Personnel permanent files– includes personal data, employment references, appraisals, pay and benefits, training, accident reports, WCB information etc. Retained 5 years after termination of employment.
- Policies – retained 5 years after superseded

### **Retained 2 years, then destroyed**

- Building projects – retained for 2 years following completion of project, then transferred for selective retention

**Retained 1 year, then destroyed**

- General correspondence, both incoming and outgoing
- Personnel temporary files – includes vacation requests, monthly schedules, attendance details, etc. Retained for 1 year or final resolution of issue.
- Unsolicited résumés and job applications, employment references, and interview notes for candidates who were not hired

**Retained until superseded, then destroyed**

- Information on equipment – retained for life of equipment
- Job descriptions – retained until job is removed or description is superseded

3-7 Board Organization

**Board Officers**

The Board officers will be the Chair, the Vice Chair, and the Secretary/Treasurer, who will be nominated and elected at the annual organizational meeting each year.

**Chair**

- Presides at Board meetings, executes documents authorized by the Board, serves as an ex-officio member of the standing and ad hoc committees of the Board, and performs all duties associated with the office;
- Sets the agenda for Board meetings in consultation with the Library Manager;
- Acts as an authorized signing officer of all documents pertaining to the financial business of the Board;
- Signs a copy of Board meeting minutes upon their confirmation by the Board.

**Vice Chair**

- In the absence or disability of the Board Chair, or if there is a vacancy in that office, the Vice Chair shall assume and perform all functions of the Chair.

**Secretary/Treasurer**

- Acts as an authorized signing officer of all documents pertaining to the financial business of the Board;
- Reviews the Library’s financial reports and activities.

**Board Committees**

Board members must sit on a minimum of one committee each year. Board business may require members to sit on more than one committee.

**Personnel and Finance Committee**

- Develops the annual operating budget in consultation with the Library Manager;
- Ensures that there is an effective annual external auditing process and review the audited financial statements;



- Monitors the budget and financial activities of the Library;
- Recruits, interviews, presents, and recommends Library Manager candidate to the Board for consideration;
- Presents proposed budget to the Board and municipal councils;
- Coordinates the annual evaluation of the Library Manager.

#### **Policy Committee**

- Reviews, revises, and recommends amendments to the bylaws and policies of the Library;
- Ensures that bylaws and policies are in conformity with applicable legislation and in keeping with the library's mission statement and the standards of the Library Association of Alberta and the Canadian Library Association;
- Presents policy to the Board for consideration;
- Ensures clarity and internal consistency of bylaws and policies.

#### **Advocacy**

- Develops a three-year Plan of Service based on a community needs assessment;
- Develops and executes an advocacy plan based on the Plan of Service in conjunction with the Library Manager;
- Reports on advocacy to the Board;
- Coordinates Board members to attend community events as library representatives.

#### **Annual Organizational Meeting**

The Board shall hold its annual organizational meeting at the first regular meeting after trustee appointments are made in October. The election of Board officers (Chair, Vice-Chair, and Treasurer) for one-year terms shall take place at this meeting. Committee appointments and trustee orientation will also take place at this meeting.

#### **Board Meetings**

Regular meetings of the Board will take place each month, with the exception of July and August. The December meeting takes place at the discretion of the Board. The dates, times, and minutes of all meetings will be shown on the Library website ([spl.prl.ab.ca](http://spl.prl.ab.ca)). Additional meetings may be called by the Chair upon at least 24 hours of notice.

All regular meetings of the Board are open to the public in accordance with the Alberta Freedom of Information and Protection Privacy Act.

Parliamentary procedure (according to the latest edition of Roberts' Rules of Order) shall be observed upon request of a present Board member. A quorum for the transaction of business at any Board meeting shall consist of a simple majority (50% plus 1) of the trustees.

If a Board member misses three (3) consecutive meetings he/she will automatically be dismissed unless retained by a resolution of the Board.

#### **Administration in the Absence of Policy**

In the absence of policy, the Board authorizes the Library Manager to act on its behalf. Prior to actions, the Library Manager may consult with the Board Chair and/or other Board members.

APPROVED September 17, 2015  
AMENDED June 20, 2018

## 4-2 Self-Published Materials

### **Introduction**

As self-publishing is experiencing rapid growth, the Stettler Public Library receives many inquiries from authors regarding the addition of self-published items to our collection. These guidelines provide additional information regarding submitting a title for consideration.

### **Purpose**

The purpose of this policy is to guide staff in the acquisition and disposition of self-published materials.

### **Policy**

Self-published books are considered for the Library's collection when they are written by a local (typically from Stettler or the County of Stettler No. 6) author, include unique local content, and fit the scope of the Selection, Dispositions, and Reconsideration of Materials Policy.

Materials receiving an independent, positive review in one or more of the major review journals or newspapers (such as The Edmonton Journal, The Calgary Herald, The Globe & Mail, Quill & Quire, Library Journal, Kirkus Reviews, Booklist, or Publisher's Weekly) are carefully considered. We are more likely to add a self-published book to our collection if it has been reviewed in a major review journal. Self-published e-books are not considered unless they are available for purchase through one of our e-book platforms.

Items not added to the collection will be disposed of to the best advantage of the Library, which may include selling them to provide funding for new materials, events, or equipment.

Items may be withdrawn after one year, unless they have circulated regularly.

APPROVED February 19, 2015

## 4-3 Violence and Harassment Policy

### **Introduction**

The Stettler Public Library is committed to providing a safe, secure, respectful workplace for its employees, free from all types of violence and harassment. The Library considers acts of workplace violence and harassment to be serious misconduct and will not tolerate acts of violence or harassment by or against any member of our workplace.

This policy applies to all employees of the Library as well as volunteers and the Board of the Library.

Members of the public, visitors to the Library, or individuals conducting business with the Library are expected to adhere to the Library's policy, including refraining from committing acts of violence or harassment against employees, volunteers, members of the Library Board or persons acting on behalf of the Library. If incidents of harassment or violence occur, the Library will take steps to ensure a harassment and violence free workplace, including barring the individual from its facility or discontinuing business with the individual.

### **Purpose**

The purpose of this policy is to ensure that:

1. Individuals are aware of and understand that acts of workplace violence and harassment are considered to be serious misconduct for which necessary action will be imposed;
2. Those subjected to acts of workplace violence and harassment are encouraged to access any assistance they may require in order to pursue a complaint;
3. Individuals are aware of available recourse if they are subjected to, or become aware of, situations involving workplace violence or harassment.

### **Definitions**

For the purpose of this policy, "violence" whether at a work site or work related, means the threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury and "harassment" means engaging in a course of comment or conduct that is known or ought reasonably to be known to be unwelcome. Harassment is prohibited on the grounds of race, creed, religion, colour, sex, marital status, sexual orientation, family status, mental and physical disability, physical size or weight, age, nationality, ancestry or place of origin, place of residence, or the receipt of public assistance. Harassment can take place in person or via other means (social media, text messages, e-mails, telephone calls etc.)

Violence and harassment can include, but are not limited to:

1. Threatening behaviour such as shaking fists, destroying property or throwing objects;

2. Verbal or written threats that express an intent to inflict harm;
3. Physical attacks;
4. Verbal abuse;
5. Bullying behaviours such as:
  - a. spreading malicious or untrue rumours, gossip or innuendo
  - b. Undermining or deliberately impeding a person's work
  - c. criticizing a person persistently or constantly
  - d. excluding or isolating someone socially;
6. Any other behaviour that is intended to intimidate, humiliate, degrade, offend or cause fear in a reasonable person in the circumstances.

### **Procedures**

If an individual believes he/she has been subject to violence or harassment, the individual shall:

1. Tell the alleged offender directly or with the assistance of a third party that his/her behaviour is unwelcome and ask him/her to stop;
2. Keep a record of incidents (dates, times, location, possible witnesses, nature of incident, the employee's own response).
3. The complainant may ask for support from the Library Manager to communicate his/her objections if the objectionable behaviour continues.
4. The complainant may choose to submit a formal written complaint documenting his/her concerns. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.
5. The complaint will be investigated by the Library Manager and he/she will take the necessary action to respond to the incident

### **Consequences**

Violation of the policy may be subject to disciplinary action commensurate to the incident, up to and including dismissal.

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

APPROVED May 10, 2012

## 4-5 Social Media

### **Introduction**

Online communication is essential to support the Stettler Public Library's mission of providing a wide variety of materials and services to meet community information, education, recreation and cultural needs.

### **Purpose**

To set out expectations for Stettler Public Library employees, authorized contributors, and members of the public who engage in the Library's online and social media channels. To ensure that the Library's use of online and social media channels addresses service objectives in a manner consistent with its mission and vision.

### **Definition**

Online and social media channels are defined as any web application, site, or account created and maintained by the Stettler Public Library. These may include, but are not limited to, blogs, social networks (Facebook, Twitter, Pinterest, etc.), online communities, websites, and mobile applications.

### **General**

When engaging with the Stettler Public Library via online and social media channels, the Library trusts its community members to be respectful to each other. Library representatives will monitor sites affiliated with the Library and reserve the right to remove submissions that fall into any of the following categories:

- Spamming, trolling, and flaming
- Personal insults, name calling, and harassment
- Racist, hateful, sexist, homophobic, slanderous, insulting, life-threatening, or otherwise offensive or unlawful messages/comments/images
- Unintelligible or irrelevant messages/comments/images
- Solicitation and advertising
- Aggressive, coarse, violent, obscene, or pornographic messages/comments/images

The Library does not verify the accuracy, truthfulness, or reliability of any information posted by users and does not accept any responsibility for content appearing on its online and social media channels that does not originate with Library employees or authorized contributors.

### **Stettler Public Library employees and authorized contributors**

The Stettler Public Library recognizes that employees and authorized contributors are committed to ethical and professional communication, and expects this behaviour to continue in the online environment.

Personal information of patrons and staff, including name, address, or borrowing records, must not be shared on personal or Library social media sites without permission. Staff are responsible for following all privacy protection laws and policies and must not post confidential information of any type.

Social media content created by an employee as part of his/her employment is the property of the Library and not the employee.

### **Personal social media sites**

When using social media for personal use and when identifiable as a Library employee, staff must be aware of the potential impact of their communications on the reputation and service values of the Library and act appropriately and with good judgment.

Staff may not make any comments on behalf of the Library on their own personal social media sites. Staff may, however, share information already posted on Library social media sites on their own sites.

The Library may take appropriate disciplinary action in response to prohibited behaviour. These guidelines are meant to apply only to work-related postings and are not meant to infringe upon personal interaction or commentary.

### **Members of the public**

The Stettler Public Library encourages members of the public to contribute to the Library's online and social media channels. Comments, posts, messages, and creative content are welcome provided they are in keeping with the Library's mission and vision.

All content provided for inclusion on the Library's online and social media channels may be used and reproduced as the Library sees fit. It is the responsibility of contributors to ensure that they have the right to contribute the material that they post and they will bear full responsibility if they infringe upon the rights of anyone else.

APPROVED September 17, 2015

## [4-6 Naloxone Policy](#)

The objective of having naloxone in the library is to preserve life, prevent harm, and promote recovery. Staff will have access to training to learn to recognize the signs of an opioid overdose and access to naloxone kits to administer naloxone. In the event of naloxone administration, staff will contact emergency help and will provide after-care support until emergency help arrives.

Staff have the duty of care to themselves and others to provide first aid assistance to the level of their competence, and to call on expert assistance if necessary.

The Library Manager shall be responsible for ensuring:

- that there are at least two naloxone kits on site and that those kits be replaced prior to expiration
- that naloxone kits are stored in a secure location
- that staff have access to training if they so desire.

APPROVED June 20, 2018

## 5-1 Interlibrary Loans

Information service is an important aspect of Library services. The reference collection is maintained and updated regularly. Staff are routinely trained in the use of the reference materials.

Interlibrary loan materials shall be obtained according to the policy of the Board in conjunction with Parkland Regional Library.

The Library will borrow materials from other sources when it is the most efficient way of providing the necessary information or materials.

Staff members are expected to contact local sources of information once the Library's collection has been exhausted.

The Library may limit the requests of the patron depending on the amount, type and availability of the materials.

The Board agrees to absorb any costs incurred in the acquisition of interlibrary loans, thereby increasing the likelihood of a successful search without imposing additional expense on patrons.

APPROVED October 19, 1987

AMENDED June 16, 1997

## 5-2 Resource Sharing

The Board recognizes the need for additional cooperation and networking with other libraries which it deems beneficial to the Library.

Networking will be established by using the services provided by Parkland Regional Library and the Alberta Library (TAL). The Board will participate fully in interlibrary loans by making print resources available to other libraries when requested.

It is the policy of the Board to provide access to Library materials and information services for those patrons with special needs.

Such services include:

- Large Print Books are contained in the Library's collection. In addition, the Library receives periodic bulk loans from Parkland Regional Library.
- Outreach Service—The Library will endeavor to provide an outreach service, upon request, to any patron in the community who, by reason of health, age, or unusual circumstance, is unable to visit the Library and use its regular services.
- Other Needs—Whenever possible, the Library will attempt to provide, through its own collection and/or regional resources and subject to availability, reasonable access to high interest, low vocabulary materials for all appropriate age levels, including adult basic reading materials.

APPROVED May 30, 1988

AMENDED January 23, 1989

AMENDED June 16, 1997

## 5-3 Provision of Large Print Materials

The Library shall purchase permanent additions to its collection in large print, and may supplement its collection with circulation blocks of large print materials when they can be obtained from other libraries.

APPROVED October 19, 1987



## 5-4 Multilingual Materials

The Library acknowledges the importance of providing patrons with materials in other languages other than English. The Library may select materials in other languages available through Parkland Regional Library. The selection of material is subject to the guidelines and conditions of Parkland Regional Library.

The frequency of recycling materials obtained through this service shall be as needed and at the discretion of the Library Manager.

APPROVED October 19, 1987

AMENDED June 6, 1997

## 5-5 Capital equipment purchase, cost sourcing and purchasing procedures

In addition to those items specifically included in the budget, the Library Manager has the right to purchase capital equipment costing up to \$1,500. The purchase of capital equipment costing more than \$1,500 and not specifically approved in the budget needs to be reviewed by the Finance Committee and approved by the Board.

Purchases up to \$1,500 may be made by authorized staff on the basis of catalogue selection or best buy. Amounts over \$1,500 should be submitted for two or more competitive quotes except in some cases, for example, in the case of automation-related purchases. Written quotes are required for purchases over \$5,000.

The Library Manager shall contact local suppliers or contractors for quotations when it is deemed feasible that the merchandise or service being sought could reasonably be supplied locally. The Library Manager may delegate this task to the Library staff or committee chairs as appropriate.

Preference will be given to local suppliers or contractors to the fullest degree possible, with the guideline being that local supplier or contractor is selected whenever the delivered price is less than 10% higher (for purchases or services having a value up to \$5,000) or less than 5% higher (for purchases or services having a value of over \$5,000 to an upper limit of \$50,000).

When a higher priced item is selected, a written explanation shall be left on the filed quote explaining the reasons for the purchase.

The Library Manager has the authority to decide on sourcing of Library materials and to negotiate terms with vendors.

In any decision, the Library may take into consideration all factors in the final cost of a product or service. The following factors may be weighted differently, dependent upon the scope and nature of the service or product obtained, and not limited to:

- Transportation costs
- Availability (delivery time)

- Quality
- Warranty
- Brands
- Support & service availability
- Price
- Expertise in product/service area
- Qualifications
- Other pertinent requirements

APPROVED September 18, 2006

## 6-1 Service Recognition

### **Introduction**

The Stettler Library Board (“the Board”) recognizes the importance of Library employees and trustees for the ongoing effective operation of the Stettler Public Library.

### **Purpose**

To formally acknowledge the hard work and dedication shown by the staff and trustees and to set levels for gift values based on years of service.

### **Employees**

Employees’ years of service are recognized by the Board with a gift or cheque as set out in Appendix C – Employee/Trustee Service Recognition Schedule and a letter or a card from the Board thanking the employee for service to the Library. After a minimum of 10 years of service, employees shall receive an honorary lifetime Library card.

A year of service is determined based on the date of hire.

### **Board Trustees**

Trustees’ service recognition is based on their 3-year terms of appointment. Typically, a trustee will serve up to three terms. In some cases (section 4 (4) of Libraries Act) a member of the municipal Board is eligible to be reappointed if at least 2/3 of the whole council passes a resolution stating that the member may be reappointed as a member for more than 3 consecutive terms.

Upon completion of their service to the Board, trustees are recognized by the Board with a gift as set out in Appendix C – Employee/Trustee Service Recognition Schedule and a letter or a card from the Board thanking the trustee for service. After a minimum of 2 terms of service, trustees shall receive an honorary lifetime Library card.

APPROVED February 18, 2016

## Appendix C – Employee/Trustee Service Recognition Schedule

### Employees

Gifts/cheques for recognition of years of service shall have the following values:

5 years	up to \$75.00
10 years	up to \$100
15 years	up to \$150
20 years	up to \$200
25 years+	up to \$250

Gifts/cheques for employees retiring or resigning shall have the following values:

Less than 1 year	\$0
1 to 4 years	up to \$50
5 to 10 years	up to \$100
11 to 15 years	up to \$150
16 to 20 years	up to \$200
25+ years	up to \$250

### Trustees

Gifts for trustees resigning/completing their service with the Board shall have the following values:

Less than 1 year	\$0
1 year to 3 years	up to \$50
3 years to 6 years	up to \$100
6 years to 9 years	up to \$150

If a trustee has been appointed for more than 3 terms, the value of the gift may be up to \$200.

## 6-2 Contests, Raffles, and Draws

### Introduction

The Stettler Public Library occasionally organizes contests, raffles, and draws for various functions and purposes.

### Purpose

To clarify the conditions under which Library employees and trustees can and cannot enter contests, raffles, and draws.

### Definitions

Immediate Family: "Immediate family" includes: parents, common-law partner (of at least one year) or spouse, brothers or sisters, and children of the employee/trustee, and the employee/trustee's partner, grandparents and grandchildren.

## **Policy**

Adult employees, trustees, and immediate family members over the age of 16 are not eligible to enter any contest conducted by the Library and judged by Library employees or trustees involving a merit-based competition.

If there is no charge for tickets for a raffle or draw, adult employees, trustees, and immediate family members over the age of 16 are not eligible to enter the raffle/draw. If there is a charge for tickets for a chance to win an item (raffle) or for a cash draw and the selection of the winner is random the raffle/draw is open to everyone.

Adult employees, trustees and their immediate families may apply to merit-based contests where blind judging is carried out by a panel of independent community members who are not employees of the Library, or trustees.

Library employees aged 16 and under and immediate family members of trustees and employees aged 16 and under may enter all Library contests.

The Library will include information about contest ineligibility on promotions.

APPROVED February 18, 2016

## Personnel Policy

### 7-1 Employee Records

The Stettler Public Library maintains records on each employee. These records contain copies of all documentation relating to employment including, but not limited to: documentation relating to pay, benefits, pension, terms of employment, résumé, signed contract of employment, performance appraisals, disciplinary letters, career development records and attendance.

A personnel file for each Library employee is maintained in the Library Manager's office. Payroll, benefits, and pension documents and the Library Manager's personnel file are stored at the Town of Stettler office.

Information contained in an employee's personnel file is deemed confidential. Employee files are only available to the following persons:

- the employee
- the Library Manager
- Town of Stettler employees as required to fulfill payroll, benefits, and pension functions

- The Personnel and Finance Committee shall have access to the Library Manager's file only. In cases of exceptional employee grievance escalated to the Board level the committee members will have access only to those documents relevant to the grievance.

All employees are entitled to examine the contents of their file in the presence of the Library Manager or designate.

Inactive personnel files are retained according to Appendix B – Records Retention Schedule.

All documents will be maintained in accordance with the Freedom of Information and Protection of Privacy Act and Regulations.

## 7-2 Working Hours

### **Rest periods**

Daily unpaid rest periods (breaks) will be provided as outlined by the Employment Standards Code.

### **Employment status**

Full time: 28 hours or more per week.

Part-time: A part-time employee is one who works less than 28 hours per week on a regular basis. Part-time employees include those hired to fill seasonal positions such as summer reading club.

Casual: Casual employees work irregularly or on a call-in basis.

### **Flexible Work Schedule**

A flexible work schedule including split shifts, evening and weekend hours may be required based on the needs of the position and program. The scheduled hours of work will be at the discretion and approval of the Library Manager.

Staff of the Stettler Public Library may request a flexible work arrangement, compressed hours and/or a work from home agreement. The Library Manager may authorize a flexible work arrangement where it does not place an undue burden on other staff and operational requirements can be met.

### 7-2.1 Overtime and Holiday Pay

Overtime refers to all hours worked over 8 hours a day or 44 hours a week. All overtime must be approved in advance by the Library Manager.

Approved overtime worked by part-time employees shall be paid at 1.5 times the hours worked. For full time staff, approved overtime will be banked at the rate of 1.5 times the hours worked. Banked overtime shall not exceed 37.5 hours. Banked overtime shall be taken within 6 months of being worked.

Consistent overtime shall be reviewed by The Board in relation to the specific demands of the position.

General holidays and holiday pay shall be granted in accordance with the Employment Standards Code.

## 7-2.2 Vacation (Full Time Employees)

1 to 2 years:	2 weeks paid vacation
3 to 5 years:	3 weeks paid vacation
6 to 10 years:	4 weeks paid vacation
11 to 19 years:	5 weeks paid vacation
20+ years:	6 weeks paid vacation

Staff wishing to take vacation time shall have their vacation request approved by the Library Manager. The Library Manager will have their vacation approved by the Board if they wish to take more than 3 consecutive weeks of vacation at one time.

Vacation time may not be carried over to the next calendar year, unless approved by the Board for a special purpose, and then only to a maximum of one week of vacation.

Where the employee qualifies for sick leave, bereavement, or any other approved leave during their vacation period, there shall be no deduction from the vacation credits for such absence.

## 7-2.3 Vacation (Part Time Employees)

The Stettler Public Library board recognizes that vacation time is necessary to the mental health of all employees. Part time employees are paid vacation pay with each pay cheque according to the Employment Standards Code. Additionally, if approved by the Library Manager, part-time employees may bank hours in order to take time off with pay, to a maximum of the equivalent of two normal work weeks for the staff member. Hours may not be banked if it means working more than 8 hours in a day or 44 hours in a week. Employees wishing to do this must have a plan to take time off and submit the request in writing to the library manager.

## 7-3.1 Sick Leave (Full and part-time employees)

Full time employees will receive 7.5 hours of sick leave each month (12 days per year). Full-time employees are entitled to accrue a maximum of 90 work days. Absences in excess of 90 days shall be subject to Long Term Disability insurance.

Part time employees are entitled to a maximum of 6 days of paid sick time per year. Part-time employees do not accrue sick leave.

An employee missing time in excess of 3 consecutive days may be asked to provide a medical certificate.

## 7-3.2 Maternity and/or Paternal Leave

An employee who has been employed for at least 90 days is entitled to maternity leave and/or parental leave without pay as outlined in the Employment Standards Code.

## 7-3.3 Other Job-Protected Leaves of Absence (Paid and Unpaid)

**Personal and Family Responsibility Leave:**

A full-time employee is entitled to take up to 5 days of leave with pay for family medical emergencies involving the critical illness or death of a spouse, child, parent or legal guardian, sibling, grandparent, grandchildren or those of their spouse or partner. This includes any relative who is a member of the employee's household.

An employee is entitled and up to one (1) working day to attend the funeral of an aunt or uncle, niece or nephew of the employee or their spouse.

**Funeral Attendance:**

Employees may take a maximum of four hours, with pay, to attend a funeral, with the approval of the Library Manager.

**Attending Leave:**

Employees shall be eligible for five (5) consecutive days leave, with pay, for attending either the birth of the employee's child or to bring a newborn baby or adopted child to the employee's home. This applies when the event takes place on the employee's regular workdays.

Job-Protected Leaves (unpaid)

All employees who have been employed at least 90 days are eligible to take unpaid leaves for various personal matters as outlined under the Employment Standards Code.

**Leave of Absence:**

All employees requesting a Leave of Absence must make an application through the Library Manager.

### 7-3.4 Discretion of The Board:

The Board may waive eligibility periods and may extend leave periods at their discretion. Application to the Board should be made through the Library Manager.

### 7-4 Confidentiality

Employees of the Stettler Public Library shall keep work-related conversations and patron information confidential.

### 7-5 Code of Conduct

The code of conduct is a statement of essential principles intended to govern the conduct of the employees of the Stettler Public Library. Employees will conduct themselves in a manner that:

- Supports the objectives of the Stettler Public Library
- Serves the overall best interests of the Stettler Public Library.
- Demonstrates respect for individuals, regardless of their life circumstances, social, cultural or economic background.

- Respects and considers diverse and opposing viewpoints.
- Demonstrates due diligence and dedication in preparation for and attendance at meetings, special events and in all other activities on behalf of the Stettler Public Library.
- Ensures that the financial affairs of the Stettler Public Library are conducted in a responsible and transparent manner.
- Avoids real or perceived conflicts of interest
- Conforms with the by-laws and policies approved by the Board.
- Exhibits a respectful, courteous and professional manner when dealing with clients, outside organizations and other board members or employees.
- Publicly demonstrates acceptance, respect and support for decisions legitimately taken in normal course of Library operations.

## 7.6 Conflict of Interests

Employees must not allow themselves to be placed in a position where their personal interests are in conflict (or could be in conflict) with the interests of the Stettler Public Library.

Employees must avoid any situation or activity that compromises or may compromise their judgment or ability to act in the best interest of the Stettler Public Library.

## 7-6 Performance Appraisals

New employees' performance appraisals are to be done at 3 months, 6 months, and yearly thereafter.

The Library Board's personnel committee shall be responsible for the appraisals of the Library Manager.

The Library Manager shall be responsible for all staff and volunteer appraisals.

## 7-7 Anniversary Dates

Staff of the Library have a common anniversary date of January 1<sup>st</sup> of each year. All compensation adjustments occur at that time, if the employee has been with the Library for a full year.

Awards for years of service increments will be awarded in the year following the final year of the increment. Formal recognition will be presented at a pre-determined Board meeting.

## 7-8 Continuing Education for Employees

The Board recognizes the importance of continuing education for employees and as such, professional development funds, administered by the Library Manager, are made available annually to provide for the training and professional development of library staff.

The Library Manager may require staff to take courses related to the position which will be paid in full by the Library. Time needed for continuing education is considered work when an employee is required to attend professional development or certification training that is directly work-related and requested by the employer. This includes job shadowing during an employee orientation.



Attendance at conferences and workshops provides an opportunity to meet and network with individuals employed in public libraries elsewhere. The sessions and the information shared is valuable in keeping up with current developments and trends in libraries. Time spent at conferences outside of work hours, attending receptions, tours, games nights and other social activities does not count as work time.

Employees wishing to attend a conference or workshop, or take a course shall fill out a request for professional development and give it to the Library Manager. Attendance at conferences, workshops and courses will be determined by the Library Manager in order to ensure that all employees are provided with opportunities for professional development. In certain cases, staff may pay for the course or workshop that is not required for employment. If a request for professional development is approved, the staff member will be reimbursed by the Stettler Library Board once the course is completed successfully.

Time spent by an employee on the employee's initiative to take any development program is not counted as "hours worked" even if the program is position-related. The Library Manager may give credit for regular hours worked for position-related development activities, but shall not give credit for hours spent in excess of regularly scheduled shifts.

## 7-9 Grievance Policy

The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with the Library Manager (or Acting Manager) through informal discussion. If such discussion does not resolve the matter, the employee may initiate a formal grievance as described below to seek resolution.

For the purposes of this policy, a 'grievance' is defined as any disagreement arising from the interpretation, application, operation or alleged violation of the policies of the Stettler Public Library or of the Employment Standards Code.

### **Grievance Committee**

The Grievance Committee shall consist of all members of the "Personnel and Finance Committee" as established by the Board at their annual organizational meeting.

### **Procedure**

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

- Talk informally to the library manager to see if the matter can be resolved. The employee may request the presence of another staff member at this meeting if desired.
- If the situation is not resolved through informal discussion, the employee may submit the grievance in writing to the library manager.
- The library manager shall have up to 10 working days to respond to the employee in writing, outlining actions that will be taken, if any, to resolve the disagreement.
- If dissatisfied with the library manager's response, the employee may submit a written grievance to the Grievance Committee through the Chair (or their designate) within ten (10)

working days of receipt of the library manager's response. The written grievance must include the following information:

- Name(s) of the aggrieved;
  - Nature of the grievance and the circumstances out of which it arose;
  - The remedy or correction the employer is being asked to make.
- 
- The grievance may be delivered to the Chair in person, by mail or by email.
  - Within 30 days of the receipt of a written grievance, the committee will convene to hear the facts and surrounding circumstances including meeting with the library manager (or acting manager) and other individuals as appropriate.
  - If the committee adjourns the hearing without setting a date to reconvene, the hearing shall be considered closed.
  - The Committee will decide whether the remedy or correction requested is appropriate within 30 days of closing the grievance hearing and will communicate their decision (including reasons for their decision) in writing to the employee and library manager.
  - The Grievance Committee's decision is final.

### **Records**

The Committee shall ensure that records kept for matters attended by the Committee are limited to statements of facts, information submitted by the staff member, library manager or acting manager, and a copy of the Committee's response including written reasons for the Committee's decision.

## 7-10 Violence and Harassment

The Stettler Public Library is committed to providing a safe, secure, respectful workplace for its employees, free from violence and harassment. The Library considers acts of workplace violence and harassment to be serious misconduct and will not tolerate acts of violence or harassment by or against any member of our workplace.

The purpose of this policy is to ensure that:

4. Individuals are aware of and understand that acts of workplace violence and harassment are considered to be serious misconduct for which necessary action will be imposed;
5. Those subjected to acts of workplace violence and harassment are encouraged to access any assistance they may require in order to pursue a complaint;
6. Individuals are aware of available recourse if they are subjected to, or become aware of, situations involving workplace violence or harassment.

### Definitions

For the purpose of this policy, “violence” whether at a work site or work related, means the threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury and “harassment” means engaging in a course of comment or conduct that is known or ought reasonably to be known to be unwelcome. Harassment can take place in person or via other means (social media, text messages, e-mails, telephone calls etc.)

Violence and harassment can include, but are not limited to:

7. Threatening behaviour such as shaking fists, destroying property or throwing objects;
8. Verbal or written threats that express an intent to inflict harm;
9. Physical attacks;
10. Verbal abuse;
11. Bullying behaviours such as:
  - a. spreading malicious or untrue rumours, gossip or innuendo
  - b. Undermining or deliberately impeding a person’s work
  - c. criticizing a person persistently or constantly
  - d. excluding or isolating someone socially;
12. Any other behaviour that is intended to intimidate, humiliate, degrade, offend or cause fear in a reasonable person in the circumstances.

### Procedures

If an employee or volunteer of the Stettler Public Library believes that they have been subject to violence or harassment, by another employee, volunteer or Board member, or by a member of the public, that person shall:

6. If it is safe to do so, tell the alleged abuser directly or with the assistance of a third party that their behaviour is unwelcome and must stop;

7. If the employee is under threat of physical violence they should attempt to alert other staff members or members of the public present and/or seek refuge in a locked staff room while calling for assistance. Inform the Library Manager as soon as it is safe to do so.
8. If the employee feels that they are being harassed, intimidated or threatened, they should keep a record of the incident (date, time, location, possible witnesses, nature of incident, the employee's own response and any other pertinent information). Incidents shall be reported promptly to the Library Manager.
9. If the Library Manager is the alleged abuser the person experiencing violence or harassment shall report it to the Board Chair. The complainant may choose to submit a formal written complaint documenting their concerns. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.
10. The complaint will be investigated by the Library Manager who will take the necessary action to respond to the incident

### **Consequences**

Violation of the policy may be subject to disciplinary action commensurate to the incident, up to and including dismissal.

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

### **7-11 Dismissal of Employees**

All employees are expected to adhere to the standards laid out by the Stettler Public Library's policies and procedures. Employees are responsible for familiarizing themselves with the policies, as posted on the library website (<https://spl.prl.ab.ca/about-us/guiding-principles>) and found in print within the staff area of the library.

The Library Manager has the full authority and responsibility to discipline or dismiss any employee for cause, or alternatively, without cause when providing sufficient notice and pay in accordance with the employee's length of service.

In cases where the Library Manager considers the employee's conduct to be inappropriate, progressive discipline will be utilized. The Library Manager will:

1. Issue a verbal warning with an agreed upon time frame to sit down and discuss the issue.
2. First written warning that includes a reasonable time frame to correct the problem.
3. Second written warning that includes a reasonable time frame to correct the problem.
4. Dismissal

Dismissals will be administered in accordance with the guidelines established by the Employment Standards Code, available on the Government of Alberta website. Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis.

The Library Manager may discuss the situation with the Board Chair prior to dismissing an employee. If the employee feels unfairly treated, they may appeal the Library Manager's decision in writing and submit it to the Personnel and Finance Committee as outlined in the grievance policy.

## 7-12 Staff use of Library Property

Permission must be given in advance for employees to remove Stettler Public Library property from the library. Property should never be left in a vehicle overnight. Laptops used to work from home must be brought in to the library when requested for regular updates from Parkland Regional Library.

## 7-13 Intellectual Property

Materials and intellectual property developed by employees during their paid employment for the benefit of programs and staff are the property of the Stettler Public Library. These include but are not limited to training manuals, video tutorials, programming materials and such.

## 7-14 Dress Code

Public image plays an important role in developing and maintaining support for the Library. In order to maintain a public image consistent with a professional organization, each staff member's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. Health and safety standards must also be considered in dressing for work.

## 7-15 Gifts

Employees may accept small tokens of appreciation or gifts from clients, such as flowers, cards, chocolates, home baking or home-made gifts. Employees are not permitted to accept gifts of money from clients, but may accept gifts of money as donations to the library. If unsure, please check with the Library Manager.

## 7-16 Social Media

Library staff and volunteers will not make public statements (letters to the editor, social media, etc.) designed to speak officially for the Library without prior approval from the Library Manager. The Stettler Public Library recognizes that employees are committed to ethical and professional communication, and expects this behaviour to continue in the online environment.

Personal information of patrons and staff, must not be shared on personal or library social media sites without permission. Staff are responsible for following all privacy protection laws and policies and must not post confidential information of any type.

Social media content created by an employee as part of his/her employment is the property of the library and not the employee.

When using social media for personal use and when identifiable as a library employee, staff must be aware of the potential impact of their communications on the reputation and service values of the Library and act appropriately and with good judgment.

Staff may not make any comments on behalf of the Library on their own personal social media sites, but may share information already posted on Library social media sites on their own sites.

These guidelines are meant to apply only to work-related postings and are not meant to infringe upon personal interaction or commentary.

## 7-17 Work Alone

The Stettler Public Library will provide and maintain safe and healthy working conditions for workers in accordance with the Alberta Occupational Health and Safety Act, Regulations, and Code. Every attempt will be made to schedule staff in such a way as to avoid working alone. The Board recognizes that there may be instances where an employee may be alone in the library when assistance is not readily available. This may include, but may not be limited to, working after everyone has left for the day or coming into the library early or after hours. This may also include driving alone to or from outreach locations.

### **Procedures:**

It is the responsibility of all workers to perform work safely and to be accountable for their own safety. This includes: exercising prudent judgement regarding whether or not to perform potentially hazardous activities alone and obtaining prior authorization from a supervisor before beginning hazardous work-alone operations to ensure that all risks have been thoroughly evaluated from the perspective of working alone, and that the risk is acceptably low

1. Employees wishing to remain after hours or come in after hours should notify the Library Manager or Assistant Manager, or designate in advance. The doors must remain locked when employees are in the library outside of the normal hours of operation.
2. When leaving the premises, notification should be made to someone who will be able to verify the safe departure of the employee. Employees traveling for an outreach visit shall notify the Library Manager or designate when they arrive at a location and prior to their departure from the location. For the safety of staff working alone when the library is open:
  - Furniture and shelving should be arranged to ensure that sightlines are preserved. Staff should be aware of who is entering the Library.
  - Computer stations should be visible to staff.
  - Float monies should be kept to a maximum of \$150 in the cash drawer.
  - Tasks involving climbing or heavy lifting shall not be undertaken while working alone
  - Emergency contact numbers (911, Library Manager, Library Assistant Manager, Board Chair, Board Co-chair) must be placed in plain view of the staff
  - New staff and volunteers will be trained in the Work Alone Policy and related procedures.
  - Workers are expected to inform the Library Manager of any safety concerns they may have. Concerns deemed significant should be reported to the chair of the Board.
3. If a situation arises that would endanger the worker's personal safety, the worker is to flee instead of confronting the offender.
  - If it is safe to do so, alert and evacuate other guests of the library.

- Leave the Library and go directly to where recreation staff or other people are. If it is not safe to leave the library, workers shall go to a secure staff area and call for assistance (dial 911)
- Notify the Library Manager as soon as it is safe to do so.
- Report all work site incidents by filling in an incident report form within 24 hours of the event

APPROVED October 19, 1987

AMENDED May 18, 2022

## Appendix A – Job Descriptions

### Library Manager

In keeping with the mission of Stettler Library Board, the Library Manager is responsible for developing and supporting all efforts necessary to ensure the effective operation of a library that is responsive to the community’s needs for information, education and recreation. Working closely with, and under the direction of, the Stettler Library Board, the manager develops library policies, monitors library services, develops and manages the budget, creates public relations materials, supervises staff and volunteers, oversees the facility and stays informed of developments in library management. In addition, the Library Manager attends meetings of the Board to insure a consistent flow of communication. As the Chief Executive Officer for the Library, the Library Manager will ensure the Library is managed within the bylaws, policies, and budgets approved by the Board.

#### **Duties and Responsibilities:**

##### 1) Planning and Policy-Making

A clear statement of library policies insures that decisions about all aspects of the Stettler Public Library are consistent and fair. Under the direction of the Board, the Library Manager:

- Develops long range plans to support and promote the mission of the library.
- Develops short term plans to address specific issues facing the library as they arise.
- Drafts and recommends policies to the Board and implements the procedures to carry out these policies.
- Develops clear descriptions of staff positions including qualifications for employment, and evaluation procedures.

##### 2) Library Services

The regular assessment and development of library services is important to fulfilling the Stettler Library’s mission. To support these efforts the Library Manager:

- Plans, organizes and regularly evaluates a program of service that supports the mission of the Stettler Library Board and reflects the needs of the community.

- Oversees the selection and maintenance of library collections including books, media, e-content and other materials and ensures that these materials meet the needs of the community.
- Supervises the purchase, utilization, and maintenance of technology to deliver, monitor and enhance library services.
- Compiles and records library statistics and assembles them for monthly meetings of the Board, for presentation to Council, and for the Annual Report to Municipal Affairs.
- Ensures the Library complies with the Alberta Library Act and Regulations and other relevant legislation.
- Acts as the Freedom of Information and Privacy Head (FOIP) to ensure compliance with the Freedom of Information and Protection of Privacy Act.

### 3) Financial Operations

The coordination of all aspects of funding and expenses is vital to ensuring the financial stability of the Stettler Library. In order to ensure efficient and responsible management of the library budget the Library Director:

- Prepares a draft annual budget for the Personnel and Finance Committee in a timely manner in order to obtain Board Approval in time for budget presentations to Council.
- Presents budget requests to Town and County Council.
- Administers and monitors expenditure of library funds to stay within approved budget.
- Works with the Treasurer to review monthly reports and keep abreast of various funds and accounts.
- Identifies, pursues and supports all fundraising efforts through grant writing and planned giving.
- Acts as a conduit between Board, staff and volunteers to ensure smooth implementation of fund-raising activities within the daily operations of the library.

### 4) Public Relations

The Library manager ensures that community and stakeholders are informed of events and services available at the library, and hold a favourable view of the library.

- Manages internal and external communication of the Stettler Public Library including, but not limited to brochures, newsletters, fliers, social media, radio advertisements, and newspaper articles.
- Identifies and pursues public relations opportunities that engender good will toward and promotion of the Library.
- Develops and maintains cooperative relationships with the Town and County Council, local and county schools, and other community organizations.

### 5) Personnel Management

As the supervisor of all library personnel, the Library Manager

- Recruits, trains, evaluates, and when necessary, terminates all staff and volunteers.
- Assigns duties, defines staff responsibilities, and administers wages.



- Promotes staff development by providing opportunities for staff to attend workshops, conferences and training.

## 6) Facilities Management

The Library Manager oversees all aspects of the Library facility and equipment. The Library Manager:

- Schedules and supervises contract services, maintenance personnel, and takes appropriate action in emergencies.
- Purchases equipment and furnishing as needed, within the approved budget. Plans renovations and purchases outside the approved budget are brought to the Board for approval.
- Ensures the safety of the facility, conducts regular hazard assessments and ensure that staff receive training in safety procedures, first aid, mental health first aid and other relevant safety training.
- Provides leadership and direction for major development projects including construction and renovation of facilities.

## 7) Board Support

The Library Manager informs the Stettler Library Board of all relevant library business. The Library Manager:

- Participates in monthly meetings of the Library Board and provides a detailed report of library operations and developments at each meeting.
- Provides professional expertise and guidance to the Board including but not limited to presenting information on pertinent legislation, discussing trends in library technology, funding, and management wherever possible.
- Participates in all committee meetings to provide information and advice.

## 8) Professional Development

To stay aware of new trends in library management and technology, legal issues facing libraries and new ideas for programming the Library Manager:

- Attends meetings, workshops and conferences
- Maintains membership and participates in professional library associations.

The Library Manager's job also includes any other duties that are requested by the Board of Directors or that are essential to ensuring that the Stettler Public Library provides the best possible library service to the community. The Library Manager will be evaluated by the Personnel and Finance Committee annually.

## 2) Community and Public Services

## **Education/Work Experience**

Is a graduate of a postgraduate library program in Canada or a person with equivalent qualifications from another country.

Previous experience in a public library setting would be an asset.

Demonstrated experience in finance, strategic planning, leadership, human resource management, and utilizing technology.

Previous experience at the administrative level of a public or regional Library system and a working knowledge of computers to a degree of competency required for the Library.

## **Physical Requirements**

- a) Is required to lift, carry, or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- b) Ability to reach a range of shelves between 5 cm and 200 cm above floor level.
- c) Able to handle exposure to dust.

## **Other Requirements**

- a) As a condition of employment, individuals must pass a “Criminal Record/Vulnerable Sector” check with the RCMP.

### **Hours of Work**

This is a 37.5 hour per week position that requires evening and weekend work.

## **Assistant Library Manager**

The Assistant Library Manager reports directly to the Library Manager, is involved in the overall operation of the Library and assumes responsibility for the Library in the absence of the Library Manager.

## **Duties and Responsibilities**

### **1) General Duties**

- Acts as the resource person for daily operations in the absence of the Library Manager.
- Assists the Library Manager in personnel, budget, building and administrative matters.
- Attends monthly meetings of the Library Board and records minutes.
- Assists in the hiring, training and scheduling of staff members.
- Selects and maintains library collections including print materials, movies, television series, videogames, circulating equipment, magazines, audiobooks and e-content in cooperation with Library Manager and with feedback from staff team and members of the public.

- Is responsible for the timely and accurate processing of all library financial accounts, utilizing a computerized accounting system. This includes accounts payable, accounts receivable, cheque disbursements, deposits, GST returns and bank reconciliations.
- Prepares financial records for delivery to the Library's accounting firm for the annual audit or financial review as outlined in the finance policy.
- Completes the federal annual Charities Return for the Library.
- Acts as a key resource person in resolving issues and challenges that occur in the daily operations of a Library, including issues related to technology and membership in the Parkland Regional Library system and associated resources and procedures.
- Prepares applications for employment grants for the Summer Reading Club and completes all required paperwork.
- Ensures the proper maintenance of membership records, library statistics, and other records that may be required by the Library Manager, Board or by law.
- Other duties as requested.

## 2) Community and Public Services

- Responds to patron inquiries by telephone or in person.
- Provides reference and readers/audiovisual and technology advisory service to the public.
- Acts as a key resource person in promoting library services and resources to members of the public through preparing columns and updates for local media, monitoring and posting information to the Library's social media channels, the preparation and posting of print promotional materials such as posters, pamphlets and brochures.
- Acts as the Liaison between the Library staff team and the Stettler Friends of the Library Society
- Assists in the planning and oversight of Stettler Public Library programs, participates in offering programs as needed, including programming offered through the Stettler Friends of the Library Society.
- Performs the full range of circulation desk procedures using an automated circulation system.
- Manages the Library's TIFF Film Circuit program, selects movies each season, prepares promotional material and communicates with the Jewel Theatre to ensure the continued success of this partnership. Provides box office reports and cheques to distributors after each showing.

## Qualifications and Requirements

- A recognized Library Technician diploma and/or such experience in the operation of a Library that may be acceptable to the Board and Library Manager.
- Previous progressively more responsible library (or equivalent) experience.
- A strong background in computers and technology, comfortable troubleshooting issues with technology.
- Enjoys learning as well as teaching.
- Able to train and supervise library staff.
- Poise in a busy setting serving patrons and staff with high expectations.
- Ability to exhibit good judgment and establish effective working relationships with staff, colleagues within the library system, community organizations and local municipal personnel.
- Ability to exercise leadership and motivate others.

- Maintains professional knowledge through participation in professional organizations, system meetings, workshops, and continuing education opportunities.
- Commitment to CFLA Position Statements on Intellectual Freedom and on Diversity and Inclusion.

### **Physical Requirements**

- Is required to lift, carry or move materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- Is able to reach a range of shelves between 5 cm and 200 cm above floor level.
- Is able to handle exposure to dust.

### **Hours of Work**

This is a 37.5 hour per week position that requires evening and weekend work.

### **Program Coordinator**

Successful community programming is one of the pillars of public library service at the Stettler Public Library. The programming Coordinator is responsible for taking the lead in coordinating, planning, and executing programming that is educational, entertaining and enriching for members of the community of all ages. The Program Coordinator works with the entire staff team to ensure that library programs offered meet the needs of the community. The Program Coordinator reports to the Library Manager.

### **Duties and Responsibilities:**

- a. Programming Services
  - Works collaboratively with other members of the Library team to generate program ideas and coordinate their development.
  - Cultivates relationships with community members, organizations and schools to determine community needs and present programs of interest such as author tours, special events, library tours for students and other collaborations.
  - Seeks out potential programming partnerships with community organizations.
  - Contributes to the planning, preparing and maintaining of Library displays.
  - Plan, prepare, conduct and/or oversee programs and events that align with the library's current Plan of Service, both at the library as in-house programs and throughout the community in the form of outreach programs.
  - Responsible for reporting on program outcomes and making recommendations for improvements as needed.
  - Works closely with the Library Marketing Team to promote library programs and events through various channels.

- Communicates with all members of the Stettler Public Library staff team to foster a collaborative and cohesive work atmosphere.
- Acts as a key resource person and advisor for Summer Reading Club coordinators.

b. General

- You provide friendly, enthusiastic, and helpful library services to our patrons while working at the public information desk. This includes answering reference questions, providing reader's advisory, assisting members of the public with technology, circulating library materials and more.
- Performing other related duties as required.

**Qualifications and Requirements**

- High school diploma or equivalent is required; post-secondary education is an asset.
- Previous experience in working directly with a public of all ages is a definite asset.
- Experience planning and hosting programs or events is an asset.
- Attention to detail, organizational and time management skills.
- Ability to plan, organize, direct and implement creative library programming for all ages.
- Previous programming experience is an asset.
- Superior interpersonal communication, presentation and collaboration skills.
- Ability to exhibit good judgment and establish effective working relationships with staff, colleagues from within the local library system, community organizations and members of the community.
- Exhibits flexibility and a willingness to work in a dynamic, busy, and changing environment.
- Interest in lifelong learning, professional development and career-related learning.
- Comfortable working with computers and technology in a library setting.
- Commitment to the CFLA Position Statements on Intellectual Freedom, and on Diversity and Inclusion.

**Physical Requirements**

- Is required to lift, carry or move library materials weighing 5-10 kg on a regular basis with occasional lifting of items up to 30 kg.
- Is able to reach a range of shelves between 5 cm and 200 cm above floor level.
- Is able to handle exposure to dust.

**Other Requirements**

- As a condition of employment, must pass a "Criminal Record/Vulnerable Sector" check with the RCMP.

**Hours of Work**

- This is a part-time position, averaging between 20-25 hours a week. Must be able to work evening and weekend hours.

## Circulation and Outreach Supervisor (Library Clerk II)

The Circulation and Outreach Supervisor reports directly to the Library Manager and is involved in the provision of a broad range of services to area residents in keeping with the Library's service philosophy.

### **Duties and Responsibilities:**

#### 1. Circulation Services

- Is responsible for front-line customer service within and beyond the walls of the Library to community members of all age levels from a wide range of cultural, economic, social and educational backgrounds. Responds to patron inquiries and provides readers' advisory services to members of the community.
- Understands and is able to perform all duties related to circulation services.
- Interprets and communicates Library policies and procedures to customers within the guidelines of the Library's service philosophy. Interpret customer account information; negotiate and accept payments, modify accounts.
- Responds to patron concerns regarding notices they have received, overdue materials, and fees for damaged or lost materials.
- Monitors the daily operation of the online circulation system, and acts as local liaison with Parkland on circulation module matters.
- Conducts interviews and hiring of circulation and shelving staff with the Library Manager and/or Assistant Manager.
- Is responsible for training library staff and volunteers on circulation practices and procedures. Coordinates job assignments for circulation staff including pages, and verifies that assignments are carried out properly.
- Ensures the orderly appearance of the circulation desk, book displays, magazine and newspaper collection and public access areas of the library.
- Oversees regular duties conducted by circulation staff including picking up the mail, emptying the book drop, processing new books, magazines and other circulating materials, sorting through donated books, adding items to the circulation module in Polaris.
- Promotes new collection items to members, via social media, arranging displays in the library and placing holds on materials for clients.
- Ensures coverage on the circulation desk is maintained and reports to the Library Manager and Assistant Manager when a shift is not covered due to a planned or unplanned staff absence.

#### 2. Outreach Services

- Coordinates and promotes the delivery of library materials to homebound patrons and area lodges. Works with area agencies to ensure new residents are aware of outreach services.
- Is responsible for the coordination of outreach services and delivery of library materials to area residents as needed (i.e. Colony Schools). Engages clients to ensure a life-long love of reading, including the promotion of reading challenges and other library offerings.
- Acts as the staff liaison to CELA and NNELS. Places requests for clients and ensures materials are delivered in a timely manner. Resolves issues that arise if materials are lost or damaged.
- Maintains the library's collection of DAISY readers and is the key resource person for area residents with print disabilities.

- Maintains records on the reading preferences of outreach clients and places requests on materials to ensure a steady supply of materials meeting client needs.
- Advocates for and recommends purchases of equipment and library materials as needed to meet the needs of outreach clients.
- Identifies and participates in opportunities to market and promote the library's collections and services to the individuals and organizations in the community as well as in the wider library community.

### 3. General

- Recommends work procedures following professional standards. Communicates with the Library Manager and Assistant Manager regarding circulation policies and procedures.
- Maintain professional knowledge by attending relevant conferences and workshops, reading professional publications, establishing community networks and learning from best practices in other libraries.
- Acts as Library liaison with local schools, ensures numbers are correct for brochure deliveries to the schools.
- Other duties as assigned by the Library Manager.

### Qualifications and Requirements

- Minimum of Grade 12, post-secondary diploma is an asset. Equivalent experience or education will be considered.
- Passion for community and customer service.
- A background in computers and technology, demonstrated ease troubleshooting issues with technology.
- Able to train and supervise circulation staff and pages.
- Superior interpersonal, communication, presentation and collaboration skills.
- Ability to exhibit good judgment and establish effective working relationships with staff, colleagues within the library system, community organizations and local municipal personnel.
- Ability to exercise leadership and motivate others.
- Commitment to CFLA Position Statements on Intellectual Freedom and on Diversity and Inclusion.

### Physical Requirements

- a) Is required to lift, carry, or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- b) Is able to reach a range of shelves between 5 cm and 200 cm above floor level.
- c) Is able to handle exposure to dust.

### Other Requirements

- b) As a condition of employment, must pass a "Criminal Record Check" with the RCMP and an "Intervention Record Check" with the Alberta Children and Youth Services.

## Hours of Work

This is a 37.5 hour per week position that may require evening and weekend work.

## Circulation and Outreach Assistant (Clerk 2)

This position reports directly to the Library Manager or senior staff member on duty. The major objective of this position is to meet the needs of the library by presenting a positive image of the library by delivering friendly, courteous and efficient services to members of the public, both in the library and through outreach services. Work involves responsibility for reader's advisory, assisting members requesting materials, the day to day functioning of the circulation desk, the request of materials via interlibrary loan, shelf maintenance and other clerical functions.

## Duties and Responsibilities

- a) Circulation and day-to-day library operations
  - a. Charges books, magazines and other materials in and out at the circulation desk using an automated circulation system.
  - b. Discharges incoming library materials using an automated circulation system and inspects them for damage. Ensures patrons are notified of materials on hold.
  - c. Participates in opening/closing procedures for the library as scheduled. Ensures book drop is checked regularly.
  - d. Carries out interlibrary loan procedures for incoming and outgoing library materials.
  - e. Performs routine book maintenance and processing including covering books, reinforcing paperbacks, applying spine labels and barcodes and ensuring items are added to the correct bibliographic record.
  - f. Answers telephones and provides routine information, assistance requesting materials, registers callers in programs, and transfers calls as needed.
  - g. Performs disk repair for the Library's DVD collection.
  - h. Participates in the creation of library displays and ensures the public areas of the library are maintained in an orderly condition.
  - i. Ensures accurate shelving of library materials by shelf reading and shelving as needed.
  - j. Monitors desk supplies, prepares labels, slips, posters and pamphlets. Requests supplies as needed.
  - k. Participates in collection development by recommending purchases of materials in demand by clients of all ages. Participates in weeding of the collection as needed.
- b) Outreach
  - a. Coordinates and promotes outreach services to area residents as needed (i.e. Colony Schools). Engages clients to ensure a life-long love of reading, including the promotion of reading challenges and other library offerings.



- b. Acts as backup for the Circulation and Outreach Supervisor.
  - c. Maintains records on the reading preferences of outreach clients and places requests on materials to ensure a steady supply of materials meeting client needs.
  - d. Recommends purchases of equipment and library materials as needed to meet the needs of outreach clients.
- c) General
- a. Assists in the training of pages, summer reading club coordinators and other circulation staff, and supervises in the absence of full-time staff.
  - b. Prepares signage for library displays and other areas when required, proof reads promotional material and recommends changes as needed.
  - c. Other duties as assigned by the Library Manager.

### **Qualifications and Requirements**

- High school diploma or equivalent is required; post-secondary education is an asset.
- Previous experience in working directly with the public of all ages is a definite asset.
- Ability to exhibit good judgment and establish effective working relationships with staff, colleagues from within the local library system, local organizations and members of the community.
- Excellent communication skills, demonstrates a “whatever-it-takes” work ethic, and models an excellent customer service attitude.
- Attention to detail, organizational and time management skills.
- An interest in libraries, public service and reading as well as a working knowledge of computers to a degree of competency required by the Library.
- Commitment to the CFLA Position Statements on Intellectual Freedom, and on Diversity and Inclusion.

### **Physical Requirements**

- Is required to lift, carry, or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- Ability to reach a range of shelves between 5 cm and 200 cm above floor level.
- Able to handle exposure to dust.

### **Other Requirements**

- As a condition of employment, must pass a “Criminal Record/Vulnerable Sector Check” with the RCMP.

### **Hours of Work**

This is a part-time position that requires evening and weekend work.

## Circulation Assistant (Clerk 1)

This position reports directly to the Library Manager or senior staff member on duty. The major objective of this position is to meet the needs of the library by presenting a positive image of the library by delivering friendly, courteous and efficient services to members of the public, both in the library and through outreach services. Work involves responsibility for reader's advisory, assisting members requesting materials, the day to day functioning of the circulation desk, the request of materials via interlibrary loan, shelf maintenance and other clerical functions.

### **Duties and Responsibilities**

- d) Circulation and day-to-day library operations
  - a. Charges books, magazines and other materials in and out at the circulation desk using an automated circulation system.
  - b. Discharges incoming library materials using an automated circulation system and inspects them for damage. Ensures patrons are notified of materials on hold.
  - c. Participates in opening/closing procedures for the library as scheduled. Ensures book drop is checked regularly.
  - d. Carries out interlibrary loan procedures for incoming and outgoing library materials.
  - e. Performs routine book maintenance and processing including covering books, reinforcing paperbacks, applying spine labels and barcodes and ensuring items are added to the correct bibliographic record.
  - f. Answers telephones and provides routine information, assistance requesting materials, registers callers in programs, and transfers calls as needed.
  - g. Participates in the creation of library displays and ensures the public areas of the library are maintained in an orderly condition.
  - h. Ensures accurate shelving of library materials by shelf reading and shelving as needed.
  - i. Monitors desk supplies, prepares labels, slips, posters and pamphlets. Requests supplies as needed.
  - j. Participates in collection development by recommending purchases of materials in demand by clients of all ages. Participates in weeding of the collection as needed.
- e) General
  - a. Prepares signage for library displays and other areas when required, proof reads promotional material and recommends changes as needed.
  - b. Other duties as assigned by the Library Manager.

### **Qualifications and Requirements**

- High school diploma or equivalent is required; post-secondary education is an asset.
- Previous experience in working directly with the public of all ages is a definite asset.

- Ability to exhibit good judgment and establish effective working relationships with staff, colleagues from within the local library system, local organizations and members of the community.
- Excellent communication skills, demonstrates a “whatever-it-takes” work ethic, and models an excellent customer service attitude.
- Attention to detail, organizational and time management skills.
- An interest in libraries, public service and reading as well as a working knowledge of computers to a degree of competency required by the Library.
- Commitment to the CFLA Position Statements on Intellectual Freedom, and on Diversity and Inclusion.

### **Physical Requirements**

- Is required to lift, carry, or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- Ability to reach a range of shelves between 5 cm and 200 cm above floor level.
- Able to handle exposure to dust.

### **Other Requirements**

- As a condition of employment, must pass a “Criminal Record/Vulnerable Sector Check” with the RCMP.

### **Hours of Work**

This is a part-time position that requires evening and weekend work.

## Makerspace and Marketing Assistant (Clerk 1)

The Makerspace and Marketing Assistant embraces technology, science and art. In order to fulfill the Library’s mission, the incumbent demonstrates a positive attitude, excellent interpersonal skills, and a sense of humor. This position reports directly to the Library Manager or senior staff member on duty. The Makerspace and Marketing Assistant oversees the Library’s makerspace area, assists clients with technology, and participates as part of the programming team. This position is also responsible for coordinating the creation and distribution of marketing materials, and the updating of the Stettler Library website as well as social media.

### **Duties and Responsibilities**

#### 1) Makerspace

- Oversees the Makerspace. Provides and schedules instruction and programming, coordinates efforts with other team members. Maintains equipment and software for the makerspace.
- Makes recommendations for service and equipment improvements in the Makerspace.

- Assists patrons in the Makerspace with a variety of machinery, including 3D printers, analog-to-digital transfer equipment and other technology.
- Demonstrates an interest in and ability to use and troubleshoot technology of all kinds while helping patrons in the makerspace and while on the circulation desk.
- Develops a training plan for staff on relevant equipment; informs staff of updates or changes to equipment or procedure.
- Demonstrates technology outside of the library at community events.

## 2) Marketing

- Designs posters for library programs and services and shares these with the library team.
- Formats a variety of other promotional materials (pamphlets, advertisements, bookmarks, postcards) as needed.
- In consultation with the Library Manager distributes electronic promotions to partners (i.e. Stettler Local) and ensures digital posters are loaded on the screen above the fireplace.
- In consultation with the Library Manager, creates large multi-program posters for the library (e.g. Teen Scene and a general monthly program guide).
- Makes needed updates to the Stettler Public Library website and ensures events are loaded in a timely manner.
- Prepares a variety of designs and artwork for special projects and documents as required.
- Acts as key resource person for photography and videography and ensures photos and videos are stored appropriately (loaded to social media or the m drive).

## 3) Programming

- Participates as a member of the programming team at Stettler Library with a regular set of programs that respond to personal strengths and area interests.
- Plans and implements programming for the Makerspace, 3D printing, assistance with conversion equipment and technology assistance by appointment.
- Makes recommendations to the Library Manager for equipment and maintenance of maker space equipment, programming and promotion.
- Participates in collection development by recommending purchases of games, movies and books that would be of interest to patrons.

## 4) General

- Acts as a key resource for troubleshooting computer and gaming equipment.
- Provides friendly, enthusiastic, and helpful library services to our patrons as needed to back up team members at the public information desk. This includes answering the phone, responding to patron questions, circulating library materials and more.
- Performing other duties as required.

## Qualifications and Requirements

- High school diploma or equivalent is required; post-secondary education is an asset.
- Previous experience in working directly with the public of all ages is a definite asset.

- Ability to exhibit good judgment and establish effective working relationships with staff, colleagues from within the local library system, local organizations and members of the community.
- Knowledge of coding, CAD, and Adobe suite.
- Excellent communication skills, demonstrates a “whatever-it-takes” work ethic, and models an excellent customer service attitude.
- Attention to detail, organizational and time management skills.
- Interest in lifelong learning, professional development and career-related learning.
- Exceptional comfort working with computers and technology in a library setting. This position requires the incumbent be a joyful explorer of technology.
- Commitment to the CFLA Position Statements on Intellectual Freedom, and on Diversity and Inclusion.

### **Physical Requirements**

- Is required to lift, carry, or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- Is able to reach a range of shelves between 5 cm and 200 cm above floor level.
- Is able to handle exposure to dust.

### **Other Requirements**

- As a condition of employment, must pass a “Criminal Record/Vulnerable Sector” check with the RCMP.

### **Hours of Work**

This is a part-time position that requires evening and weekend work.

### **Page**

Under the direction of the Circulation Supervisor or other senior staff member on duty, the Library page performs tasks related to the maintenance of the library and assists with programming and other services as needed.

### **Duties and Responsibilities**

- Shelves returned library materials, performs regular shelf reading.
- Checks and empties the library book drop as needed.
- Performs circulation desk duties, assisting patrons to check out, renew and request library materials.
- Answers the telephone and provides front-line customer service, referring complex queries to regular staff.
- Ensures attractive materials are displayed throughout the collection as well as on dedicated display shelves.

- Ensures the library is neat and tidy before closing, cleans up books that were left lying out, ensures children's area is neat, places any forgotten personal items in lost and found area.
- Performs a final walk through before closing and lets staff member know if any patrons are still in the library.
- Assists with duties related to the circulation desk (folding pamphlets, printing or trimming posters and van-run flags).
- May take on programming or tutoring duties under the supervision of the Programming Coordinator, Manager or Assistant Manager.
- Assists with the preparation of library programs including take home kits.
- Takes recycling and materials down to the back bins.
- Other duties as assigned.

### **Education/Work Experience**

- Minimum: 14 years of age or older with an interest in libraries, reading, or books.
- Working knowledge of computers and libraries is desirable.
- Ability to exhibit good judgment and establish effective working relationships with staff.
- Previous experience in a customer service role is an asset,

### **Physical Requirements**

- Required to lift, carry, or move Library materials weighing 5-10 kg, with occasional lifting of items up to 30 kg.
- Able to reach a range of shelves between 5 cm and 200 cm above floor level.
- Able to handle exposure to dust.

### **Hours of Work**

This is a part-time position that requires evening and weekend work.