

Present:

Absent:

1. Approval of the Agenda
2. Board Feedback
3. Consent Agenda
 - a. Approval of Minutes of January 18 2023 meeting
 - b. Approval of January 19 2023 E-Vote
 - c. Items for Information
 - i. Correspondence
 - Camrose County – 2023 Allocation
 - 2022-2023 Annual Municipality and Board Information Amendment
 - MAP Appointment Margaret Holliston 2023-2025
 - 2023 Camrose County Requisition – Thank You
 - 2023 City of Camrose Community Grant – Thank You
 - Elizabeth Wetheral – Sunday Openings
 - ii. Documents
 - Roberts Rules Cheat Sheet
 - Advocacy – Final Takeaway Document
 - Provincial Advocacy Guide
 - Employee Manual - March 1 2023, version 1.1
 - d. Reports
 - i. Director's Report
 - ii. Program Overview to January 31 2023
 - iii. Program Report and Library Stats January 2023
 - iv. Fellowship of the Camrose Public Library Annual General Meeting 2022
 - v. 2022-2023 PLSB Survey and Annual Report
4. Items for Discussion
 - a. Interim Director
5. Items for Decision
 - a. Approval of Employee Manual – Version 1.1

- b. Approval of 2022-2023 PLSB Survey and Annual Report
- 6. Board Orientation Training

Next regular Board meeting: March 15 2023, 5:00pm

Present: Elizabeth Bagdan, Renee Greer (Vice Chair), Joy-Anne Murphy (City of Camrose Representative), Carlene Wetthuhn (Camrose County Observer), Carol Williams

Regrets: Don Simpson (Camrose County Representative)

1. Approval of the Agenda

- a. Add Interim Director Search Update to Items for Discussion

Motion 1/23 M/S/C/ - Joy-Anne Murphy, Lynette Irvine

2. Board Feedback

There has been a lot of stuff on social media, it looks like the library is very busy.

3. Consent Agenda

Motion 2/23 M/S/C/ - Carol Williams, Elizabeth Bagdan

- a. Approval of Minutes of December 19 2022 meeting

- b. Items for Information

- Correspondence
 - Damien Kurek - Recognition of Accomplishment
 - BRCF – Anonymous Donation
 - BRCF – Jon and Shannon Stolee Fund Donation
 - Elizabeth Wetheral – Sunday Closures

- c. Reports

- i. Director's Report
- ii. Program Overview to December 31 2022
- iii. Program Report and Library Stats 2022 Year End

4. Items for Discussion

- a. 2023 Board Orientation Dates

Alyssa will send out a doodle poll with prospective dates. Advocacy training will be a component of board training this year.

- b. Meeting Day, Time and Place

Meetings will continue to happen on the third Wednesday of the month at 5:00pm, but the board will trial a hybrid setup.

- c. Service Awards for Staff and Board Members

The board will begin tracking service awards for the board. The Director will bring an updated service award schedule to the next meeting.

d. Non-resident Fees

“Going forward, CPL will only charge non-residents the Parkland portion of the agreed to amount in the Parkland Service Agreement for library memberships, in order to reduce access barriers.”

Motion 3/23 M/S/C/ - Joy-Anne Murphy, Elizabeth Bagdan

e. Large private donation to restore Sunday Opening Hours

Norm Mayer has offered to donate \$20,000 to CPL to restore Sunday opening hours for 1 year. The board is in favour of moving forward with details surrounding this agreement.

f. Update on the Interim Director Search

The competition closes on Friday, January 20th 2023. Very few applicants at this time.

5. Items for Decision

a. Board Election

- i. Elizabeth Bagdan nominates Renee Greer for the position of Chair, Joy-Anne seconds. Renee accepts. Acclaimed.

Motion 4/23 M/S/C

- ii. Elizabeth Bagdan nominated Lynette Irvine for the position of Vice Chair. Carol Williams seconds. Lynette Irvine accepts. Acclaimed.

Motion 5/23 M/S/C

- iii. Joy-Anne Murphy nominates Lynette Irvine for the position of Communications Coordinator. Elizabeth Bagdan seconds. Lynette Irvine Accepts. Acclaimed.

Motion 6/23 M/S/C

- iv. The 2023 Personnel Committee will be made up of Elizabeth Bagdan, Renee Greer, Carol Williams and Lynette Irvine
- v. The 2023 Policy Committee will be made up of Renee Greer, Joy-Anne Murphy, and Elizabeth Bagdan.
- vi. The Duties of Secretary will be performed by the Director or Acting Director.

“I so move that secretary duties be fulfilled by the director or acting director for 2023.”

Motion 7/23 M/S/C – Joy-Anne Murphy, Elizabeth Bagdan

b. Library Closures

“I move we accept the holiday outline presented by Alyssa for library closures in 2023:

Family Day Weekend (February 18, 19, **20**) (Saturday-Monday)

Easter Weekend (April **7**, 8, 9, 10) (Friday-Monday)

Victoria Day Weekend (May 20, 21, **22**) (Saturday-Monday)

Canada Day Weekend (July **1**, 2, 3) (Saturday-Monday)

August Civic Holiday (August 5, 6, **7**) (Saturday-Monday)

Labour Day (September 2, 3, **4**) (Saturday-Monday)

Thanksgiving (October 7, 8, **9**) (Saturday-Monday)

Remembrance Day (**11**, 12, 13) (Saturday-Monday)

Christmas (December 23*, 24, **25, 26**) (Saturday-Tuesday)

New Year’s (December 31, January 1) (Sunday and Monday)”

Motion 8/23 M/S/C – Elizabeth Bagdan, Joy-Anne Murphy

c. Updated Budget

“I move to amend the 2023 budget line #4002 to read \$80,226.”

Motion 9/23 M/S/C – Carol Williams, Lynette Irvine.

d. Sick Time Payouts

“I move that the Camrose Public Library Board use the Vacation/Sick Liability Reserve to fund the payouts for accrued sick time to close out the 2022 Personnel Policy.”

Motion 10/23 M/S/C - Joy-Anne Murphy, Carol Williams

e. Signing Authorities – Removal and Addition

“I move to remove Elizabeth Luck as a signing authority, and replace her with Lynette Vandenberg Irvine.”

Motion 11/23 M/S/C – Joy-Anne Murphy, Elizabeth Bagdan

Meeting Adjourned at 6:53 – Renee Greer

Next regular Board meeting: February 15 2023, 5:00pm

E-Vote – January 19 2023

“I move to accept the \$20,000 donation from Norm Mayer, with the understanding that these funds are to be used for library activities on Sundays, and expressly to reinstate the regular Sunday opening hours.”

Motion 12/23 M/S/C – Carol Williams, Joy-Anne Murphy

“Move to approve the January 18 2023 meeting minutes.”

Motion 13/23 M/S/C – Joy-Anne Murphy, Elizabeth Bagdan



January 17, 2023

File No: 970-03-71

Camrose Public Library
4710-50 Avenue
Camrose, AB T4V 0R8

RE: 2023 Allocation

Council at their December 13, 2022 Council meeting reviewed recommendations from the Budget Committee and after careful consideration Camrose County Council allocated \$73,421.10 (Seventy Three Thousand Four Hundred Twenty One Dollars and Ten Cents) in the Interim Budget to the Camrose Public Library.

We appreciate the contribution your local library makes to your community and wish you a successful year.

If the Library allocation remains the same in the final County budget a cheque in the amount of \$73,421.10 will be forwarded in July, 2023.

Yours truly,

Teresa Gratrix
Corporate Services Manager

/jy

Cc Accounts Payable



4565 – 46 Street
Lacombe, AB T4L 0K2
Ph. 403-782-3850

October 27, 2022

Parkland Regional Library System would like to update your contact information and the information related to your PRLS board appointee.

Please fill out this form and return it to administration@prl.ab.ca by **November 9, 2022**.

Name of Municipality/County: [Click or tap here to enter text.](#)

PRLS Representative Contact information

Name: Joy-Anne Murphy

Date appointed: 10/17/2022

Address: City of Camrose, 5204 – 50
Avenue, Camrose, AB T4V 0S8

Length of current term: 1 Year

Phone: 780-781-4087 (Cell)

Consecutive terms served: 1

Email: jmurphy@camrose.ca.

Total consecutive years on PRL Board:
1

Alternate Representative Name: Renee Greer, Chairman, Camrose Public Library
Board Email: rgreer_2@telus.net

Mayor/Reeve: PJ Stasko

Manager/Administrator: Malcolm Boyd, City Manager

Email contact for your municipality: mboyd@camrose.ca and cc: admin@camrose.ca

If your municipality does not elect/send a board member to Parkland board meetings, please let us know why. We may be able to offer assistance or guidance. Please see the following for more information on the Libraries Regulation regarding Parkland's board.

If you have any questions or concerns, please do not hesitate to contact us.
Thank you!

Due to legislative requirements found in The Alberta Libraries Regulation, board appointment terms cannot exceed three years and board member appointments cannot serve more than nine consecutive years without the approval of 2/3 of all the members of the council. Please also note that alternate members appointed to the system board cannot act on behalf of the board appointee for more than two consecutive meetings except by resolution of the system board. If the system board is found not in compliance with any and all legislation, **provincial operating grants may be withheld**. Should you find it difficult to obtain a suitable individual to sit on the system board, you can select any citizen not employed by the Parkland board. The board appointees do not have to be municipal councilors. In addition, one board member may represent multiple municipalities. Lastly, if a board member misses 3 consecutive board meetings, the board member is deemed to have resigned.

Alberta Libraries Act, Section 16:

A library system board shall consist of (a) one member for each municipality, Metis settlement and school authority that is a member of the library system who is appointed by the council of the municipality, Metis settlement or school authority,

Alberta Libraries Act, section 31:

A person is disqualified from remaining a member of a board if the person fails to attend, without being authorized by a resolution of the board to do so, 3 consecutive regular meetings of the board. (2) If a member of a board is disqualified from remaining a member under subsection (1), the person is deemed to have resigned the person's seat on the board.

Libraries Regulation, page 17

Library system board members:

32(1) When a library system board is established, it shall prepare a list that names every library system board member appointed by the councils that have signed the agreement.

(2) An appointment under section 16(a) of the Act shall not exceed a term of 3 years.

(3) A council of a municipality, Metis settlement or school authority shall not appoint a member under section 16(a) of the Act to serve for more than 9 consecutive years without the approval of 2/3 of all the members of that council.

(6) The alternate member shall not act in place of the library system board member at more than 2 consecutive meetings except by resolution of the library system board.



The City of
Camrose

5204 – 50 Avenue, Camrose, Alberta T4V 0S8 PH. (780) 672-4426 FAX (780) 672-2469

January 24, 2023

Email: rgreer_2@telus.net

Renee Greer, Chair
Camrose Public Library Board
c/o Camrose Public Library
4710 - 50 Avenue
Camrose, AB
T4V 0R8

**Re: Member at Large Appointment – Camrose Public Library Board –
Margaret Holliston**

Please be advised at the Regular Meeting of Council held January 23rd, 2023, Camrose City Council approved the following Member at Large appointment to the Camrose Public Library Board effective January 23rd, 2023 to December 31st, 2025, or at the pleasure of Council.

Camrose Public Library Board – Margaret Holliston

Please contact the above noted individual to advise of your next meeting date. I have attached a separate sheet with their contact information.

Please give me a call if there are any questions.

Yours truly,

The City of Camrose

PJ Stasko
Mayor

cc: Alyssa Martin, Director, Camrose Public Library amartin@prl.ab.ca

/cjj

**Camrose Public Library Board
Member at Large Appointments
Contact Information**

Name	Contact #	Email	Term
Margaret Holliston 5821 – 48B Avenue Camrose, AB T4V 0L9	780-679-7935 (c)	margaret.holliston@gmail.com *	2023-2025

Preferred Contact Method - *

Checked "Yes" to the following:

- I agree to serve on the Camrose Public Library Board of Directors.
- I have reviewed the Camrose Public Library descriptions and am able to regularly attend meetings as required.
- I provide my approval for my application to be provided to the Chair of the Camrose Public Library Board or Directors.

January 24 2023

Camrose County
3755 – 43 Ave
Camrose AB T4V 3S8

Dear Reeve Trautman and Council,

On behalf of the Board and Staff of the Camrose Public Library, I would like to thank you for your support, for the library's 2023 budget allocation. We recognize that this was a difficult budget year, and CPL will use these resources to the best of our ability to restore and improve our capacity to serve our community.

In the next year, CPL will be able to:

- Provide a clean, welcoming and free space where everyone can gather and build a sense of community. Our number of visitors increased by 82% in 2022 over 2021, and we expect this trend to continue.
 - Provide computer and internet access to everyone, as these tools are now all but essential to participate in the economy and society. Our computer usage more than doubled in 2022 over 2021, a number we think will continue to grow.
 - Expertly connect our patrons to the supports and resources that other organizations offer within Camrose and Alberta.
 - Provide educational and recreational programming so that everyone can have fun and learn. Particular attention will be given to early, digital, and information literacy skills, as well as Maker classes. Our program attendance is up 60% this past year, and we also expect this to increase in 2023.
-

- Ensure that the library's resources and services are accessible to those who cannot come to our building.
- Do our best to continue to provide a quality collection, particularly given that our circulation was higher in 2022 than all of 2019 (our last "normal" year), and that County patrons account for 20% of all circulation
- Continue to partner in community initiatives to support Camrose, build capacity, and reduce unnecessary overlap. In 2022 we partnered on over 95 programs, and we hope to increase this in 2023.

In addition, Camrose Public Library will continue to strive to preserve intellectual freedom, universal access to information, and promote the skillsets needed to make use of these ideals. The ability to access, navigate and synthesize the information in front of us is vital, particularly in an election year, and CPL would not be able to offer any of these resources or services without your support. Thank you for helping us to provide opportunities for all to share and grow through curiosity and creativity; we look forward to working with you for another year.

Best wishes,



Alyssa Martin
Director, Camrose Public Library

Cc: Camrose Public Library Board

January 24 2023

City of Camrose
5204 50 Ave
Camrose AB T4V 0S8

Dear Mayor Stasko and City Councilors,

On behalf of the Board and Staff of the Camrose Public Library, I would like to thank you for your support, for the library's 2023 Community Grant, and for the upcoming renovations to our restrooms and meeting rooms. We recognize that this was a difficult budget year, and CPL will use these resources to the best of our ability to restore and improve our capacity to serve our community.

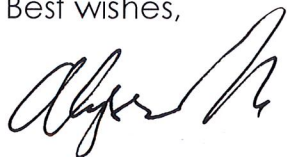
In the next year, CPL will be able to:

- Accommodate more of our community's needs than we could last year due to space renovations. We will be able to accommodate Zoom meetings webinar participation, as well as offer more meeting room booking opportunities for local groups.
 - Provide a clean, welcoming and free space where our whole community can gather and be together
 - Provide computer and internet access to everyone, as these tools are now all but essential to participate in the economy and society
 - Expertly connect our patrons to the supports and resources that other organizations offer within Camrose and Alberta
 - Provide educational and recreational programming so that everyone can have fun and learn. Particular attention will be given to early, digital, and information literacy skills, as well as Maker classes
-

- Ensure that library memberships are available to all Camrosians, regardless of income
- Do our best to continue to provide a quality collection, particularly given that our circulation was higher in 2022 than all of 2019 (our last “normal” year)
- Continue to partner in community initiatives to support Camrose, build capacity, and reduce unnecessary overlap.

In addition, Camrose Public Library will continue to strive to preserve intellectual freedom, universal access to information, and promote the skillsets needed to make use of these ideals. The ability to access, navigate and synthesize the information in front of us is vital, particularly in an election year, and CPL would not be able to offer any of these resources or services without your support. Thank you for helping us to provide opportunities for all to share and grow through curiosity and creativity; we look forward to working with you for another year.

Best wishes,



Alyssa Martin
Director, Camrose Public Library

Cc: Camrose Public Library Board



Thank You

Feb. 20 23

Carrrose Public Library

Thanks for
reinstating Sunday
opening hours!

Important for Senior
like me to have a
safe warm place after
refreshing walk where I
can immerse myself
in intellectual pursuits.

Special thanks for
the donation from
Norm Mayer for our
Library support.

Elizabeth Wethered

Thank You

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MERCI

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Gracias

Спасибо

ROBERT'S RULES OF ORDER CHEAT SHEET

Robert's Rules of Order is a manual of parliamentary procedures that governs most organizations with boards of directors. Robert's Rules of Order are a provision of each of the SMPS chapter's bylaws normally stated as the following:

"The rules contained in the most recent edition of Robert's Rules of Order shall provide the rules of procedure for the Chapter where they are not inconsistent with the provisions of the Articles of Incorporation or these bylaws."

TYPES OF MOTIONS

- **Main Motion:** Introduce a new item
- **Subsidiary Motion:** Change or affect how to handle a main motion (vote on this before main motion)
- **Privileged Motion:** Urgent or important matter unrelated to pending business
- **Incidental Motion:** Questions procedure of other motions (must consider before the other motion)
- **Motion to Table:** Kills a motion
- **Motion to Postpone:** Delays a vote (can reopen debate on the main motion)

EVERY MOTION HAS 6 STEPS

1. **Motion:** A member rises or raises a hand to signal the chairperson.
2. **Second:** Another member seconds the motion.
3. **Restate motion:** The chairperson restates the motion.
4. **Debate:** The members debate the motion.
5. **Vote:** The chairperson restates the motion, and then first asks for affirmative votes, and then negative votes.
6. **Announce the vote:** The chairperson announces the result of the vote and any instructions.

TIP! If the board is in obvious agreement, the chairperson may save time by stating, "If there is no objection, we will adopt the motion to..." Then wait for any objections. Then say, "Hearing no objections, (state the motion) is adopted." And then state any instructions. If a member objects, first ask for debate, then vote and then announce the vote.

REQUESTING POINTS OF SOMETHING

Certain situations need attention during the meeting, but they don't require a motion, second, debate or voting. It's permissible to state a point during a meeting where the chairperson needs to handle a situation right away. Board members can declare a Point of Order, Point of Information, Point of Inquiry, or Point of Personal Privilege.

- **Point of Order:** Draws attention to a breach of rules, improper procedure, breaching of established practices, etc.
- **Point of Information:** A member may need to bring up an additional point or additional information (in the form of a nondebatable statement) so that the other members can make fully informed votes.

- **Point of Inquiry:** A member may use point of inquiry to ask for clarification in a report to make better voting decisions.
- **Point of Personal Privilege:** A member may use point of personal privilege to address the physical comfort of the setting such as temperature or noise. Members may also use it to address the accuracy of published reports or the accuracy of a member's conduct.

TIPS AND REMINDERS FOR CHAIRPERSONS

Robert's Rules of Order, which is also widely known as parliamentary procedure, was developed to ensure that meetings are fair, efficient, democratic and orderly. A skilled chairperson allows all members to voice their opinions in an orderly manner so that everyone in the meeting can hear and be heard. The following tips and reminders will help chairpersons to run a successful and productive meeting without being run over or running over others.

- Follow the agenda to keep the group moving toward its goals.
- Let the group do its own work; don't overcommand.
- Control the flow of the meeting by recognizing members who ask to speak.
- Let all members speak once before allowing anyone to speak a second time.
- When discussions get off-track, gently guide the group back to the agenda.
- Model courtesy and respect, and insist that others do the same.
- Help to develop the board's skills in parliamentary procedure by properly using motions and points of order.
- Give each speaker your undivided attention.
- Keep an emotional pulse on the discussions.
- Allow a consensus to have the final authority of the group.

Action	What to say	Can speaker be interrupted?	Need a second?	Can this be debated?	Can this be amended?	Votes needed
Introduce main motion	"I move to..."	No	Yes	Yes	Yes	Majority
Amend a motion	"I move to amend the motion by..."	No	Yes	Yes	Yes	Majority
Move item to committee	"I move that we refer the matter to committee."	No	Yes	Yes	No	Majority
Postpone item	"I move to postpone the matter until..."	No	Yes	Yes	No	Majority
End debate	"I move the previous question."	No	Yes	Yes	No	Majority
Object to procedure	"Point of order."	Yes	No	No	No	Chair's decision
Recess the meeting	"I move that we recess until..."	No	Yes	No	No	Majority
Adjourn the meeting	"I move to adjourn the meeting."	No	Yes	No	No	Majority
Request information	"Point of information."	No	Yes	No	No	No vote
Overrule the chair's ruling	"I move to overrule the chair's ruling."	Yes	Yes	Yes	No	Majority
Extend the allotted time	"I move to extend the time by _____ minutes."	No	Yes	No	Yes	2/3
Enforce the rules or point out incorrect procedure	"Point of order."	Yes	No	No	No	No vote
Table a motion	"I move to table..."	No	Yes	No	No	Majority
Verity voice vote with count	"I call for a division."	No	No	No	No	No vote
Object to considering some undiplomatic matter	"I object to consideration of this matter..."	Yes	No	No	No	2/3
Take up a previously tabled item	"I move to take from the table..."	No	Yes	No	No	Majority
* Reconsider something already disposed of	"I move to reconsider our action to..."	Yes	Yes	Yes	Yes	Majority
Consider something out of it scheduled order	"I move to suspend the rules and consider..."	No	Yes	No	No	2/3
Close the meeting for executive session	"I move to go into executive session."	No	Yes	No	No	Majority

*A member may make a motion to reconsider something that was already disposed; however, the reconsidered motion may not be subsequently reconsidered. A motion to reconsider must be made during the same meeting and can extend to a meeting that lasts for more than one day.



Libraries **VALUE BEYOND** words



In a typical year, public libraries in Alberta are visited more than 20 million times, circulate more than 35 million items, and offer tens of thousands of programs for all ages. Public libraries are welcoming community hubs that connect, inform, and inspire people of all ages. Libraries help to build a stronger province by creating opportunities for all.

Libraries Deliver Value Beyond Words

Libraries are one of the most effective and impactful uses of public funding. Strong libraries equal strong communities. Libraries help ensure that all Albertans have access to broadband internet, authoritative information, technology, tools, and services needed to help our province thrive. Equitable access to resources and materials provided by libraries 'levels the playing field,' and enables all Albertans to learn, grow and flourish.

Libraries are the heart of rural Alberta



Libraries **VALUE BEYOND** words



Economic Development

Businesses choose to locate in communities with libraries. They value libraries as an essential quality-of-life amenity for their employees and families. Libraries support economic development by providing resources for people to start a business, upgrade skills, or learn about career options.



Education

Libraries encourage literacy for people of all ages, help newcomers who have English as a second language and connect people and the world. Free internet access is a critical educational support for families and people living in poverty.



Credible Information

Librarians are available to help people find evidence-based resources that are credible and reliable. In times of misinformation, falsehoods and conjecture, libraries can be a force for objectivity and truth.



Health

Libraries bring people together, which is a significant factor in mental well-being. For example, moms and toddlers can enjoy story time, providing socialization and literacy support. Isolated seniors can play cards and teens can make friends during game night. The library is a safe, enjoyable community hub that supports mental health through social connection.

Libraries can also provide peer-reviewed, evidence-based resources on health matters, making access to reliable information easy for everyone.



Environment

Libraries help reduce waste and over-consumption by lending books, movies, materials and resources time and time again. This is the 'original' recycling program! Library circulation gets the longest life out of each item by enabling as many people to use it as possible.



Can we count on your support?



Advocacy How-To Guide

Alberta Provincial Election 2023



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PROVINCIAL ELECTION

The seven library systems in Alberta wish to raise awareness about library funding issues in advance of the spring Provincial election. While most funding comes directly from municipalities, Provincial library funding is critically important, and has not increased substantially since 2009. There was a \$0.10 per capita increase that came into effect in 2015.

Additionally, population figures have not been updated in recent years, meaning libraries are serving greater populations than for which they are being funded. This in addition to the current inflation crisis, means all libraries are struggling financially.

OBJECTIVES

To create to raise awareness of the value of libraries to people in Alberta

To seek a commitment from Provincial candidates to support libraries through increased funding

AUDIENCE

Primary Targets

- All candidates running in the provincial election
- Current ministers and MLAs

Primary Partners

Primary partners will play an active role in our provincial advocacy effort.



Partner	Role & Responsibilities
Library System Board Members	Make contact with candidates and current MLAs with meetings and letters.
Library Board Members	Meet with MLAs to request support.
Municipal Councils	Voice support for an increase in funding to Provincial Government
Library System Directors	Distribute materials to member libraries and boards, meet with Municipal CAOs, and provide support to board members and councils.

Secondary Partners

- LAA & ALTA
- Out-of-System Node Libraries
- Large Urban Libraries
- TAL

Secondary Targets

- Residents within the seven library systems
- Media

ADVOCACY APPROACH PRINCIPLES

Messaging

- Messages will focus on the value of libraries
- Messages will demonstrate how libraries can help meet various political goals as identified by each party (e.g. job creation, skills upgrading, economic development)

Peer-to-Peer

- Library board members will contact candidates and elected officials
- Library administrators will support their board members and liaise with municipal administrators

All Candidates

- All candidates will receive the same information

Peak at the Right Time

- Timeliness is critical to making an impact



- Environmental scanning will be needed to monitor key opportunities for outreach
- Ramp up mid-way through the election campaign

Seek public support

- People will be encouraged to ask candidates about their support for libraries

AWARENESS CAMPAIGN TAGLINE AND LOGO

Libraries
**VALUE
BEYOND**
words

Libraries Value Beyond Words is the tagline for the provincial awareness campaign about the value of libraries to people in Alberta.

This is a play on words, taken from the expression about something that is indescribable. Something that’s “beyond words” is so amazing, so beautiful, so incredible that there are not sufficient words to describe it.

Libraries Value Beyond Words is not about the literal interpretation (i.e. text or books), but rather, the conceptual interpretation that libraries deliver so much value that there are not sufficient words to describe it.

Of course, the fact that libraries deal with words is the double meaning.

KNOW YOUR MESSAGES

It is crucial to ensure government agencies continue to support and fund these valuable community institutions. To that end, it’s important that all candidates in the election are aware of the value that libraries bring to the people of Alberta.



Sustainable funding is critical to ensuring public libraries continue to empower Albertans and strengthen communities. More than ever, libraries have a far-reaching impact on their users and communities. In areas such as:

- Early Literacy
- Diversity and Inclusion
- Social Integration
- Adult Learning
- Participation in the Digital Economy
- Support for immigrants
- Partnerships with Indigenous communities
- Access to Technology

Alberta libraries are busy. Despite misconceptions that libraries are becoming increasingly irrelevant in an era of the Internet, libraries have experienced continuous growth in circulation, programming, library visits, cardholders and community partnerships.

Tell Your Story

Rather than presenting a long list of services, introduce your politicians to your library staff and mention how they contribute to making a difference in your community. Using anecdotes will likely resonate more with your candidate and leave a lasting impression. For example, Dee-Ann at the Strathmore Municipal Library started a sign language program that allowed her to communicate with those around her and helped the community become more inclusive to people with hearing disabilities.

Don't Endorse Candidates

Do not endorse any candidates, regardless of their positions on libraries. This can be a huge risk if the candidate is not elected, or is not a part of the party that forms the government. Avoid getting political and remain focused on positive messaging regarding the value of libraries.



WHAT CAN YOU DO?

Meeting with MLAs and Candidates

Meeting with candidates and campaign staff before and during the election period is a great way to build a relationship and to educate on the positive impacts of libraries and issues confronting the sector. Candidates want to get to know the important stakeholders in their communities – that’s you – and will appreciate your local perspective and the opportunity to learn more.

Engaging with local candidates and campaign staff will:

- Give you the chance to have more in-depth, targeted conversations with a local perspective.
- Evaluate candidates' understanding of the issues facing affecting libraries, and respond to any questions they may have.
- Create long-lasting connections with candidates, can help to create advocates for provincial support of libraries.

Preparation is Key

Stay up-to-date on your candidates and their platforms. Gather information on their backgrounds and interests to establish a personal connection.

- Inquire about the candidates' knowledge of and vision for public libraries and your public library, in particular.
- Educate yourself on the government’s previous commitments. The Alberta government has contributed nearly \$30 million in total provincial grants to Alberta’s 222 municipal library boards and seven regional library systems.
- Library trustees on 229 library boards provide the strategic direction and play an important role in ensuring that our library meets its financial, legal and community obligations.



- Library staff are leaders in delivering quality services in the community.
- Talk about memberships and attendance for programs and events at your local library.
- Mention that your patrons can use their library cards in public libraries throughout the province and return their borrowed materials to any library.
- Mention that public libraries provide free computers and internet access to anyone who needs it.
- Get candidates involved by inviting them to take part in a program, such as an all-candidate meeting at the library or reading at Story Time.
- Remember to remain politically impartial.

Requesting and Scheduling a Meeting

- Make yourself available to meet with the MLA or candidate for as long as they have time. Be as accommodating as possible.
- Candidates and MLAs receive lots of invitations. If you haven't heard back about your invitation within a few days or haven't been given a specific meeting date, you should follow up on it.
- Determine speaking responsibilities in advance if more than one team member will be participating in the meeting.
- Prepare a relevant, local story to illustrate your point.
- Leave a copy of the **takeaway document** for the MLA or candidate so they have something to refer to after you go. Offer to answer any questions, or meet again, at any time.

Conducting a meeting

- Focus on your key messages and be concise.
- Be passionate and respectful.
- Make note of the candidate's/MLA's comments and questions. Follow up with additional information if appropriate.
- Be sure to leave time for questions.



Following up

Send a thank you email to the MLA or candidate, along with any answers to questions they asked, and a digital copy of the takeaway document.

Informal Meetings or Encounters

Although informal encounters are less frequent, there may be other ways for you to get in touch with your local candidates or MLAs. Be sure to capitalize on the opportunity to interact with and inform candidates about the services that libraries provide if you run into them at the library or a community event. Informal interactions are a great way to develop a good rapport with someone who could end up becoming your next Member of the Legislative Assembly.

Letter Writing

If you are unable to arrange a meeting, you can write a letter instead, detailing the key messages and including the takeaway document. Be sure to ask about the individual's position on various library issues. This will give you a better idea of where candidates stand on matters that are important to libraries, and will be very helpful should the candidate be elected.

Email may be more convenient, but a handwritten letter can make a bigger impression on the candidate.

Media Interviews

Gaining public support for libraries will be an important aspect of our advocacy efforts. Media interviews can be a great way to get exposure and reach the general public. You can initiate an interview with the local paper, or respond to a reporter's request.

Remember, you do not have to answer a request for an interview right away. You can ask the interviewer to tell you



what they are going to ask, and reach out to them after you have had some time to put together your answers.

Social Media

Take the conversation online to help promote Alberta's libraries this election. You can use a tweet or a Facebook post to promote the value of libraries, show your support for them, or spread awareness of the problems facing libraries in Alberta.

Be sure social media posts focus on the value of libraries. Ask people to show their support for libraries by reposting/liking/retweeting your posts. This can be a great way to engage with people across the province.

Asking Questions at Election Forums and Debates

Throughout the election, candidates will take part in several local engagements where voters may have the chance to ask them questions. Another possibility is that you'll run into a candidate by accident or at an event you've planned.

You and other library supporters should take advantage of these contacts, whether they take place in person or online, to learn more about the candidates' positions on the issues that concern libraries.

An example of how to word a question in a setting where it would be asked publicly:

The pandemic demonstrated how critical it is for individuals, students and families across Alberta to access online resources through public libraries.

How do you plan to support libraries in Alberta?

Additional Resources



The Value of Libraries Messaging

During each election, there are several common topics around which all the political parties build their platforms. We will link to these topics to demonstrate the value of libraries in delivering on important issues for Albertans.

Economic Development

Businesses locate in communities with libraries. They value libraries as an essential quality-of-life amenity for their employees and families. Libraries support economic development by providing resources for people to start a business, upgrade skills, or learn about career options.

Education

Libraries encourage literacy for people of all ages, help newcomers who have English as a second language and connect people and the world. Free internet access is a critical educational support for families and people living in poverty.

Environment

Libraries help reduce waste and over-consumption by lending books, movies, materials and resources time and time again. This is the 'original' recycling program! Library circulation gets the longest life out of each material by enabling as many people to use it as possible.

Health

Libraries bring people together, which is a significant factor in mental well-being. For example, moms and toddlers can enjoy story time, providing socialization and literacy support. Isolated seniors can play cards; teens can make friends during game night. The library is a safe, enjoyable community hub that supports mental health through social connection.

Libraries can also provide peer-reviewed, evidence-based resources on health matters, making access to reliable information easy for everyone.

Credible Information

Librarians are available to help people find evidence-based resources. credible and reliable. In times of misinformation,



falsehoods and conjecture, Libraries can be a force for objectivity and truth.

Take Away Document

A take away document has been created to leave behind after meetings with MLA's, Candidates, and anyone else that might benefit.

Web Content

Web content has been created to go on each library system's website to provide information and resources.

Organic social media posts will link back to respective library system websites for more information.

MLA Contact Information

Current MLAs:

<https://www.assembly.ab.ca/members/members-of-the-legislative-assembly>

Employee Policy Manual

Effective on January 1, 2023

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A. OUR LIBRARY

Welcome To the Camrose Public Library

At the Camrose Public Library (the "Library"), we genuinely believe that each and every employee and volunteer contribute directly to the success of our Library. We are proud of our employees and volunteers, and we sincerely hope that you will take pride in being a valued member of our great team.

This policy manual has been provided to assist you as you learn more about the Library. It outlines our policies and procedures, as well as programs and benefits available to eligible employees. It also describes some of the Library's expectations of you as an employee and volunteer and, as such, is intended to support you in becoming a successful member of our team.

Please familiarize yourself with the contents of this policy manual as soon as possible. Once you have read and understood the material within this manual, you will be prompted to sign the **Acknowledgement Forms** at the back.

Thank you for choosing to join the Camrose Public Library team. We hope that your experience here will be a rewarding, challenging and enjoyable one.

Again, welcome!

Alyssa Martin
Director

Introduction To the Employee Policy Manual

This manual is designed to acquaint you with the Library and to provide you with information about working conditions, employee benefits and the policies affecting your employment.

This manual applies to all employees employed by the Library, including volunteers, and specifically reflects the Alberta Employment Standards, the Alberta Human Rights Commission and the Alberta Occupational Health and Safety Act, Regulation and Code legislation, unless otherwise indicated.

No manual can anticipate every aspect about every policy. As the Library continues to grow and evolve, the need may arise (and we reserve the right) to revise, supplement or rescind any policies or portion of this manual as we deem appropriate. Employees and volunteers will be notified of such changes to the manual as they occur.

This manual should not be construed as a contract of employment between the Library and its employees, but rather a reference for the handling of day-to-day matters. The provisions of the manual have been developed at the discretion of management and may be amended or cancelled at any time, at the sole discretion of the Library.

Should you have any questions at any time about the contents of this manual, please seek clarification from the Director.

GUIDING PRINCIPLES:

Vision:

We make a difference in people's lives through connections, community engagement, and inclusion.

Mission:

We provide opportunities for all to share and grow through curiosity and creativity.

Values:

We are innovative. We embrace new ideas in order to be able to provide services our patrons might not even realize they need.

We protect intellectual freedom. We believe everyone has the right to unrestricted access to knowledge without fear of censorship or discrimination.

We are inclusive. We reflect the diversity of our community and endeavour to be a safe space for all.

We foster connections. We assist people and organizations in forming relationships that help to create a supportive community.

We are lit. Whether it's in the form of literature or a lit party, we strive to be a light in the darkness.

B. OUR CONDUCT

B1 Code of Business Conduct

POLICY STATEMENT

We are committed to being a respectable Library and are proud of the integrity, ethics and good citizenship of our employees. Maintaining our reputation depends upon a high standard of conduct by all employees in their work and as representatives of the Library. The Code of Conduct (the "Code") serves as the foundation for all policies, procedures and guidelines contained in this manual, and outlines expected behaviours and actions in support of responsible and ethical behaviour.

The way you perform your work affects the Library's reputation. Every reputable business values its good name. This is especially true of an organization like ours – an organization whose purpose is to provide service to its members and promote the interests of the community and the Library.

Anyone who violates the standards in this Code will be subject to disciplinary action, up to and including termination for "Just Cause" ("Cause").

The Code is directed to all regular and non-regular Employees, whether permanent, part time or temporary, and all representatives of the Library.

Guidelines for Conduct

All employees have the individual responsibility to adhere to the Code in their actions and behaviours; it is a condition of employment for all employees. All employees are required to ensure their personal and professional dealings are conducted in an honest and ethical manner and are free of any deceitful, fraudulent, disrespectful or illegal activities. The Code of Conduct applies to all directors, officers, employees, contractors and volunteers of the Library.

Work Integrity

Effective work habits require fundamental honesty with use of time as well as use of property. It means doing a fair day's work for a fair day's pay including, arriving on time, keeping absences to a minimum, restricting personal telephone calls or activities and staying with the work at hand.

Workplace Etiquette

In order to develop an environment where a great team can thrive, it is important that employees recognize that certain behaviours and actions can be disruptive to the workplace. Examples of desired etiquette include, but are not limited to:

- Keeping your work area, the kitchen and other common areas neat and tidy
- Using coffee and lunch breaks for personal business such as personal phone calls and texts
- Limiting phone usage during meetings; and,
- Exercising care and judgement in constructing emails to ensure they are kept to a minimum and that the tone is respectful and does not convey the wrong message.

Accuracy of Records and Reporting

The Library's financial statements and the books, records and accounts on which they are based must appropriately and accurately reflect the Library's activities and conform to applicable legal, accounting and auditing requirements and to the Library's system of internal controls. Employees handling money must know and follow instructions for the protection of Library funds.

Outside Employment

Other paid employment is allowed, as long as it does not interfere with the employee's ability to perform their duties at the Library, and no conflict of interest exists. If either of these situations occurs, the employee may be asked to terminate the outside employment if they wish to remain with the Library. Employees should check their posted schedule each month to ensure they are aware of their scheduled shifts for the next four week period.

Conduct Outside of Work

Any unethical, unbecoming or illegal behaviour outside the workplace by an off-duty employee that could potentially bring the Library into disrepute or damage its reputation may result in disciplinary action, up to and including termination for Cause.

Respect in the Workplace

At the Library, people are the foundation of our business, and we are committed to building and maintaining a respectful, safe and inclusive workplace. All employees have a responsibility for maintaining high standards of personal behaviour and for ensuring that others have the opportunity to carry out their work assignments in an atmosphere free of harassment, discrimination or violence.

Discrimination, Diversity & Inclusion

We believe team diversity drives better decision making and creates competitive advantage, and we are committed to providing equal opportunity in all aspects of employment, provided the individual can perform the required duties of the position. Discrimination or disrespect of any kind will not be tolerated. The Library prohibits discrimination based on the grounds of race, colour, ancestry, place of origin, religious beliefs, gender, gender identity, gender expression, age, physical disability, mental disability, marital status, family status, source of income and sexual orientation.

Workplace Harassment and Violence Prevention

All employees are responsible to prevent, report, and stop harassment from occurring in the workplace. Harassment includes a broad range of behaviours that individuals can be subjected to, or participate in, and is behaviour intended to intimidate, offend, degrade or humiliate a person or group. It is a serious issue and creates an unhealthy work environment resulting in psychological harm to workers.

Harassment can be any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affect the worker's health and safety. It includes conduct, comments, bullying or actions because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation.

Violence, whether at a work site or work-related, is defined as the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm, and includes physical attack or aggression, threatening behaviour, verbal or written threats, domestic violence and sexual violence.

Health, Safety and the Environment

The Library is committed to ensuring the health and safety of our employees, contractors, and the public while preventing and reducing negative impacts on the environment where we operate.

Impairment, Fitness for Work and Drugs and Alcohol

Employees must understand and adhere to all policies and procedures related to fit for work, impairment and the use of drugs and alcohol. Employees are required to be fit for work at all times while on duty and shall never be impaired while on duty. Impairment can be caused by a range of causes and includes impairment from the use of drugs (including the use of prescription or non-prescription drugs and/or the use of legal or illegal drugs), the consumption of alcohol or by any other impairment (e.g., fatigue). All employees are responsible to prevent, report and stop unsafe work practices and behaviour from occurring.

Protection of Library Property

All employees must protect the Library's assets against loss, damage, unauthorized use, theft and disposal, as well as to ensure their efficient use. Any suspected incident of fraud or theft should be reported immediately for investigation. All Library owned property and/or equipment used to conduct the Library's business remains Library property and must be used responsibly, ethically and efficiently and as intended solely for purposes directly related to Library operations.

At termination or departure, all Library owned or issued property must be returned including, but not limited to, keys, electronic and paper files and documents, computer hardware and software, cellular phones, laptops, and cameras. .

Confidentiality and Intellectual Property

Employees must maintain the confidentiality of sensitive and confidential information entrusted to them at all times that which includes any information that might be harmful to the Library if disclosed. Intellectual property remains solely the property of the Library, and the Library has full rights to the property. In certain situations, and with prior approval from the Director, employees may be able to keep a copy of their work product to add to their professional portfolio.

Employees who have access to private and personal information and data are also responsible for understanding and adhering to any legal requirements about the storage, collection, use and disclosure of private information and to actively ensure that all confidential and personal information is protected from access by others and is not used for any purpose other than for which it is given.

Employees who improperly collect, use or disclose confidential, private or proprietary information may be subject to disciplinary action, up to and including termination for Cause as well as legal action. The obligation to preserve the confidentiality of confidential information continues even after the employee ceases to have a relationship with the Library.

Appropriate Use of Technology

Employees are required to use all technology appropriately in alignment with the Code of Conduct including adhering to the following restrictions:

- Viewing, creating or distributing inappropriate, sexually explicit, discriminatory, violent or offensive materials
- Accessing or storing illegal or unlicensed material
- Copying, sharing or reproducing Library documents or information for personal use
- Installing unauthorized software; and,
- Conducting business for another commercial organization.

All employees using Library devices or systems shall have no expectation of privacy in connection with the use of Library facilities or resources, including anything viewed, created, stored, sent or received using Library devices, systems or the internet.

Employees are expected to operate online in the electronic world and in social media channels as they are expected to behave and operate during their daily work as outlined by the Code. Employees, both on and off duty, have a responsibility to positively represent the Library and to align their behaviour and actions with the Code when expressing views, opinions or information online or in public.

Conflict of Interest

Employees are required to act objectively, in the best interests of the Library without bias. A conflict of interest may exist when a person's private interests interfere in any way with the interests of the Library or when the employee, members of their family or someone with whom there is a close personal relationship, receive advantageous or improper personal or financial benefits as a result of their position or work with the Library. Any employee who becomes aware of a conflict or potential conflict should immediately disclose the actual, potential or perceived conflict of interest to the Director who will outline the measures to be taken to remedy the situation.

Employment of Relatives and Personal Relationships at Work

The Library permits the employment of immediate family members or of any employee who has a personal relationship with another employee of the Library. Due to the potential for perceived or actual conflicts of interest, the parties involved must disclose the relationship to the Director. Personal relationships with individuals working with a supplier, business partner or contractor to the Library should also be disclosed.

If two employees form a close romantic relationship with each other, there is a possibility the relationship could lead to a conflict of interest situation or have the potential for harassment. The employees are required to declare the relationship to the Director who is under an obligation to treat the information as confidential. Employees in a close romantic relationship should refrain from public displays of affection or excessive personal conversation in the workplace. Romantic relationships involving an employee and their direct manager are particularly sensitive and risky for both the Library and the individuals involved. Should this situation arise, the relationship must be declared, and the Library may require position changes and/or reassignment. Position changes or reassignment undertaken by the Library in this situation does not constitute constructive dismissal.

Gifts, Entertainment and Improper Payments

Business gifts and entertainment are often customary courtesies designed to build goodwill and constructive relationships among community and business partners. Employees should use good judgment when accepting gifts from patrons and/or suppliers to ensure no undue influence affects the performance of their duties. Any gift given to an employee that exceeds \$100 in value must be reported to the Director. Where possible, and to ensure that no conflict is perceived, employees may wish to share gifts received with others in the Library (e.g., holiday gift baskets) or politely decline the gift if it seems unusually excessive (e.g., an all-expense paid trip). Employees should discuss with their manager any gifts or proposed gifts about which they have any questions or concerns. Employees shall never give nor receive bribes or improper payments for the sake of receiving any business privilege or influence.

Guidance and Compliance to the Code

While the Code of Conduct covers a wide range of business practices and procedures and is a guide for responsible and ethical behaviour, it does not and cannot cover every issue that may arise. When there is uncertainty about actions or decisions, one can ask the following questions to clarify the best course of action:

- Is there a threat or danger to life, health (mental or physical), safety or the environment?
- Does the action comply with the Code of Conduct, our values and policies?

- Is the action legal?
- Is it fair, ethical and morally acceptable? Does the action 'feel' right?
- Could the action be perceived differently or poorly by others?
- Could I justify and defend my actions if asked by my manager, colleagues, outside opinion, and my own conscience?
- Am I doing what I can to prevent, report or stop the potential issue?

If any of the answers to these questions are not clear, it is advisable to seek further guidance and support.

Internal Complaints

Employees are always encouraged to speak first to their manager with any questions or concerns related to the Code. Often this is the most effective way of working through an important concern and in solving any problem as quickly and effectively as possible. The Library encourages an open and honest environment in which any problem, concern, complaint, question or suggestion can be brought forward to management for serious consideration. No employee will be penalized, formally or informally, for voicing a complaint in a reasonable, business-like manner.

In situations that are more difficult or of a more serious or sensitive nature, employees should contact the Director directly. If the complaint involves the Director, it can be taken to the Chair of the Board.

Suggestions

The Library encourages and welcomes employees to give positive and constructive feedback and suggestions regarding work improvement or cost saving ideas. All suggestions will be considered by management and, where feasible, implemented by the Library.

Acknowledgement of and Revisions to the Code

All employees will be required to sign off on the **Code of Conduct Acknowledgement (located at the back of this manual)**. The Code of Conduct, and its supporting policies, may be updated from time to time, with such changes being formally communicated and which will supersede existing policies or practices.

B2 Whistle Blowing

POLICY STATEMENT

While we expect everyone associated with our Library to act with the utmost integrity, we recognize the possibility that misconduct can occur. The Library has a Whistle Blowing policy to outline the confidential reporting process to maintain and ensure the ongoing integrity and good governance of the Library.

GUIDELINES

1. All directors, officers, volunteers, employees, contractors, volunteers and consultants are encouraged to promptly report, in writing, all evidence of activity that may constitute misconduct. No person who reports a concern in good faith will be subject to retaliation or, in the case of an employee, adverse employment circumstances.
2. Whistleblowers are people who act in good faith to report serious offenses or wrongdoing occurring in an organization. Examples of serious offenses include, but are not limited to, questionable accounting practices, corporate fraud, a criminal offense, a breach of legal obligation, a miscarriage of justice, a danger to the health and safety of an individual, unresolved issues of harassment or violence in the workplace or the deliberate covering up of information pertaining to any of the aforementioned actions. Whistleblowing is appropriate when internal communication channels or escalation would not be appropriate, have not been successful in addressing an issue or when there is a serious offense or wrongdoing where there may be a fear of reprisal or lack of confidentiality.
3. The confidentiality of the person raising the concern will be protected and anonymous communications will be accepted. Whistle Blower reports should be directed as follows:
 - Concerns with any individual aside from the Director are to be taken directly to the Director.
 - Concerns with the Director are to be taken directly to the Chair of the Board of Directors.
4. Those submitting a report are encouraged to provide as much specific information as possible, including names, dates, places and events that took place; the names of any other witnesses; and the Whistle Blower's perception of why the incident(s) may be a violation.
5. Any individual who, in good faith, reports such incidents described above will receive a written response and will be protected from threats of retaliation, harassment, discharge, or other types of discrimination including, but not limited to, respecting compensation or other terms and conditions of employment, that are directly related to the disclosure of such reports. Moreover, any person who retaliates against someone who has reported a claim in good faith may be subject to discipline up to and including termination for Cause. If any person believes they have been unfairly or unlawfully retaliated against in respect of a report made under this policy, they may file a complaint with the Director or with the Chair of the Board of Directors.

Investigation and Corrective Action

The individual who received the complaint from the Whistle Blower will either conduct the investigation and take corrective action or appoint a suitable person to do so on their behalf. An appointed person must be familiar with the investigation process and be in a position to take the necessary action.

The person conducting the investigation will:

- Provide the Whistle Blower with written acknowledgement of the report within two (2) business days if the report has not been submitted anonymously. This acknowledgement will confirm that the matter will be investigated and the timeline in which they can expect to receive a response.
- Make initial inquiries to determine whether an investigation is appropriate, and the form it should take. Some concerns may be resolved by agreed action without the need for investigation.
- Thoroughly investigate all serious allegations, retaining outside HR advice, legal or financial counsel or any other resource necessary to conduct a full investigation.
- Take the necessary action to begin the investigation within one (1) week of the report. The length and scope of the investigation will depend on the concern, but the investigator will make every effort to conclude the investigation in a timely manner.
- Keep all information disclosed during the course of the investigation confidential, except as necessary to conduct the investigation and take any remedial action and for reasons subject to applicable law.
- Take action to resolve the concern, as necessary. This may involve initiating disciplinary action, informing external authorities, amending or changing policy, or other action as appropriate. If it is found that there is not sufficient evidence of wrongdoing, or the actions of the individual(s) are not serious enough to warrant disciplinary action, it may be more appropriate to take an informal approach to dealing with the matter.
- Provide the Whistle Blower with a confidential follow-up for complete closure of the concern (if possible).

False Disclosures

The Library will treat all disclosures of inappropriate conduct or behaviours seriously and protect employees that raise concerns in good faith. However, appropriate disciplinary action, up to and including termination, may be taken against any person who is found to have made a disclosure maliciously that they know or ought to have known to be untrue or without reasonable grounds.

B3 Workplace Harassment and Violence Prevention

POLICY STATEMENT

The Library is committed to providing a safe and healthy work environment in which all employees are treated with respect and dignity and where employees can come to work knowing that their physical, psychological and social wellbeing are protected. Harassment and violence will not be tolerated from any person at or outside of the work site including patrons, clients, other employers, supervisors, employees, contractors, association members, and members of the public.

This policy outlines what workplace harassment and violence are; how the Library and all employees have a role to play in its prevention; outlines the procedures for dealing with any situations involving harassment or violence in the workplace; provides a process for employees to report incidents or raise concerns about the hazard of harassment and violence; details the Library's response to incidents; and, describes the supports available to employees if workplace violence or the threat of violence occurs.

GUIDELINES

This policy applies to all employees, volunteers, contractors, officers, members, and directors of the Library in all locations, departments and operations, in all jurisdictions.

1. Responsibilities

All employees and volunteers (i.e., anyone performing work for the Library) are responsible to prevent, report and stop harassment and violence from occurring in the workplace and have individual responsibility to adhere to this policy at all times in their work and actions. Specifically, the following responsibilities apply to all employees:

1.1 Worker Responsibilities

- Read, understand and comply with the policy and refrain from engaging in any harassment, bullying, discrimination and/or violence as defined in this Policy;
- Treat everyone in the workplace with dignity and respect at all times in compliance with this Policy;
- Raise any concerns about harassment or violence in the workplace and report any incidents to their manager or the Director;
- Ensure compliance with the confidentiality provisions of this Policy; and,
- Participate in investigations undertaken pursuant to this Policy, including maintaining the confidentiality of all investigations.

1.2 Director Responsibilities

All responsibilities listed above, and

- Ensure the workplace is free from harassment and violence and take immediate action whenever there is reason to believe it is occurring;
- Inform employees about this policy and provide training to prevent, minimize or eliminate workplace harassment and violence;
- Respond appropriately to address all incidents and complaints of workplace harassment and violence in a fair, respectful and timely manner, and fully support any investigation according to relevant policy and procedures.
- Respect the privacy of all concerned as much as legally possible.

2. Harassment in the Workplace

Harassment includes a broad range of behaviours that individuals can be subjected to, or participate in. Workplace harassment is behaviour intended to intimidate, offend, degrade or humiliate a person or group. It is a serious issue and creates an unhealthy work environment resulting in psychological harm to employees.

Harassment is defined by any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affects the worker's health and safety.

Workplace harassment may include, but is not limited to, the following:

- Verbal or written abuse or threats;
- Insulting, derogatory or degrading comments or gestures;
- Personal ridicule or malicious gossip;
- Unjustifiable interference with another's work or work sabotage; and/or
- Interference with or vandalizing personal property.

Discriminatory harassment is harassment based on one of the protected grounds as defined by Alberta Human Rights including race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation.

Examples of discriminatory harassment include, but are not limited to, the following:

- Epithets, remarks, jokes, or innuendos related to a protected ground;
- Singling out an individual through humiliating or demeaning "teasing" or jokes because they are a member of a protected group; and/or
- Comments ridiculing an individual because of characteristics, dress, etc. that are related to a protected ground.

Sexual harassment includes sexual comments or conduct that is known, or ought to be known, to be unwelcome, including but not limited to, the following:

- Unwanted sexual advances, unwanted requests for sexual favours, derogatory comments, gestures or looks;
- Unnecessary or unwanted verbal or physical contact, jokes, or slurs;
- Derogatory or demeaning material in any medium including printed matter, posters, cartoons, graffiti, drawings or any display of sexually suggestive material;
- Actual or implied threats, reprisal or discriminatory behaviour either on or off the job, for refusal to comply with a sexually oriented request; and/or,
- Any of the above instances that occur, not only in person, but through email or social media.

Bullying is a type of harassment involving repeated, persistent, continuous behaviour that is usually associated with a power imbalance, where the victim is made to feel inferior. Workplace bullying behaviour includes, but is not limited to:

- silent treatment;
- starting or encouraging rumours;
- excessive or unjustified criticism;

- withholding job related information or job responsibility; and/or
- deliberate interference with the performance of job responsibilities.

Reasonable action taken by the employer or supervisors relating to the management and direction of employees or a work site is not workplace harassment, including the following:

- **Allocation of Resources:** To get work done, supervisors may have to make unpopular decisions, such as changing work assignments or reporting relationships. Such decisions may or may not please others, but they do not constitute harassment.
- **Performance Feedback:** Feedback regarding unsatisfactory work conduct and/or negative performance evaluation is not harassment. Supervisors have a responsibility to give appropriate criticism and to take appropriate corrective action when the work of a worker is not satisfactory. Such criticism should, however, be made in a reasonable manner and should be constructive.

In addition, physical contact necessary for the performance of required work using accepted industry standards does not constitute harassment and, mutually acceptable workplace flirtation does not constitute sexual harassment.

3. Violence in the Workplace

Violence, whether at a work site or work related, is defined as the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm and includes, but is not limited to:

- Physical attack or aggression;
- Threatening behaviour;
- Verbal or written threats;
- Domestic violence; and/or
- Sexual violence.

Domestic violence can become workplace violence when it spills into the workplace. Domestic violence is violent, threatening or extremely coercive behaviour perpetrated by a partner in a current or formerly intimate relationship on the other. It can consist of a pattern of ongoing abuse or an isolated incident. Domestic violence includes, but is not limited to, the following:

- Actual or threatened physical violence or harm, up to and including incidents of serious assault;
- Sexual assault (i.e., forcing someone into sexual activities against their will is a crime, even where the parties are married to one another);
- Stalking and other forms of harassment and intimidation;
- Threats of harm or actual harm perpetrated against others (i.e., the victim's children, friends, family, co-employees, etc.); or
- Damaging, destroying, or threatening to destroy property belonging to the victim or individuals who are closely associated with the victim.

Utmost respect is given to employees' privacy and the Library does not want to intrude into the personal lives of its employees. However, should the Library be aware of the existence of domestic violence, or where such violence is suspected and the consequences of domestic violence are likely to spill over into the workplace, the Library may have a legal obligation to intervene in the interests of the individual concerned and other employees.

4. Harassment and Violence Prevention Procedure

Hazard identification and assessment is a key part of preventing harassment and violence in the workplace. As part of the organization's hazard assessment process, existing and potential hazards for workplace harassment and violence will be identified, appropriate measures will be

put in place to eliminate or control the hazard, and specific safe work procedures will be developed to ensure a safe and respectful workplace at all times.

The hazard assessment process will specifically address all forms of workplace harassment and violence such as physical assault/aggression, threat of violence, domestic violence and sexual violence. In addition, the assessment will include information related to the risk of violence presented by members of the general public which could be encountered by employees.

5. Incident Reporting Procedure

Individuals who have been the subject of workplace harassment or violence should respond in the following manner:

- The individual affected ("the Complainant") is encouraged to make their objections known to the harasser or aggressor directly when it is possible and safe to do so. Communicate the objection verbally, or in writing, and state clearly what unacceptable behaviour or action occurred and request that it stop immediately.
- The Complainant should create a written record of the incident, including all pertinent information:
 - Date and time
 - Nature of the harassment or violence
 - Name of person(s) involved
 - Name of person(s) witnessing if any
 - Full description of the incident, including frequency; and,
 - Supporting documents if available.
- The Complainant should inform and discuss the situation with the Director as soon as possible.
- Once information has been received, an investigation will begin in a timely, sensitive and confidential manner.
- The Complainant, together with the Director, will report to the police where the situations warrant it.
- Note that the reporting contact should never be under the direct control of the alleged harasser or aggressor or be the alleged harasser or aggressor themselves.

6. Investigation Procedures

Any incident or complaint that involves workplace harassment or violence is a hazard to the health and safety of employees and all individuals in the workplace. The Library commits to:

- Investigate all incidents of harassment and violence according to the existing internal standard for investigations;
- Take corrective action to address the incident and to prevent it from happening again;
- Prepare a report which outlines the circumstances of the harassment or violence;
- Retain documents and records for at least three (3) years in a confidential manner; and,
- Cooperate with regulatory bodies on requests for information and documentation.

Where appropriate, the Library may elect to retain external investigation resources in particularly sensitive or difficult situations. Investigations will have a target timeline for completion of 90 days.

7. Privacy and Confidentiality

All records of harassment and violence and subsequent investigations are considered confidential and are strictly prohibited from being disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, the organization will assist police agencies, lawyers, insurance companies and courts to the fullest extent and will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents

are treated fairly and respectfully. The organization will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

8. No Reprisal

No individual shall be penalized, reprimanded, or in any way criticized when acting in a good faith while following this policy and procedure for addressing situations involving harassment or violence in the workplace.

9. Worker Support

The Library will offer support to employees who are affected by an incident of harassment or violence in the workplace. Affected employees will be advised to consult a health professional (of the worker's choice) for treatment or referral. There will be no deductions from the worker's wages and benefits if the treatment sessions occur during regular work hours.

10. Worker's Rights

The Workplace Violence and Harassment Policy is not intended to discourage a worker from exercising rights pursuant to any other law including, but not limited to, the Human Rights Act.

11. Fraudulent or Malicious False Claims

Unfounded, frivolous, or fraudulent allegations of harassment and violence may cause both the accused person and the Library significant damage and will not be tolerated. Any individual who files a complaint of harassment or violence and, after a thorough investigation has been conducted, is found to have made a false claim, will be subject to the appropriate discipline, up to and including termination for Cause.

12. Training and Communication

The Library's Harassment and Violence Prevention Policy is available to all employees and through any department head. The Library will provide all employees with training about workplace harassment and violence including the following:

- The hazard of workplace harassment and violence;
- How to recognize the signs of danger;
- What to do about it; and,
- How to report it.

13. Prevention Plan Administration and Review

The Library's Harassment and Violence Prevention Policy will be reviewed at least every three (3) years by management and in cooperation.

Acknowledgement of and Revisions to the Workplace Harassment Policy

All employees will be required to sign off on the **Workplace Harassment Acknowledgement (located at the back of this manual)**. The Workplace Harassment policy, and its supporting policies, may be updated from time to time, with such changes being formally communicated and which will supersede existing policies or practices.

B4 Privacy

POLICY STATEMENT

The Library values and respects its employees. As a result, it is committed to operate with integrity regarding employee privacy and to uphold all privacy legislation concerning personal information that is collected about its employees as a result of their employment relationship with the Library.

GUIDELINES

1. At or before the time personal information is collected, the Library will identify the purposes for which personal information is collected. These purposes include, but are not limited to:
 - establishing an employee profile in the Library payroll system;
 - setting up an employee profile in the Library benefits program;
 - tracking an employee's performance during their tenure at the Library;
 - meeting legal and regulatory requirements as required by the provincial and federal governments; and
 - ensuring the Library has emergency contact information for each employee.
2. When personal information that has been collected is to be used for a purpose not previously identified, the new purpose will be identified prior to use. Unless law requires the new purpose, the consent of the employee is required before information can be used for that purpose. Persons collecting personal information will be able to explain to individuals the purposes for which the information is being collected.
3. Employee files are the property of the Library and access to the information they contain is restricted. Only the Director or other members of the management team who have legitimate reason to review information in a file can do so. With reasonable advance notice, employees may review information on their file, but only in the office in which they are housed and in the presence of the Director.
4. Employee files will be kept in a secure filing cabinet or on a secured drive/system at all times and the information contained within will be retained for a period of up to seven (7) years after the year in which termination of employment occurred.

Once an employee leaves the Library, employee file documents will be destroyed as per the Library retention schedule, as follows:

- The entire file will be sealed and retained intact for a period of three (3) years, to comply with Alberta Human Rights and Employment Standards legislation
- All payroll and tax documents will be retained for seven (7) years to comply with Canada Revenue Agency rules

Employees are responsible for ensuring that the Director is promptly notified of all changes to their personal information, including mailing address, dependents, beneficiaries and emergency contact information. Departed employees whose mailing address changes within one (1) year of departure from the Library are responsible for updating that information with the Director.

B5 Dress Code

POLICY STATEMENT

A business is judged not only by the quality of its products and services, but also by its people. It takes only a few seconds to form a first impression and more than half of that first impression is based on appearance. Therefore, all employees of the Library are expected to dress appropriately for their working environment.

GUIDELINES

1. All employees must use discretion and good judgement in choosing dress and grooming which are practical and suitable to their work environment. This is particularly important in jobs which require employees to meet the public or in roles that are client facing.
2. The work environment includes, but is not limited to the office, work sanctioned events and any other place in which Library work is being conducted, including client sites.
3. Employees may be required to perform duties after regular hours. We ask that you use your own discretion based upon the nature of the event.
4. Inappropriate office attire includes, but is not limited to, the following:
 - clothing that would normally be worn to the beach, for yard work, or to bars;
 - clothing that reveals too much of an employee's back, chest, stomach, rear or underwear;
 - clothing that is intentionally ripped or torn; and/or
 - clothing with slogans or offensive language, political parties, or images.
5. Certain positions, such as the bike pilot, page or programmers, are more physically demanding and therefore appropriate athletic attire such as sweatpants, yoga pants, biking shorts, t-shirts, sweatshirts, and runners are acceptable. The athletic attire must adhere to the guidelines in #4 above.
6. Personal hygiene is also an important part of appropriate grooming. In particular, employees should be aware of personal odours that may be offensive to others (e.g., body odour, etc.). The Library is a scent-free workplace, therefore no perfumes or colognes are allowed.

B6 Smoke-Free Workplace

POLICY STATEMENT

The Library is committed to providing a safe and healthy work environment for all employees, volunteers, clients and guests. Recognizing that a smoke-free environment supports a healthier workplace, smoking is prohibited in all Library facilities, buildings, and offices, with the exception of designated smoking areas.

GUIDELINES

1. The Library will comply with all provincial and municipal laws regarding smoking in the workplace.
2. This policy will be in effect at all times, including times when Library work is being performed outside of regular operating hours.
3. The Library will identify a designated smoking area on Library property.
4. In addition to adhering to designated smoking areas, employees are expected to be mindful of the number and length of smoke breaks they take in the workday and should only take a smoke break during their regularly scheduled breaks.
5. The policy applies to all occupants of Library premises including employees, visitors, maintenance and cleaning staff and other guests.

B7 Drugs and Alcohol in the Workplace

POLICY STATEMENT

The Library is committed to ensuring public safety and to providing a safe and healthy work environment for its employees. The misuse of alcohol or prescribed drugs or the use of prohibited, illegal or controlled drugs or substances jeopardizes job safety and performance, the well-being of employees, and can place the integrity and safety of the Library facilities and equipment at risk.

Guidelines

1. The following are strictly prohibited while performing work on the Library's premises, while in attendance at a Library-sponsored event or otherwise acting on the Library's behalf, including when working from home:
 - Employees shall not distribute, possess, consume or use illegal drugs while engaged in Library business or while on or in Library property or its client's property. This type of conduct is a breach of criminal law, as well as the Code of Conduct with the Library.
 - Employees shall not report to work, be at work, under the influence of alcohol or any drug or substance that may or will affect their ability to work or drive safely.
 - Employees shall not misuse prescription or non-prescription drugs while at work. If an employee is taking a prescription or non-prescription drug for which there is a potential side effect that could materially impact performance, or the ability to fulfill duties or emergency procedures safely, they shall report such use to their supervisor.
2. The Library will not allow a person, whether or not that person is an employee of the Library, to act on behalf of the Library or to remain on Library or client premises if there is reasonable cause to believe that person is impaired by alcohol or drugs to the extent that it has a detrimental effect on job performance, safety or the public reputation of the Library.
3. It is the employee's responsibility to report to the Director any potential impairment due to the effects of drugs or alcohol, including over the counter medications that may affect performance.
4. If alcohol is served at a Library sanctioned function, employees are expected to conduct themselves in a manner that reflects well on the organization, to demonstrate responsible drinking habits and to ensure that they do not operate a motor vehicle. The Library will take reasonable steps to regulate alcohol consumption and ensure that employees leaving Library events do so in a safe manner. When employees leave a Library-sponsored event (via taxi or other ride share alternative, designated driver or driving themselves), their actions after their departure become their own responsibility.
5. It is the employee's own responsibility to seek assistance before performance problems lead to disciplinary action. Alternatively, the Library may recommend that an employee seek assistance if the employee has indicated that they have a problem with alcohol or drugs. Once a violation of policy occurs, subsequent employee use of the program on a voluntary basis will not lessen disciplinary action.
6. The Library recognizes alcoholism and drug abuse as treatable health problems covered under regular sickness benefits and will support employees requiring treatment for these health problems. Employees must recognize that the failure to accept, respond to, and maintain treatment as prescribed by their health-care provider or by a third-party provider arranged by

the Library may constitute grounds for dismissal. If treatment requires time away from work or modified work duties, as recommended by a licensed medical professional, provisions of the Library's disability plans may apply.

Notwithstanding the above, the unauthorized possession or consumption of, or impairment by alcohol or the possession or consumption of or impairment by prohibited, illegal or controlled substances while working or on duty will be considered grounds for termination for Cause.

B8 Information Systems, and Internet and Email Use

POLICY STATEMENT

The Library recognizes that access to the internet, email and Library information systems are necessary workplace tools but, in order to ensure work efficiencies and guard against viruses and other security threats, employees must demonstrate caution in the usage of these tools.

GUIDELINES FOR EMAIL AND INTERNET USAGE

For the most part, employees are expected to use the Library-provided email and internet services for business-related purposes. Excessive use of Library internet services for personal reasons could result in disciplinary action.

1. Internet and email access is a Library resource and is monitored accordingly. Employees must understand that their usage is subject to inspection with or without notice.
2. All correspondence through Library email and internet must be professional in nature. Email and internet are not to be used to transmit, receive or store any materials that are pornographic, obscene, offensive, discriminatory or harassing in nature.
3. Library email and internet services are not to be used for any illegal purposes or for personal gain.
4. In order to keep the Library server free from viruses, employees should never open emails or attachments without closely reviewing the sender's email to ensure it's not a scam or hoax. Employees should demonstrate caution in opening any email or attachments that are questionable in nature by either deleting them or forwarding them on to IT for review.
5. Employee's must take extra measures to password protect files containing confidential Library information or copyrighted materials transmitted via Library email.

GUIDELINES FOR LIBRARY INFORMATION SYSTEMS (COMPUTERS, SOFTWARE AND DATA)

1. Employees must not download any unauthorized software or files. Requests for software must be made to the Director or the IT department in order to ensure the Library adheres to any licensing agreements.
2. Employees must take extra measures to password protect confidential information stored on computers, and to ensure that it is properly stored in the correct folder/drive.
3. No employee shall upload Library software to their personal computers unless required for work purposes and unless it is pre-approved by management.
4. If a Library-owned computer is damaged, lost or stolen, it must be reported immediately to the Director.
5. If a Library-owned computer is wilfully damaged, lost or stolen through the negligence of the employee, that individual will be responsible for reimbursing the Library for all repair or replacement costs.
6. Upon termination, all Library-provided computers must be returned to the Library.

B9 Social Media

Social media has become an avenue of discussion and method of sharing information for almost all of us. The Library recognizes the importance of being able to connect to the worldwide online community, both as an organization and as individual employees. However, the Library expects its employees to participate in the online community in a way that represents our organization in a positive way.

GUIDELINES

These guidelines cover all communications in the public domain, including but not limited, to:

- Facebook, Twitter, LinkedIn, Instagram, YouTube and TikTok;
- Blogs;
- Video and Photo Sharing Websites;
- Forums and Discussion Boards; or,
- Online Encyclopedias.

Employees should always keep these tips in mind:

The internet is not anonymous, and it never forgets - Internet technologies have made it virtually impossible to take something back. Employees need to be smart about protecting themselves, their privacy and the reputation of the Library. They must be prepared for their online text to exist in perpetuity.

Know they are always “On” - Employees represent the Library at all times, and they must assume that their social media comments are always publicly visible. They must be sure to manage what and with whom they are sharing. They should not write anything they wouldn't say out loud to all parties involved.

Use common sense - If an employee is unsure if their content might affect the Library's reputation, they are encouraged to ask the Director. They must not use the Library's logos in personal posts as they imply these are official posts from the Library.

An employee may speak for themselves, but their actions reflect on the Library - The line between an employee's private and public life is blurred in online social networks. Anything one posts can reflect on the Library and its reputation.

Make it clear the views expressed are one's own - If employees are using social media to communicate personal viewpoints, they must be sure to state that those views are their own and not the views of the Library.

Keep complaints out of the public eye - Employees must demonstrate respect for the fact that while they have personal opinions and preferences, they should not use social media as an avenue to complain about the Library. Employees are asked to keep complaints out of the public eye and address the issue directly and privately with the appropriate person(s).

Be positive and respectful - The Library encourages the use of social media to promote its activities. However, employees should never post potentially offensive or inflammatory comments about any colleague, patron, client or supplier. Comments regarding religious beliefs, politics or a personal negative opinion that relate back to the Library should never be made public. Employees are asked to be thoughtful before posting.

Some general pointers:

- Employees should conduct themselves in social media forums with an eye to how their behaviour or comments might appear if the Library were called upon to defend them as an organization. In other words, employees should not behave any differently online than they would in any other public setting.
- When it comes to social media, the Library encourages employees to have fun, but be smart. Anything an employee posts that can potentially tarnish the Library's reputation will ultimately be their responsibility. Employees are asked to approach the online world in the same way they do the physical one – by using sound judgment and common sense.
- If an employee is not completely confident about a comment they intend to share that concerns the Library, they are asked to seek management input before they post. Offensive comments about the Library or any of its affiliates may be grounds for disciplinary action, up to and including Termination for Cause.

B10 Visitors in the Workplace

POLICY STATEMENT

To provide for the safety and security of Library employees, volunteers and contractors and of Library resources and facilities, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps the Library maintain its safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare and avoids potential distractions and disturbances.

GUIDELINES

1. Visitors include all salespeople, patrons, vendors, family and persons making deliveries to the office.
2. Employees are responsible for the conduct and safety of their visitors.
3. If an unauthorized individual is observed on Library premises, employees should immediately notify the Director or, if safe to do so, walk the individual to the reception area.

B11 Media Relations

POLICY STATEMENT

The Library strives to provide thoughtful and timely information to the communities in which we operate, ultimately contributing to our positive public image and reputation. One of the ways this is done is through careful response to media coverage of our operations. To this end, and in order to provide clarity and comfort for its employees in effectively and appropriately engaging with media when approached, the Library has put together the following guidelines.

GUIDELINES

1. All employees have an important role in representing the Library in the media positively; as such, employees must always conduct themselves professionally, regardless of the situation or inquiry.
2. Whenever possible, all media inquiries should be directed to the Director or Chair of the Board, if the Director is not available in a reasonable period of time.
3. Regarding emergency situations, Library employees should keep to the facts of the matter within their area of expertise and should never admit liability or speculate on the cause of a mishap.
4. Any employee who has spoken to the media should notify the Director as soon as possible, providing the name of the reporter and who the reporter represents, along with the substance of the questions asked and answers given.

C. OUR WORK ENVIRONMENT

C1 Recruitment and Selection

POLICY STATEMENT

The Library is committed to recruiting and selecting individuals who are the most qualified to perform the requirements of the position and are the best "fit" for the role and Library. Candidates for job vacancies may be from the Library's current employee pool or from outside sources. Where qualifications are deemed equivalent, preference will typically be given to internal candidates.

GUIDELINES

1. The Library is committed to the fundamental principles of equal employment opportunity. It is committed to treating people fairly, with respect and dignity and to offer equal employment opportunities based upon an individual's qualifications, demonstrated career performance and perceived fit for the role. The Library will ensure its hiring process and practices are free from systemic barriers as well as discrimination or harassment because of race, religious belief, colour, gender, physical or mental disability, marital status, ancestry, age, place of origin, family status, source of income, sexual orientation or any other prohibited ground of discrimination under Human Rights legislation.
3. Most jobs will be posted internally and externally at the same time; or, in some cases, a preferred internal candidate will be identified and asked if they are interested in the position. In the later situation, when an employee has been identified for a role, a formal recruitment process will not be initiated.
4. External candidates may be recruited from many locations using a variety of means including job sites, social media and personal contacts of current employees. In exceptional cases, it may be deemed necessary to use preferred recruitment agencies or executive search organizations to assist in the search for qualified candidates, but this would require Director approval.
5. Any candidate who deliberately misrepresents or falsifies information during the recruitment or selection process shall be eliminated from the selection process and, if employed, shall be terminated for Cause.
6. All positions will have a written job description outlining the specific details of the role.
 - o The Director will be hired by the Library Board.
 - o The Director is responsible for hiring library employees and volunteers.
7. Hiring family members of current employees or of Board members will be restricted by "arm's length" criteria in terms of hiring and direct supervision. It is necessary for any employee or Board member to recuse themselves immediately whenever the appearance of a conflict of interest exists.

Reference Checks, Police Checks, and Intervention Records Checks

Prior to offering employment to an individual, the Director will conduct employment-related reference checks with previous employers whose contact information has been provided by the candidate. All employees and volunteers must provide a current Police Check and Intervention Records Check every three (3) years. The document must be submitted within thirty (30) days of the employee's anniversary date. The Library will reimburse employees and volunteers the cost of the checks upon proof of receipt.

Orientation

The Library provides an orientation to all new employees to ensure they are familiar with all relevant aspects of the Library's vision, mission and values, policies and procedures, programs services and operations.

C2 Probationary Period

POLICY STATEMENT

In line with Alberta Employment Standards, the Library's policy is to establish a time period (the "Probationary Period") during which new employees can evaluate their new job responsibilities and culture of the Library while, at the same time, providing the Library with the opportunity to assess the employee's suitability for the role and potential member of the team.

GUIDELINES

1. All new and rehired employees shall complete a **probationary period of 90 days**.
2. During the probationary period, an employee is classified as Probationary. Either the employee or the Library may end the employment relationship at any time during the probationary period. The employee nor the Library are obligated to provide any notice, and the Library is not required to provide pay in lieu of notice if either party terminates the employment relationship during the probationary period.
3. During the probationary period, the Supervisor is responsible for:
 - ensuring that the employee receives proper orientation to the Library work environment and its vision, mission and values;
 - ensuring that the employee receives adequate coaching and training to enable them to succeed in the role;
 - monitoring the employee's progress; and,
 - documenting the employee's performance through ongoing evaluation and, recommending whether or not the employee's employment continues after the end of the probationary period.
4. At the discretion of management, an employee's probationary period may be extended for the internal purpose of allowing an additional evaluation period. This act does not preclude the Library or the employee from providing notice in the event the probationary period is extended beyond 90 days. The Library will provide notice or pay in lieu of notice as per Employment Standards if terminating the employment relationship after 90 days and the employee is required to give notice if they resign after 90 days.
5. Upon successful completion of the probationary period, an employee will be appointed to permanent status.

C3 Hours of Work

POLICY STATEMENT

In order to provide superior service to our patrons, maintain efficient operations and facilitate teamwork, it is expected that all employees maintain regular hours of work.

Employees are required to comply with the provisions of this policy and to adhere to the schedules as communicated and approved by their supervisors or delegates.

Supervisors are responsible for ensuring that the operational needs of the library are met by setting, approving, and altering work schedules; approving breaks, ensuring that all overtime is recorded and approved, and monitoring work-time related issues to ensure efficiency, effectiveness and responsiveness. The hours of Library employees will be set to meet the needs of the community and at the discretion of the Director.

GUIDELINES

1. **Full-time Employees:** The regular hours of work for full-time employees shall be thirty-five (35) hours per week, ideally occurring during Library opening hours. Employees are required to take a one (1) hour unpaid break during the day. Hours outside of opening hours must be communicated to and approved by the employee's supervisor.
2. **Part-time Employees:** The hours of a part-time position may vary. Part-time employees are provided with a regularly set out range of hours each month (as defined by a four-week period) based on the needs of patrons, up to a maximum of thirty-two (32) hours each week. A one (1) hour unpaid break is provided for part-time employees working longer than five (5) hours within a day.

Schedules will be posted a minimum of seven (7) working days in advance of work. It is the responsibility of the employees to be aware of when they are expected to work. Part-time employees may be called in to cover shifts outside of their regularly scheduled hours. For part-time employees, extra shifts/hours will be paid at the employee's normal rate of pay for that position, to cover for employees who are ill or on vacation, or to attend staff meetings.

3. **On-Call Employees:** There are no guaranteed hours for on-call employees. They cannot be added to the schedule without their express permission. A one (1) hour unpaid break is provided for shifts longer than five (5) hours within a day. On-Call employees are not permitted to work more than thirty-two (32) hours in a week without the prior approval of the manager or director, and are responsible for ensuring they do not take more than thirty two (32) hours a week in shifts.
4. Employees who require alternative work arrangements that vary from the standard work hours must discuss the options with their supervisor. Alternative work arrangements will not be granted automatically but will be considered on a case-by-case basis between the employee and their supervisor with approval from the Director. Any agreed upon alternative work arrangements must be submitted in writing.
5. For certain groups of employees, regular hours may be altered, temporarily or permanently, at management's discretion. In this event, any modifications will be communicated to those affected employees, with reasonable notice.

C4 Overtime

POLICY STATEMENT

The nature of the Library's business is that it experiences peak periods of activity throughout the year. As such, from time to time, the Library may ask employees to work additional hours to accommodate such increased activity. Subsequently, on occasion, an employee may have a bona fide requirement for needing to work extra hours. This policy outlines the Library's rules surrounding overtime and overtime pay.

GUIDELINES

1. Employees will be informed as to their eligibility for overtime at the time of being hired.
2. Overtime is defined as: all hours worked in excess of 8 hours per day or 44 hours per week as per Employment Standards. Overtime hours are calculated both on a daily and on a weekly basis. The higher of the two numbers is the overtime hours worked in the week. The Director and Manager are not eligible for overtime in accordance with Employment Standards.
3. All overtime must be pre-approved by the employee's supervisor. Overtime will be reimbursed as time off in lieu. For every hour of overtime worked, employees can bank one (1) hour of time off which must be taken within six (6) months of the end of the pay period in which the overtime occurred. Any time off in lieu of overtime not taken by December 1st of each year will be automatically paid out.
4. Scheduling of time off in lieu must be pre-approved by the supervisor.
5. Employees are encouraged to consider that additional hours should only be worked when there is no other alternative. Most tasks can wait until the following day; wanting to finish a task that is not complete is considered a personal preference and not a bona fide requirement for the effective functioning of the Library. If an employee deems there is a bona fide requirement for needing to work extra hours, they must have approval from the supervisor first.
6. Where an employee is called to the Library in an emergency during off hours, the employee shall receive time off in lieu.

C5 General Holidays (stat holidays)

POLICY STATEMENT

The following are general holidays that are mandated by Employment Standards:

New Year's Day	January 1
Family Day	Third Monday in February
Good Friday	Friday before Easter Sunday
Victoria Day	Monday before May 25
Canada Day	July 1
Labour Day	First Monday in September
Thanksgiving Day	Second Monday in October
Remembrance Day	November 11
Christmas Day	December 25

The following are additional holidays recognized and treated by the Library as general holidays:

August Civic Holiday	First Monday in August
Boxing Day	December 26

1. The general holiday will be observed on the actual day of the work week that it falls when the Library is open seven (7) days a week. In the event the Library is closed Sundays and a general holiday falls on a Sunday, it will be observed on the following Monday, or another day that the Library has decided upon and will communicate well in advance of the holiday.
2. Eligible employees will receive general holiday pay if they have
 - worked for the Library for at least 30 working days or shifts in the twelve months before the general holiday
 - worked their last scheduled shift before, and the first scheduled shift after, the holiday (employees will remain eligible if they have Library permission to be absent for either or both of these shifts), and,
 - not refused to work on the general holiday if asked to do so.
3. If there is a general holiday during an employee's annual paid vacation and it falls on a day they would normally have worked, the paid vacation is extended by one day. Alternatively, the Library can agree to give the employee a different day off with pay before their next annual vacation.
4. The Library adheres to the following Employment Standards rules for payment of general holidays to employees:
 - When a salaried employee is normally scheduled to work on the day of a general holiday and is not required to work because the Library is closed, the employee is entitled to be paid regular wages for the day.
 - When an hourly employee is normally scheduled to work on the day of a general holiday and is not required to work because the Library is closed, the employee is entitled to be paid regular wages for the day (calculated based on an average of the previous 28 days of work).

- When an hourly employee is normally scheduled to work on the day of a general holiday and does attend work for that day, the employee is entitled to:
 - i) regular wages for the day plus time-and-a-half for all hours worked or, alternatively
 - ii) regular wages for the day and be given a replacement holiday at a time which would be a regular day of work and which is mutually acceptable to the employee and Director

- When an hourly employee is not normally scheduled to work on a general holiday, or on the day on which it is observed, and the employee does work that day, the employee is entitled to receive time-and-a-half for all hours worked.

- When an hourly employee is not normally scheduled to work on a general holiday and does not work on the general holiday, the employee is not entitled to receive pay for the holiday nor another day off with pay.

C6 Vacation

POLICY STATEMENT

The Library believes that everyone needs time to rest and rejuvenate, and that taking time away from work is a great way to do so. Wherever possible, the Library will encourage its employees to take their allotted vacation so that they can reset and return to work with renewed motivation.

GUIDELINES

1. All **hourly** employees accrue vacation pay in accordance with the table below. Hourly employees are to request vacation pay when taking vacation days off. On December 31 each year any accrued but unpaid vacation pay will be paid out to the hourly employee.

Service for Hourly Employees	Vacation Pay Entitlement (hourly)
6 months – completion of 1 year of service	4% of wages
1 year – completion of 2 years of service	5% of wages
3 years – completion of 9 years of service	6% of wages
10 years – completion of 19 years of service	8.3% of wages
20+ years of services	10.5% of wages

Note: Vacation pay is only based on regular wages. It does not include overtime pay, general holiday pay, termination pay, an unearned bonus, tips and gratuities or expenses and allowances, etc.

2. All **salaried** employees accrue paid vacation days and are encouraged to use it.

Service for Salaried Employees	Annual Vacation Entitlement (salaried)
6 months – completion of 1 year of service	1 week (.416 days accrued per month)
1 year – completion of 2 years of service	3 weeks (1.25 days accrued per month)
3 years – completion of 9 years of service	4 weeks (1.67 days accrued per month)
10 years – completion of 19 years of service	5 weeks (2.08 days accrued per month)
20+ years of services	6 weeks (2.50 days accrued per month)

3. With the Director's approval, a salaried employee may be allowed to carry ten (10) vacation days over to the next calendar year by submitting a written request. A salaried employee can only ever have a maximum of ten (10) vacation days in their vacation carryover bank.
4. On occasion and with the approval of the Director, at the time of hire, employees may be given credit in recognition of previous industry experience. These employees will then have vacation benefits over and above the entitlement level that their Library service would normally provide.
5. Employees cannot take paid vacation time in advance of accruing it. Employees who choose to take time off before the required time has been accrued must take unpaid leave.
6. When an employee is absent from work for reasons other than vacation or general holidays (e.g., maternity leave, sick leave), vacation for that year will be pro-rated based on the amount of time the employee was at work.

7. Scheduling of vacation is at the discretion of management. All vacation days taken must be approved by the Director beforehand as per this policy.
8. The Library can deny requests for vacation at specific times due to operational reasons. If the Library and the employee cannot agree on the employee's vacation time, the Library can decide when it will be taken. However, the Library will give the employee at least two (2) weeks' notice in writing of the vacation start date.
9. An employee may request and take vacation in half-day increments.
10. If a general holiday observed by the Library falls during an employee's vacation, the day will be counted as a paid holiday and not a vacation day.
11. Upon resignation, termination or retirement, an employee will be paid for all unused vacation leave entitlements earned up to and including the last day of work. Any vacation taken by the employee that has not been accrued will be deducted from the employee's final pay.

C7 Flex Days/Sick Days

POLICY STATEMENT

In line with the Library's belief that everyone needs time to rest and rejuvenate, and in appreciating that employees have a number of commitments and priorities outside of work, the Library is pleased to offer its permanent employees' paid flex days. Flex days may also be used as sick days when required.

GUIDELINES

1. All permanent employees who have passed the probationary period are eligible for flex days. On-Call and Casual employees are not eligible for flex days.
2. Flex days are tracked in hours. **An employee can only ever hold 105 hours of flex time in their "bank"**. Employees accrue 5.77% of hours worked at the end of each month as flex days provided they have room in their flex bank, meaning they have not hit the 105 hour maximum of allowable flex time.
3. Unused flex days will not be paid out at the end of each year nor if an employee leaves the Library. They are intended to be used as needed during the year in which they are accrued.
4. Flex days may be used by the employee how they see fit. No "reason" needs to be provided; however, it is recommended that they are used for mental health breaks, family commitments, sick days, appointments, or other personal obligations.
5. Employees are expected to give as much notice as possible to their Supervisor in the event they want to utilize a flex day, unless they are calling sick and using a flex day to cover that time away.
6. Employees must manage their own flex day bank to ensure that they have time available when needed.
7. Flex days will be approved according to operational needs, unless they are calling sick and using a flex day to cover that time away. Flex days may be booked in conjunction with general holidays or annual vacation time.
8. If an employee is off sick and uses five (5) or more consecutive flex days they must provide a valid doctor's note that states they were off sick and unable to work the dates that they missed.
9. In the event of a termination or resignation, any flex days used but not yet accrued will be deducted from the employee's final pay.

C8 Prolonged Absence (Sick Leave)

POLICY STATEMENT

The Library encourages employees to live a healthy lifestyle. Although the Library emphasises wellness, we recognize that, from time to time, employees may still become ill, injured or unwell for longer durations of time. In keeping with the Library's goal of maintaining a safe and healthy workplace, sick leave will be granted as required.

GUIDELINES

1. Prolonged Absence Sick Leave would be time off that is above and beyond the Flex Days an employee has available. Examples may include convalescing after surgery, or any illness that requires an extended period of time to recover.
2. Eligible employees will apply for Short-Term Disability when faced with prolonged sick leave and may be eligible to apply for Long-Term Disability following Short-Term Disability.
3. Employees who are not eligible for Short-Term Disability will be provided a Record of Employment (ROE) and will be eligible to apply for medical Employment Insurance (EI). [EI sickness benefits: What these benefits offer - Canada.ca](#)
4. Employees must contact the Director as soon as possible when unable to attend work due to illness or injury for prolonged periods of time and must remain in contact with the Director on a weekly basis to inform them of the expected date of return to work, including providing updated doctor's notes supporting the medical need to remain off work.

C9 Job-Protected Leaves of Absence

POLICY STATEMENT

The Library understands that both wonderful and unfortunate life events can happen to its employees while they are employed by us. During these times, the Library will support its employees by being sensitive to their unique situations, and in directing them to any relevant job protected leaves of absences, as set forth by Employment Standards.

GUIDELINES

There are a number of Job Protected Leave of Absences as defined by Alberta Employment Standards. These include:

- Maternity and Parental Leave
- Bereavement Leave
- Compassionate Care Leave
- Personal and Family Responsibility Leave
- Long-Term Illness and Injury Leave (included under Prolonged Absence Sick Leave above)
- Domestic Violence Leave
- Citizenship Ceremony Leave
- Critical Illness Leave
- Death or Disappearance of a Child Leave ([Death or disappearance of child leave | Alberta.ca](#))
- Reservist Leave ([Reservist leave | Alberta.ca](#))
- Jury Duty and Witness Leave

Each leave is unique in terms of employee eligibility, length of time given, requirements to provide both evidence of, and notice to, the Library and in terms of whether the employee will be eligible to apply for Employment Insurance (EI) during the leave.

Employees who think they may qualify for one or more of these leaves can find out more information about them by visiting the [Alberta Employment Standards website](#).

All job protected leaves of absence, when granted, will be without pay from the Library, but employees may be eligible to apply for Employment Insurance, depending on the leave.

Employees who qualify for such leaves will be returned to their same or similar position (in terms of pay and scope) in the Library.

Employees may be eligible for Library benefits for certain leaves, providing they pay their portion of the premiums.

Employees may be asked to return the Library's equipment including keys, computers, credit cards, etc. in the event they go on leave, and may have system access removed depending on the duration of the leave. This should not be construed as an intention to not return the employee from such leaves and is in place to ensure security and integrity of Library data.

Maternity Leave and Parental Leave

To be eligible the employee must be employed for at least ninety (90) days. When on maternity or parental leave the time away is considered to be continuous for the purposes of calculating years of service, or tenure.

Benefits will continue during maternity leave with the employer and the employee each contributing their portion. The employee shall provide the Library with post-dated cheques to cover the employee's portion of benefit costs and to facilitate on-going benefits coverage.

The length of maternity leave is sixteen (16) weeks and the maximum length of parental leave is 62 weeks. If both parents work for the Company, the Company isn't required to grant parental leave to both employees at the same time.

Maternity Leave

Birth mothers can take up to sixteen (16) consecutive weeks of unpaid maternity leave. The number of weeks of leave exceeds the Employment Insurance benefit length by one week in recognition of the waiting period. Employees should be aware of this before taking their leave.

Leave can start any time within the thirteen (13) weeks leading up to the estimated due date and no later than the date of birth.

If pregnancy interferes with the employee's job performance during the twelve (12) weeks before their due date, employers can require that the employee start maternity leave earlier by notifying the employee in writing.

Birth mothers must take at least six (6) weeks after birth for health reasons, unless:

- the employer agrees to an early return to duties, and
- the employee provides a medical certificate stating the return will not endanger her health

Pregnancy Loss

A pregnancy loss is any situation where a pregnancy ends other than in a live birth.

If pregnancy loss occurs within sixteen (16) weeks of the estimated due date, the employee is still entitled to maternity leave but is not entitled to parental leave. The leave will end sixteen (16) weeks after it begins.

Bereaved employees impacted by pregnancy loss may also be entitled to bereavement leave.

Parental leave

Birth and adoptive parents can take up to sixty-two (62) weeks of unpaid parental leave. The number of weeks of leave exceeds the Employment Insurance benefit length by one week in recognition of the waiting period. Employees should be aware of this before taking their leave.

Parental leave can be taken by:

- the birth mother, immediately following maternity leave,
- the other parent,
- adoptive parents, or
- both parents, shared between them

Leave can start any time after the birth or adoption of a child but must be completed within seventy-eight (78) weeks of the date the baby is born or placed with the parents.

Starting leave

Employees must give the Company written notice at least six (6) weeks before starting maternity or parental leave. Employees aren't required to specify a return date at that time but may wish to do so.

If they fail to give notice for medical reasons or a situation related to the birth or adoption, parents are still eligible for leave:

- **Maternity leave:** provide written notice and a medical certificate to the employer within two (2) weeks of mother's last day at work, or as soon as possible
- **Parental leave:** provide written notice to the employer as soon as possible

A birth mother on maternity leave isn't required to give the Company notice before taking parental leave, unless she originally arranged to only take sixteen (16) weeks of maternity leave.

Parents who intend to share parental leave must advise their respective employers of their intention to do so. Two employees working for the same Company may combine parental leave for a maximum of sixty-two (62) weeks.

Ending leave

Employees must give their employer's written notice at least four (4) weeks before they:

- return to work, or
- will not be returning to work after their leave ends.

Employers aren't required to reinstate employees who fail to give notice or report to work the day after their leave ends, unless the failure is due to unforeseen or unpreventable circumstances.

If an unexpected circumstance occurs, employers can approve an extension of leave, but aren't obligated to do so.

Bereavement Leave

In the event of a death in the family (see list below of who is included), an employee will be given time off with pay up to a maximum of five (5) working days. This bereavement leave can also be taken after a Pregnancy Loss.

Where the funeral occurs outside of Alberta, such leave shall also include additional travel time not to exceed two (2) working days, without pay.

Where the funeral occurs outside of Canada, such leave shall also include additional travel time not to exceed three (3) working days, without pay.

Should additional time off be required, it will be unpaid unless vacation entitlements are taken.

In the event of a death in the extended family, an employee will be given time off with pay of 1 working day, additional time may be requested either without pay or utilizing vacation time (if available). If additional time is required, the employee may discuss this with their Supervisor.

One-half (1/2) day leave may be granted by the Manager without loss of salary or wages to attend a funeral as a pallbearer or mourner for an individual not included as part of the family. Should such leave be requested for an out of province funeral, only one-half (1/2) day will be compensated as per above, with any additional time being taken without pay or as vacation.

Definition of family members for bereavement leave includes: spouse, adult interdependent partner, common-law partner; children (and their parent/spouse); current or former foster children (and their partner/spouse); current or former wards; parents, step-parents, current or former guardians (and their partner/spouse); current or former foster parents; siblings, half-siblings, step-siblings (and their partner/spouse); grandchildren, step-grandchildren (and their partner/spouse); grandparents, step-grandparents; aunts, uncles, step-aunts, step-uncles (and their partner/spouse); nieces, nephews (and their partner/spouse); or a person that the employee isn't related to but considers to be like a close relative.

Compassionate Care Leave

An eligible employee can take up to twenty-seven (27) weeks of unpaid compassionate care leave. The leave can be split into multiple installments, but each period must be at least one (1) week in length.

Employees are eligible for compassionate care leave if:

- they've been employed at least ninety (90) days
- they give care or provide support to a gravely ill family member; the ill family member may live in Alberta or elsewhere
- their family member is at significant risk of dying within twenty-six (26) weeks, as established by a medical certificate

If more than one employee who is employed by the same employer is entitled to compassionate care leave with respect to the same family member, the employer is not required to grant the leave to more than one employee at a time.

Compassionate care leave ends when the earliest of one of the following occurs:

- the last day of the work week in which the family member dies
- the twenty-seven (27) weeks of compassionate care leave ends, or

- the last day of the work week in which the employee ceases to provide care or support to the seriously ill family member

After the leave is completed, and if the family member is still gravely ill and care is required, the employee may request the leave again. However, a new medical certificate must be provided.

For a list of who's considered a family member refer to [Compassionate care leave | Alberta.ca](http://www.alberta.ca).

Personal and Family Responsibility Leave

An employee can take up to five (5) unpaid days of personal and family responsibility leave in each calendar year. Any leave days not used by an employee cannot be carried over into a new calendar year.

Employees are eligible for personal and family responsibility leave if they have been employed at least ninety (90) days.

Leave must be considered necessary for:

- the health of the employee or,
- for the employee to meet his or her family responsibilities in relation to a family member

For further details refer to [Personal and family responsibility leave | Alberta.ca](http://www.alberta.ca).

Critical Illness Leave

Employees are eligible for critical illness leave without pay if they have been employed for at least ninety (90) days.

An eligible employee can take up to thirty-six (36) weeks of unpaid leave for the critical illness of a child.

An eligible employee can take up to sixteen (16) weeks of unpaid leave for the critical illness of an adult.

For further details refer to [Critical illness leave | Alberta.ca](http://www.alberta.ca).

Domestic Violence Leave

Employees are eligible for domestic violence leave if they have been employed at least 90 days with the same employer.

Eligible employees can take up to 30 calendar days off work without risk of losing their job (this is greater than the 10 calendar days defined in the Code).

Employers must grant domestic violence leave to eligible employees and give them their same, or equivalent, job back when the employee returns to work.

Benefits will be left in place for eligible employees, and they will be required to reimburse the Library for their portion upon return to work.

Employees on domestic violence leave are considered to be continuously employed for the purposes of calculating years of service.

Employees are eligible for domestic violence leave if an act of domestic violence occurs to:

- the employee
- the employee's dependent child
- a protected adult living with the employee

An employee may take domestic violence leave for the following purposes:

- to allow the employee, employee's dependent child or a protected adult to seek medical attention for physical or psychological injury caused by domestic violence
- to obtain services from a victim services organization
- to allow the employee, employee's dependent child or a protected adult to obtain psychological or other professional counselling
- to relocate (temporarily or permanently)
- to seek legal or law enforcement assistance, including time relating to legal proceedings

For further details refer to [Domestic violence leave | Alberta.ca](#)

Citizenship Ceremony Leave

Employees are eligible for citizenship ceremony leave if they have been employed at least 90 days with the same employer.

A citizenship ceremony is when a certificate of citizenship is received, as provided for under the [Citizenship Act](#) (Canada) and regulations made under that Act.

Eligible employees can take up to half a day of unpaid leave without risk of losing their job.

Employers must grant citizenship ceremony leave to eligible employees and give them their same, or equivalent, job back when the employee returns to work.

Employees on citizenship ceremony leave are considered to be continuously employed for the purposes of calculating years of service.

For further details refer to [Citizenship ceremony leave | Alberta.ca](#)

Jury Duty and Witness Leave

The Library shall grant a leave of absence to an employee who serves as a juror or witness in any court proceeding. The Library shall pay such employee the net difference between normal earnings and the payment received for jury service or court witness, excluding payment for travelling, meals, or other expenses, provided the time spent as a juror or witness is during the employee's normally scheduled workday. The employee will present proof of service and the amount of pay received or assign the pay to the Library. The time spent by

such employee required to serve as a court witness in any matter arising out of the employee's employment shall be considered as time worked at the appropriate rate of pay.

For further details refer to [Jury duty | Alberta.ca](http://www.alberta.ca)

C10 Pay and Payroll Administration

POLICY STATEMENT

The Library's goal is to attract and retain great people. To achieve this goal, the Library is committed to establishing and maintaining competitive base salaries that are reflective of the market and of individual performance, while practicing fiscal responsibility and ensuring equity.

GUIDELINES

1. The Library compensates employees in ways that reward experience/expertise, dedication and strong performance. The Library does not practice and will not tolerate any unlawful discrimination in pay.
2. Salary increases or bonuses are primarily based on individual performance, years of service to the Library, current economic conditions and Library viability.

Payroll Administration

All employees are paid their earnings, less required statutory and Library benefit deductions, by direct deposit at the end of the month.

It is the employee's responsibility to ensure that the Library has the correct banking information on file in order to ensure that their pay is deposited to their bank account.

Pay Corrections

The Library takes all reasonable steps to ensure that employees receive the correct amount of pay in each pay cheque and that they are paid promptly on the scheduled pay date. In the unlikely event that there is an error in the amount of pay, the employee should immediately bring the discrepancy to the attention of the Director.

C11 Business Expenses

POLICY STATEMENT

Each employee is expected to conduct the Library's business activities lawfully and with integrity. It is the policy of the Library that an employee neither loses nor gains financially as a result of business expenses, including travel. The Library will reimburse employees for reasonable travel and other business expenses incurred as a result of business-related activity, where required for their position and where pre-approved by the Director.

GUIDELINES

1. Mileage
 - The Library will reimburse employees for non-commuting use of their personal vehicles for Library business at an approved rate-per-kilometer that is aligned with the suggested rate set by Canada Revenue Agency (CRA). Employees can visit the CRA website for information on current rates.
 - An employee may choose to drive or fly when traveling out of province (where applicable), however, the lesser of the cost of transportation shall be paid.
2. Accommodation
 - Employees will be reimbursed for the actual cost of a standard room plus applicable taxes at a reasonably priced hotel for out-of-town travel.
3. Meals and Gratuities
 - When travelling outside of the home city, the actual cost of up to three (3) meals per day is reimbursable. The total cost per day must not exceed \$75.00.
 - Gratuities and tips should be limited to 18% before GST.
 - Whenever employees dine with clients, they must list the client's names on the meal receipt as per CRA requirements.
4. Car Rental/Taxis
 - For out-of-province travel, car rental costs will be reimbursed by the Library. Employees are to waive additional rental car insurance costs.
 - Where relevant and necessary, employees will be reimbursed for reasonable taxi costs or other ride share alternative costs, plus gratuity.
5. Air Travel
 - The Library will pay for economy-class airfare, including all taxes and fees where the employee has been pre-approved for air travel.
6. Library Credit Card
 - Employees who use a Library credit card are expected to use it to pay for business expenses. Misuse of the Library credit card (including using for personal reasons) will be grounds for disciplinary action up to and including termination for Cause.
7. Expense Reports
 - All expenses must be itemized and submitted to the Director for approval, with appropriate receipts attached (receipts must have a GST number and, where relevant, names of people in attendance identified on them).
 - Abuse of this policy, including falsifying expense reports to reflect costs not incurred by the employee, will be grounds for disciplinary action, up to and including termination for Cause.

8. Non-allowable Expenses

- The Library will not reimburse expenses relating to parking or traffic fines, additional travel or vehicle insurance, kennel fees, annual credit card dues, interest incurred on personal cards or membership in airline frequent flyer and VIP clubs.
- Personal purchases or entertainment, such as mini-bar items, movies or dry-cleaning are not eligible for reimbursement.

C12 Training and Development

POLICY STATEMENT

The Library believes in continuous learning and development and, as such, may provide financial assistance to employees who seek additional education or training related to their career at the Library.

GUIDELINES – SEMINARS AND TRAINING SESSIONS

1. Employees interested in pursuing training should submit a request to the Director for consideration.
2. The Library may pay part or all of the training (depending on the total cost and the current training budget) when a course or learning opportunity is necessary for the employee to fulfill the requirements of their position or when it is part of their career development with the Library.
3. Employees will receive no more than their regular wage for the time it takes for them to attend such training.
4. The Library will pay for the associated costs of training including transportation, food, lodging and course materials.
5. If an employee resigns within one (1) year of the completion of Library-paid training, the employee will be required to reimburse the Library for 50% of the cost of the training if the training was originally requested by the employee. If the training was required by the Library, no re-payment will be necessary.

GUIDELINES - PROFESSIONAL MEMBERSHIPS

1. For employees who are working on, or have received their professional designation, the Library will support the professional development that is required to maintain the designation in good standing.
2. Annual dues and/or membership fees are subject to the Director's approval.

GUIDELINES - CONTINUING EDUCATION

1. If an employee resigns within one (1) year of the completion of a Library-paid course, the employee will be required to reimburse the Library for 50% of the cost of the course if the training was originally requested by the employee. If the training was required by the Library, no re-payment will be necessary. In the case of the Director, reimbursement would be required on training that exceeds \$1,500.

C13 Performance Management

POLICY STATEMENT

It is important to the Library to ensure that all employees are provided with accurate and appropriate feedback regarding their performance. By utilizing informal measures, as well as a more formal performance review process, the Library will work with its employees to ensure organizational objectives are met through the achievement of individual performance goals and objectives.

GUIDELINES

1. Upon hire, a detailed position description will be provided to each the Library employee, which will include documented standards and expectations of work to be performed.
2. In the first few weeks and months of employment, the Director will communicate expected performance and behaviour standards; monitor their employees' performance and provide ongoing feedback; and ensure that the employee receives adequate support, coaching and training to enable them for success.
3. Before the end of the 90-day probationary period, the Supervisor will evaluate the employee's performance and advise them whether or not they have passed the probationary period.
4. The Director will discuss job performance and goals on an informal, day-to-day basis with employees.
5. In addition to day-to-day coaching, a formal performance review will be conducted on an annual basis.

C14 Corrective Action

POLICY STATEMENT

The Library expects all employees to perform their duties and responsibilities in a satisfactory manner, consistent with established performance standards and in a manner that adheres to the Library's vision, mission, and values. The Library believes that most employees strive to perform well at work; however, situations can occur where corrective action is necessary.

GUIDELINES

1. All employees are expected to comply with the policies and standards established by the Library. Where this does not occur, the Library's goal is to resolve minor problems before they become major with an approach that is constructive in nature. This stepped process, called a "progressive discipline" process is as follows:
 - i. A **verbal reminder**, correction or clarification and informal discussion.
 - ii. A **written** reminder which will go in the employee's file.
 - iii. A **suspension** (without pay, unless it's for an investigation then it's with pay), or **decision-making leave** (a short period of time off with pay for the employee to decide if they wish to continue their employment and to develop an action plan of how they intend to change their behaviours).
 - iv. A **final warning** (indicating that the employee will be terminated in the event their performance does not immediately change).
 - v. **Termination**
2. In any given situation, the seriousness of the infraction will determine which step will first be enacted. As a general guideline, the following examples illustrate degrees of seriousness and the type of action that may be taken:
 - For more **minor** violations such as tardiness/absenteeism, minor inefficiencies or attitude problems, action taken will usually be in the form of a verbal discussion.
 - For more **serious** violations such as failure to observe safety/work rules or a violation of Library policy, action taken will usually be a written reminder or a decision-making leave.
 - For **major** violations such as theft, dishonesty, insubordination, physical assault on another employee or falsification of Library records, action taken will be suspension while investigating the incident, normally followed by termination.
3. Separately, or in addition to any of the steps identified in the progressive discipline process above, the Library may determine to engage in a Performance Improvement Plan (PIP) with an employee. The PIP will typically include the following five (5) elements:
 - **Areas of concern** – the behavioral and/or performance issues are described, using specific examples.
 - **Expectations** – the expectations regarding performance/behavior are re-established.
 - **Performance Improvement Goals** – a list of objectives and applicable actions that need to be taken are constructed.
 - **Training and Resources** – training, resources or additional support needed for the employee to reach their goals are identified.
 - **Timeline** – the timeline of the plan, how often the Director will be meeting on progress, and when the final review of outcomes will take place are set.

4. Employees experiencing personal problems that are impacting their performance should contact the Director for assistance and the Library will consider an outside referral to an organization that could help the employee. Alternatively, the Director may recommend that an employee seek assistance if the employee has indicated that they are having personal problems that are impacting their performance. However, neither case is an alternative or a substitute for the disciplinary process. The employee's use of Library-recommended assistance is independent of the disciplinary process and does not stop the use of the disciplinary or termination process.

C15 Termination of Employment

POLICY STATEMENT

Although it may be difficult to think about when just starting employment with the Library, there may come a time where the Library needs to part ways with an employee, or an employee chooses to do the same. In this event, the following policy has been established to ensure that both parties treat each other in a fair and respectful manner.

GUIDELINES

Termination of employment can be initiated either by the employee or the Library.

In the event the employee decides to terminate the relationship (i.e., resign), the following applies:

1. An employee can resign at any time without giving notice during the 90 day probationary period.
2. Employees who have been employed for longer than 90 days, but less than two (2) years are required to give at least one (1) week of written notice.
3. Employees with two (2) or more years of service are expected to provide at least two (2) weeks of written notice.
4. An employee who gives notice of resignation will not be compelled to use unused vacation time, banked overtime or banked holidays during the notice period – these will be paid out as part of the employee's final pay. Alternatively, any vacation taken by the employee that has not been accrued will be deducted from the employee's final pay.
5. After an employee gives notice, they are still required to carry out their duties with the same performance expectations required of the job. In addition, they are required to continue working for the full notice period without taking any time off, unless otherwise mutually agreed upon by the employee and the Director.
6. On the last day of work, employees will be required to return all Library property in their possession including, but not limited to files and/or documents (both hard and electronic copies), keys, building and parking access cards, laptops, etc.
7. Employees cannot keep any files or documents without prior approval (assuming there is no confidential information contained in the document), nor Confidential information, of or belonging to the Library when they leave. In addition, individuals employed by the Library have an obligation to keep any Confidential information learned during their employment in confidence going forward as per the **Code of Conduct**.
8. Employees who resign will be invited to participate in an exit interview.

In the event the Library decides to terminate employment, the following will apply:

1. Probationary employees can be terminated within their first 90 days of employment with no notice or pay in lieu of notice. See **Policy C2 Probationary Period** for more information.
2. Employees who are absent from work for three (3) consecutive days and have not received prior approval to do so, or notified the Director, will be considered to have abandoned their position. Reasonable attempts will be made by the Director to contact the employee to determine whether there is a legitimate reason for the employee's absence from work. If the Library is unable to identify a legitimate reason for the absence, the Library may send a letter of termination to the employee's residence indicating the employee's employment is being

terminated for job abandonment. In these circumstances, the Library is not obligated to provide pay in lieu of notice.

3. An employee can be terminated by the Library for Just Cause ("Cause") without notice or pay in lieu of notice. Cause may include, but is not limited to, the following: theft; failure to comply with Library policies; harassment of other employees or clients; provoking or participating in physical violence on Library premises; improper disclosure of client or Library confidential information or other such wilful or gross misconduct.
4. The Library may terminate employment for any reason other than Cause, in which case, sufficient notice of termination of employment, as per Employment Standards will be given. Payment is as follows:
 - 1 week, for employment of more than 3 months, but less than 2 years
 - 2 weeks, for employment of 2 years or more but less than 4 years
 - 4 weeks, for employment of 4 years or more but less than 6 years
 - 5 weeks, for employment of 6 years or more but less than 8 years
 - 6 weeks, for employment of 8 years or more but less than 10 years; or
 - 8 weeks, for employment of 10 years or more.

C16 Health and Safety

POLICY STATEMENT

The Library is committed to creating and maintaining a safe and healthy work environment for its employees, volunteers, visitors and contractors (stakeholders), and the general public.

The Library's Director and employees at every level are responsible and accountable for the Library's health and safety. Active participation by everyone, every day, in every job is necessary for health and safety excellence and includes the physical, psychological, and social well-being of all employees. Our approach to health and safety is based on adherence to three key principles:

- 1) The right to know
- 2) The right to refuse work posing undue hazards (i.e. hazards that pose a serious and immediate threat to the health and safety of a person) and
- 3) The right to participate in workplace health and safety.

GUIDELINES

1. Management will ensure that health and safety concerns are considered as an integral part of our operating requirements.
2. Every employee shall be aware of their health and safety related responsibilities and must do their part towards workplace safety.
3. In order to ensure and protect the health and safety of the workplace for all stakeholders and the general public, it is critical that employees understand and follow proper incident, near miss, illness, exposure to radiation and potentially serious incident reporting procedures.

E. APPENDICES

APPENDIX A: Employee Policy Manual Acknowledgement

As an employee of the Library, I acknowledge that I have received, read and understand the Employee Policy Manual (the "Manual"). Furthermore, I agree to comply with the information contained in the Manual as a condition of my employment with the Library.

I understand that if I have questions or concerns at any time about this Manual, I will consult the Director for clarification.

I acknowledge that revisions to the Manual may occur from time to time and that all such changes will be communicated through formal means. I understand that such revised or updated information supersedes existing policies, practices or processes.

I also understand that I could be subject to discipline, up to and including termination for Cause, if I violate any policy within this employee manual.

Employee's Name (print)

Date

Employee's Signature

APPENDIX B: Code of Conduct Acknowledgement

As an employee of the Library, I hereby acknowledge that I have read and understood the Code of Conduct (the "Code") and I agree to adhere and follow these principles in my behaviour and actions at all times.

I understand that I should consult the Director, if I have any questions, or am unclear about, any item in the Code of Conduct and its supporting policies.

I acknowledge that revisions to the Code and its supporting policies may occur from time to time and all such changes will be communicated through formal means. I understand that such revised or updated information supersedes existing policies, practices or processes.

I understand that violations of the Code of Conduct may result in immediate and serious disciplinary action up to and including termination for Cause.

I understand that I will be requested on an annual basis to acknowledge and agree to the Code of Conduct.

Employee's Name (print)

Date

Employee's Signature

APPENDIX C: Workplace Harassment Policy Acknowledgement

As an employee of the Library, I hereby acknowledge that I have read and understood the Workplace Harassment policy and I agree to adhere and follow these principles in my behaviour and actions at all times.

I understand that I should consult the Director, if I have any questions, or am unclear about, any item in the Workplace Harassment policy and its supporting policies.

I acknowledge that revisions to the Workplace Harassment policy and its supporting policies may occur from time to time and all such changes will be communicated through formal means. I understand that such revised or updated information supersedes existing policies, practices or processes.

I understand that violations of the Workplace Harassment policy may result in immediate and serious disciplinary action up to and including termination for Cause.

I understand that I will be requested on an annual basis to acknowledge and agree to the Workplace Harassment policy.

Employee's Name (print)

Date

Employee's Signature

Version History

Effective Date: Jan. 1, 2023, version 1	Employee Policy manual launched effective Jan. 1, 2023
Date of Update: Mar. 1, 2023, version 1.1	<p>Pages 38 & 41 (Bereavement Leave changed to 5 days with pay to match pg 38, removed from pg 38, and clarified that the list of family members is tied to bereavement leave).</p> <p>Page 32 (General Holidays, added more clarity around when employees get paid for general holidays and when they don't).</p> <p>Page 34 (Vacation amended to reflect two charts – one for hourly and one for salaried).</p>



Director's Report

February 8 2023

Alyssa Martin

Employee Manual Goes Live

After years of hard work by the Policy Committee, Directors and our HR Consultant, the new Employee Manual went live at the beginning of January. The Employee Manual takes the place of the old Personnel Policy, and ensures that Camrose Public Library is following Employment Standards, is not facing any undue liability, and has clearly covered and outlined how CPL will approach any HR questions. We expected to find needed revisions once handed out to staff, and we did find a few. These revisions will need to be voted on by the board, and we will need to release version two of the manual to staff in the coming weeks.

Hour reductions and Closures

For the month of January, Camrose Public Library was closed on Sundays, and has closed at 7:00pm Monday through Friday. We received quite a bit of feedback from patrons who were upset about the Sunday closures, most of it verbally at the front desk.

Transition to new Payroll and HR Software

The Transition to Work Force Now by ADP has not been a smooth or user-friendly process, and we are behind the initial projected timeline. We have looped our HR Consultant into the implementation process and meetings to ensure this software is set up correctly and to expedite the process. February's payroll will be the first to go through the system as we intend to use it, and we are in the process of uploading all of our policies and other onboarding documents so that we can centralize and track this information. Scheduling will begin to happen through this system going forward, and staff should be able to access their portals in a few weeks. This new software implements the decisions made in our Employee Manual, and will start to automatically track flex time, vacation time, lieu time, etc. for the staff, freeing up much of our time. We expect there to be a transition period where we discover error in the set-up, so we will need to be diligently monitoring the system for the first month or two to make sure we catch them all.

Donation – Sunday Reopening

Norm Mayer saw in the Booster that we had to remove Sunday service due to budget cuts, and made a private donation to the library to allow us to re-open

Sundays and offer programming on that day. We are in the middle of the hiring process to add another Circulation Assistant to the team with these funds, and Sundays were re-instated February 5th. There was a new article in the Booster about this donation and our ability to re-open Sundays, as well as social media posts and internal marketing. The public was very happy to have Sundays back. Some of their feedback can be found below:

Date	Phone/ Email / In Person / Social Media	Comments/Suggestions
01/31/23	Facebook	"Wonderful (applause emoji)"
01/31/23	Facebook	"That's great news"
01/31/23	Facebook	"Public services shouldn't have to be privately funded. I hope things get better long term, because currently it's widely a mess."
01/31/23	Facebook	"This is heartwarming"
02/01/23	Instagram	"This is phenomenal news!! 🍌" - elle.squared (In reaction to Sundays coming back)
02/01/23	Facebook	<p>"Wow. Thanks Norm Mayer. What a great thing for the community. Would be nice if the library was able to be open Sundays because it was properly funded instead of private donations." - Cheryl Manning Day</p> <p>"Pretty sure up to 70% of the library's funding comes from the municipal government. Best get on our provincial and federal representatives instead." - Bailey K Lassesen</p> <p>"Bailey K Lassesen yes. I think you right. was nice of Norm to do. I talked to our MLA about health care once and the things one of our kids that they had to go through for no reason. From that meeting I know I will never speak to Jackie Lovely again. Best I can do is comment to raise awareness." Cheryl Manning Day</p> <p>(regarding the donation to save Sunday Opening hours)</p>
02/05/23	In Person	Patron voiced their displeasure at the library's hours being cut. Hoped that we get better funding in 2024 to re-instate our hours prior to cut

Summer Student Grant Applications

Applications to Young Canada Works and Canada Summer Jobs have been submitted for the purpose of hiring Book Bike Pilots and a Summer Reading Program Coordinator.

Fax Machine

Setting up a fax machine has been a slightly more complicated process than first assumed. Very few stand alone fax machines are still being produced, so we investigated what it would take to get our Toshiba Printer to fax again. In order to make it functional, it needs a new Fax Board (\$650), and 1-3 hours of labour from a technician (\$350). We will be looking into the possibility of purchasing a used fax machine, which are generally quite affordable, but do not come with a warranty or technical support. We are looking into installing a fax machine for the public as many government agencies will ONLY accept faxes, or in some cases snail mail (no scan to email allowed), particularly AHS. We receive numerous requests a week from the public looking for a fax machine to use for this purpose, and the only one in Camrose to our knowledge is one at Staples that people must pay to use.

Culture Days Committee

CPL will be working with the Recreation and Culture department of the City of Camrose (The Chuck MacLean Arts Centre) the Camrose and District Centennial Museum, and the Bailey Theatre (and potentially others) to host Culture Day events throughout the month of September. CPL will be submitting a grant application to help fund the activities.

Canada Day Committee

CPL will be sitting on the Canada Day Planning Committee again this year, working alongside many other individuals and organizations. As in past years, we will be donating activity cards and promotional materials, our Book Bike will be in attendance with items and games, and a representative from the library will help to run the recreation activities. We are exploring other options, including an app-based Scavenger Hunt.

Camrose Helps Group

CPL's work for the Camrose Helps group is continuing. In February, the group will be hosting its next Community Conversation, focussing on the theme of Transportation. We are asking attendees to bring their solutions forward, and to brainstorm what resources we have to achieve those solutions, and what obstacles we face when trying to implement them. There is also an online and



paper survey that the community can fill out as well. The Community Conversation is taking place February 21 at the Mirror Lake Center. There will be two sessions, one at noon and one at 5:00pm. All are welcome to participate. Food and transportation provided.

The Camrose Helps Group is comprised of over 22 individual organizations, and started with members of the Interagency Group, although it is rapidly growing and incorporating community support. This project received capacity building funding from a provincial grant in 2022. The goal of the project is to find new ways of working together so that we can improve the lives of those in our community. We intend to identify and pursue actions that will result in the biggest positive impact for those in the city and county of Camrose. This is an ongoing project. Future Community Conversations regarding Mental Health, Food Security, Finances, and Housing will take place in the coming months.

City of Camrose Municipal Development Plan

The City of Camrose is working on their MDP. "A Municipal Development Plan (sometimes called a Master Plan) is a statutory plan that outlines how a municipality will develop over time (long-range vision). A Municipal Development plan is a municipality's principal statutory plan, every municipality in Alberta is required to have an MDP under the Municipal Government Act and is adopted by Council through a bylaw." This plan spans the next 20-30 years, and the creation of this plan is projected to last approximately two years. The outcome of this plan will deeply affect CPLs future, both in respect to the organization and its facilities. I am on the Community Advisory Committee, ("The Community Advisory Committee (CAC) is a forum for representatives of local community organizations to provide input on the various topics that will be addressed in the MDP such as land use, development, transportation, infrastructure, social and economic development, and the environment."), but it may be prudent to have a back-up member who is very familiar with Camrose. More information on the project can be found here:

<https://www.ourcamrose.ca/mdp>

Camrose Public Library
 Adult Programs
 January 1 to 31, 2023

Outreach	Program	Attendance
Deliveries to Care Facilities	10	76
German Circle	5	17
Ukulele Online	2	5
Mind Masters	1	55
Seniors Hub Website Launch	1	25
	19	178

In House	Program	Attendance
Spanish	5	29
Ukulele	4	46
Cosy Cards	1	5
Yarn Club	2	14
	12	94

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses		
	5	60

Total	36	332
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Camrose Public Library
 Family Programs
 January 1 to 31, 2023

Outreach	Program	Attendance
Read for 15	1	3349
Paper Mache with Chuck Maclean	1	7
	2	3356

In House	Program	Attendance
Snacks in the Stacks	22	352
Something Cool After School	17	87
Books & Bounces	4	98
Terrific Tales	3	43
Tech Help	15	29
Geek Days	4	40
Bed Time Stories	3	16
Mini Yogis with CFRC	2	45
3D Print workshop	1	6
Family Literacy Day with CFRC	1	56
	72	772

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses		
	0	0

Total	74	4128
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Camrose Public Library
 Children's Programs (5-12 years)
 January 1 to 31, 2023

Outreach	Program	Attendance
	0	0

In House	Program	Attendance
Red Hot Science Droids	1	11
	1	11

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses		
	0	0

Monthly Total	1	11
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Camrose Public Library
 Teen Programs
 January 1 to 31, 2023

Outreach	Program	Attendance
	0	0

In House	Program	Attendance
Teen D & D	3	26
Anime Club	1	11
Red Hot Science Bats	1	7
	5	44

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses		
	0	0

Total	5	44
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Camrose Public Library
Total Programs
January 1 to 31, 2023

Outreach Programs	21	3534
In-house Programs	90	921
Outside Groups	5	60
YTD	116	4515

Submitted by Nicole Bannick
6-Feb-23

January 2023

Program and Library Statistics

Submitted by Nicole Kyle
February 6, 2023

662

people accessed programs that help develop relationships, end social isolation, and make them feel welcome in our library and our community.

1166

was the total attendance at all library programs excluding Read for 15. 84% was at in-library programs and 16% was at outreach programming.

504

people attended programs that support lifelong learning like family literacy, language learning, 3D printing, coding for kids, and more!

3349

people reported for this year's Read for 15. We don't yet have the results but are hoping to have a repeat win again this year!

January Program Summary

We raced in to 2023 with a schedule full of ongoing programs and special events:

Our **ongoing events** in January remained fairly the same as seen in 2022 with a few changes to dates and times to accommodate our new operational hours and days.

Books and Bounces, our program for infants and caregivers, has seen a huge increase in attendance. After two weekly sessions with over 25 people on the carpet in the small program room, I began hosting it in the Irving Room so we'd have more space to spread out. Further action needed to be taken because on January 31, we were 36 people with infants, and that makes for a noisy room that is overstimulating for both infants and adults alike. Beginning the week of February 6, I'll be holding two identical sessions in hopes that they will be smaller groups better suited to the space and program format.

January **special events** included some in-library makerspace programs like **3D printing** and two sessions for school kids with staff from Red Deer Polytechnic's **Red Hot Science** program.

We had some great opportunities to partner with other community organizations to provide both in-library and outreach programming:

- Louis worked with SOS, CALC and CDSS for the launch of the Camrose Seniors Coalition *Seniors Hub* website by providing technical assistance to attendees at the launch.
- Louis also partnered with the City and the Chuck Maclean for a paper mâché workshop.
- I've partnered with staff from Camrose and Area Family Resource Network (CFRN) to present *Mini Yogis*, six sessions of child-centered yoga practice where families with young children can learn basic yoga poses through songs, stories, play, and art.
- We also partnered with CFRN for our Family Literacy Day event on January 27. We set up literacy activity stations throughout the library and families could fill out an activities passport for a chance to win a Big Bag of Swag. Thanks go out to CALC for their donation of totes with printed family literacy day activity sheets!

February Schedule



24/7 access to electronic resources:
Visit cpl.prl.ab.ca/eLibrary to check out electronic print materials, audio books, learning resources, and resume building software.
You will need your library card and PIN to log in.

1-on-1 Tech Help
Please call or email to book your 1 hour appointment.



Programs

This schedule runs from January 5 to June 23

Ukulele Jam (adults)

Mondays @ 12:30

D & D (adults)

Fridays @ 4

Spanish Circle (adults)

Mondays @ 3 (Hybrid)

Cosy Card Night (adults)

Third Thursday monthly @ 5
Register on Eventbrite

Books & Bounces (infants)

Tuesdays OR Thursdays
10:30 (identical sessions)

Snacks in the Stacks (grades 1-12)

School days @ 3:30

German Circle (adults)

Tuesdays @ 4 on Zoom

Something Cool After School (grades 1-8)

School days @ 3:30

Terrific Tales (0-5)

Wednesdays @ 10:30

Golden Flames D&D Club (teens)

Wednesdays @ 4

Rainbow Club Public GSA (all ages)

1st Saturday Monthly @ 2

Anime Club (teens)

Wednesdays @ 5

Geek Day (all ages)

Fridays @ 5:00

Bed Time Stories (families)

Wednesdays @ 6

Yarn Club (all ages and fibre arts welcome)

Every 2nd & 4th Sunday monthly @ 1

Ukulele Online (adults)

Thursdays @ 1 (Zoom)

All library programs and events are free and on a drop-in basis unless otherwise stated.



For more information and updates about programs and services, call 780.672.4214, visit cpl.prl.ab.ca, or email cpltechhelp@prl.ab.ca

Monday-Friday 10-7
Saturday 11-4
*Sunday 12-4

*Thanks to a generous donation of \$20,000 from Norm Mayer, we are able to reinstate our Sunday opening hours for 12 months beginning on February 5. Thank you to everyone who reached out to voice support and concern through these changes; your feedback is invaluable in helping us serve this community.

Special Events

Book Origami (for teens)

February 5 @ 1:00 PM

Get creative and upcycle some books that would otherwise be bound for the bin!

Mini Yogis (2-6 years and caregivers)

Thursdays @ 10:30 from January 19-February 23

Child centred yoga practice through songs, stories, and games. Presented in partnership with and facilitated by Camrose Family Resource Centre.

Vinyl Record Flowers (for adults)

February 12 @ 1:00 PM

Use heat to mold old records in to something fabulous!

Makerspace Programs

- **Cricut Custom Notebooks (for teens)**
February 17 @ 1:00 PM
- **How to Digitize (all ages)**
February 26 @ 1:00 PM
- **Cricut Custom Wine Glasses (for adults)**
February 27 at 5:00 PM

January 2023 Library Statistics

YTD daily visit averages (and hourly based on operational hours in brackets)

Mondays: 241.8 (avg of 26.9/hr)

Tuesdays: 285.2 (avg of 31.7/hr)

Wednesdays: 264.3 (avg of 29.4/hr)

Thursdays: 243.5 (avg of 27.1/hr)

Fridays: 234.5 (avg of 26.1/hr)

Saturdays: 158.8 (avg of 31.8/hr)

Circulation	Jan 2023	Jan 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
Adult Material	6196	5609	6196	5609	587	10%
Young Adult Material	446	381	446	381	65	17%
Juvenile Material	5290	4243	5290	4243	1047	25%
TAL Items Borrowed	148	117	148	117	31	26%
TAL Items Sent	35	25	35	25	10	40%
Total	12115	10375	12115	10375	1740	17%

Econtent	Jan 2023	Jan 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
Cloud Library/RBDigital	652	622	652	622	30	5%
Overdrive	964	775	964	775	189	24%
Total	1616	1397	1616	1397	219	16%

Circulation by Residence	Jan 2023	Jan 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
City of Camrose	9687	8149	9687	8149	1538	19%
County of Camrose	2319	2124	2319	2124	195	9%
Outside City/County	50	76	50	76	-26	-34%
ME	43	65	43	65	-22	-34%
Total	12099	10414	12099	10414	1685	16%

Miscellaneous	Jan 2023	Jan 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
Visitors	6248	3659	6248	3659	2589	71%
WiFi Users	10301	4043	10301	4043	6258	155%
Internet Users	735	422	735	422	313	∞
Exams	14	25	14	25	-11	∞
Total	17298	8149	17298	8149	9149	112%

Selection of Service Responses

1. Social Engagement: Developing Relationships and Ending Isolation
2. Connect to the Online World: Public Internet Access
3. Satisfy Curiosity: Lifelong Learning
4. Visit a Welcoming Place: Physical and Virtual Spaces

Programs	Jan 2023		2023 YTD		Participants	
	Sessions	Participants	Sessions	Participants	2022 YTD	2021 YTD
1	29	223	29	223	88	107
2	15	29	15	29	0	4
3	32	475	32	475	197	263
4	39	439	39	439	0	5
Library Advocacy	1	3349	1	3349	3849	3,313
Total	116	4515	116	4515	4,134	3,692

FCPL Annual General Meeting

— January 28, 2023 —

Meeting Overview

- Introduction to FCPL
- 2022 Activity Update
- FCPL Board of Directors
- Financial Update and Audit
- 2023 Fundraising Opportunities



Fellowship of the Camrose Public Library

Supporting Our Library's Adventures!

The Fellowship of the Camrose Public Library is committed to being advocates for the Camrose Public Library to support their mission and vision, including fundraising support.

2022 Activity Overview - Spring Fundraiser



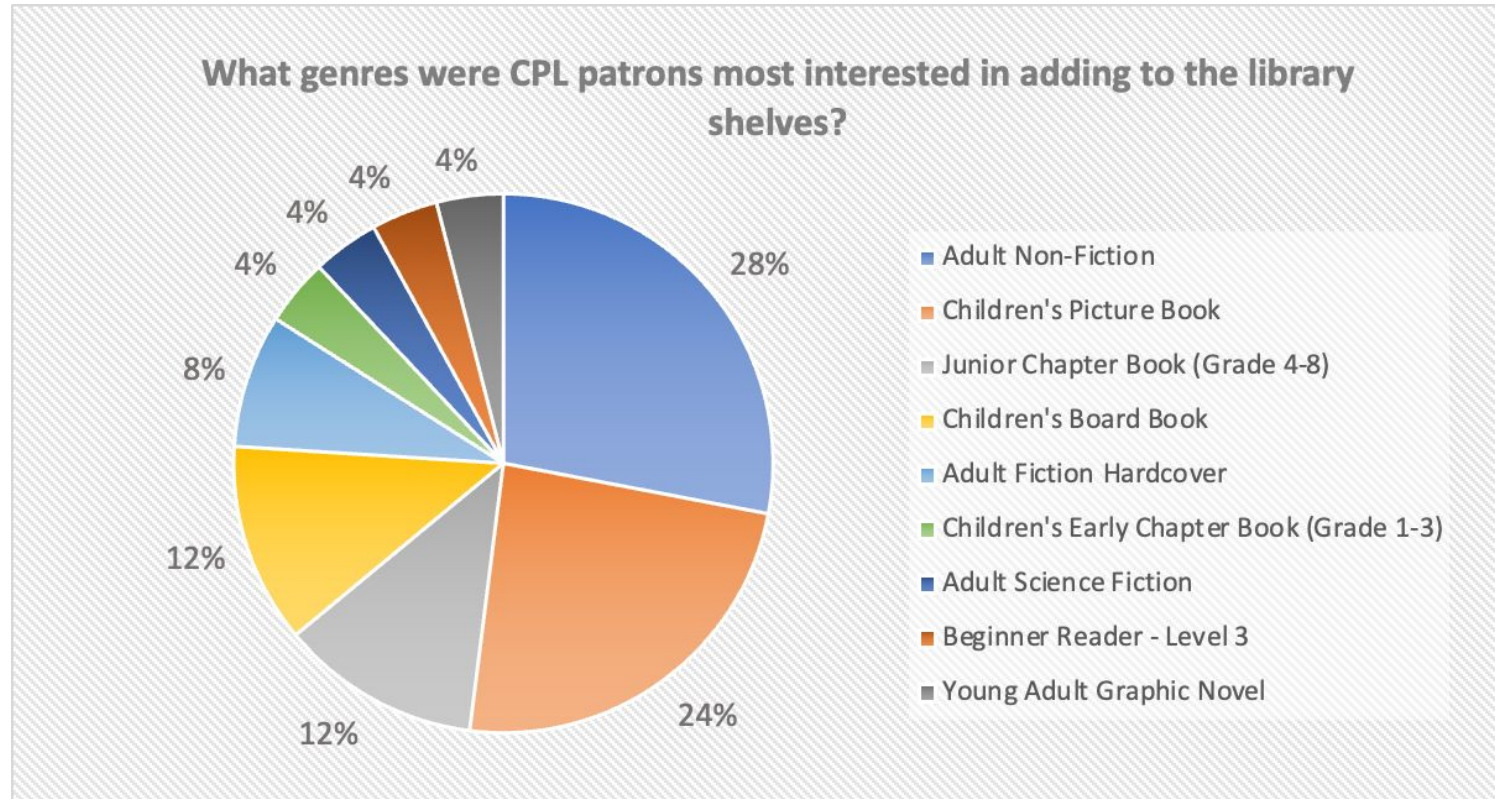
Book Sponsorship Fundraiser aimed to support CPL collections.

Each raindrop on the umbrella represented a different genre and price point.

25 books sponsored across 9 different categories.

Amount Raised: **\$528**

2022 Activity Overview - Spring Fundraiser



2022 Activity Overview - Camrose Chase the Ace Featured Charity

Selected by the Rotary Club of Camrose to be one of the featured charity back in June.

Amount Raised: **\$500**

ONE TICKET—TWO CHANCES TO WIN—28 CARDS



Hospice Society
OF CAMROSE AND DISTRICT

PRESENTED BY THE ROTARY CLUB OF CAMROSE

2022 Activity Overview - Camrose Christmas Bonus



4th Annual
Camrose Christmas Bonus
FUNDRAISER

PRIZES
ALL FROM
LOCAL
VENDORS

Presented by The Fellowship of the
Camrose Public Library

REGISTRATION DEADLINE
December 7
Survivor Raffle
December 8-11

TICKETS
\$20 each
or
\$50 for 3

WWW.FACEBOOK.COM/FELLOWSHIPCPL

Raffle / elimination fundraiser using Rafflebox. Names are drawn out with prizes going the last 3 names on the wheel.

45% of funds go to CPL, 45% to the prize pot (in the form of local business gift cards), ~10% to Rafflebox fee.

Bonus local business donations added to the prize pots.

Amount Raised: **\$730** (total) / **\$325** (for CPL)

2022 Activity Overview - Camrose Christmas Bonus

Community Business Donors:

- Fika Coffee House
- Jeanne & Peter Lougheed
Performing Arts Centre
- Magic Lantern Duggan Cinemas
- Wild Rose Co-op

\$349 added to the prize pots from
extra community donations!

Prize Packages Values:

- Grand Prize: \$435
- Runner-Up #1: \$139
- Runner-Up #2: \$100

\$674 in total prize value for winners

Camrose Christmas Bonus 2019 - 2022 Comparison

	2019	2020	2021	2022
# of Tickets Sold	12	67	46	43
# of Businesses Donated	4	13	15	4
Total Business Donations	\$195	\$667	\$1,032	\$349
Total Ticket Sales	\$240	\$1,170	\$780	\$730
Total Prize(s) Value	\$315	\$1,194	\$1,382	\$674
Rafflebox / Stripe Fees	N/A	\$118	\$84	\$80
Total Funds Raised for CPL	\$120	\$527	\$362	\$325

FCPL Board of Directors

President - Kalene Gould
Vice-President - Sam Stewart
Treasurer - Nikki Hay
Secretary - VACANT
Social Media Coordinator -
Celine Warawa
Volunteer Coordinator -
VACANT

**Interested in joining
FCPL?** We are always
looking for members and
volunteers to join our
team!

Financial Overview

Funds Carried Over from 2021: \$1,942.53

2022 Income: \$1,981.73

2022 Expenses / Donations to CPL: \$2,106.02

Budget Balance: \$1,818.24

Financial Overview - Income

2022 Income: \$1,981.73

- Private Donation - \$250.00
- Spring Fundraiser - \$528.00
- Camrose Chase the Ace Fundraiser - \$500.00
- Camrose 2022 Christmas Bonus (excluding Stripe fees) - \$703.73

Financial Overview - Expenses / Donations

2022 Expenses / Donations to CPL: \$2,106.02

- ATB Cheques - \$27.87
- **Meescan iPad - \$451.29**
- **Meescan Additional CPL Monetary Donation - \$300.00**
- 2022 Christmas Bonus Rafflebox Fee - \$53.66
- 2022 Christmas Bonus Prizes - \$337.60
- **CPL Monetary Donation - \$935.00**
- ATB Service Fee - \$0.60

Financial Audit Election

12.1 Audit – The books, account, records of the Secretary and Treasurer shall be audited once each year by an accountant or by **two members of the society elected for that purpose at the Annual meeting.**

2023 Fundraiser Options

Examples of potential fundraisers/events:

- FCPL Volunteer Drive / Awareness Promotion
- Bailey Theatre Movie Night
- 50/50s
- Art Nights
- Casino
- Bottle Drives & Advertising Bottle Depot Partnership
- Annual Spring Fundraiser
- Annual Camrose Christmas Bonus

**What kind of fundraisers / advocacy work
would you like to see from FCPL?**

Thank You!



AB Library Statistics

Survey Report - This tab contains the Alberta Public Library Survey. It is to be filled in with current information, up to and including the Board Governance - Board Members section. All municipal and intermunicipal library boards are required to complete this report.

Annual Report - This tab contains fields to capture statistical data for the reporting year for each library service point the board operates. If the board does not operate a service point, the Annual Report fields will not be visible. Urban library boards with multiple branches in the same city are excluded from this and can report aggregate data.

Survey Report

The Alberta Public Library Survey captures current year information.

This information is used in the *Alberta Public Library Directory*, which is produced by the Public Library Services Branch and is available at <https://www.alberta.ca/alberta-public-library-directory.aspx>.

Approval

The Survey and Annual Report is filed by the library board pursuant to the Libraries Regulation. By approving, the board accepts the report, certifies its essential accuracy and transmits it to Alberta Municipal Affairs, Public Library Services Branch (PLSB), in accordance with the above regulation. Personal information contained in the report will not be disclosed except for use by Alberta Municipal Affairs.

The completed Survey and Annual Report must be approved by the library board via resolution *before* it is submitted to PLSB. PLSB reserves the right to request a copy of the meeting minutes to demonstrate board approval.

	Date report approved by library board
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Library Board

The legal name of the library board.

	Name of library board
	City of Camrose Library Board

Camrose Library Board, City of - Camrose 2022

Name of Library

Provide the name of the library operated by the library board.

	Name of library Camrose Public Library
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Library Phone, Email, Website

Report the current main phone number for the library, the general email address for reaching library staff and the URL for the library's website.

Library phone 780-672-4214	Library email cpl@prl.ab.ca	Library website https://cpl.prl.ab.ca/
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Library Address

Report the current address of the library.

Street address 4710 50 Ave	P.O. box Camrose	City/Town, etc. Camrose	Province AB	Postal code T4V 0R8
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Contacts

Library Manager: Provide the name and work email of the person charged with the management of the daily operations of the library.

Respondent: If a person other than the library manager prepares this report, please provide their name and email. The respondent might be a library staff person, a member of the board, or any person charged with filling in the data. This information is not included in the Directory.

	Name	Email
Library Manager	Alyssa Martin	amartin@prl.ab.ca
Respondent (if different than above)		

Camrose Library Board, City of - Camrose 2022

Board Governance - Board Members

Provide the full names, contact information, and term expiry date for all current board members (i.e. members at the time of filing in this report). Indicate the board chair by entering their information in the first line of the table. While names of board members are public information, phone numbers and email addresses are strictly for the use of Public Library Services Branch and are not made available to the public.

Please note that the library board term expiry date must reflect the individual's appointment as made by municipal council and must be provided for all board members, including those members who are also councillors. The board term expiry date *should not* reflect the individual's date of recruitment, the date of their first board meeting, the date they were elected chair (or any other officer position), or any other date.

The *Libraries Act* requires all board members to be appointed by municipal council. Appointments are made by council resolution and therefore will be recorded in council meeting minutes. When an appointment is made, the municipality may also provide documentation (e.g. a letter) that includes the relevant information (i.e. resolution number, date of appointment, and the term length/expiry date).

Please see the *Appointments to the Municipal Library Board* or *Appointments to the Inter-municipal Library Board* fact sheets (<https://www.alberta.ca/public-library-board-development.aspx>) for more information.

If you are unsure about board member appointments and term expiry dates, contact your municipality for more information. If there is no record of appointments by council for some or all board members, please contact Public Library Services Branch at libraries@gov.ab.ca or 780-427-4871 for support.

	Name	Phone	Email	Library board term expiry (year/month/day)	Councillor?
Chair	Renee Greer	[REDACTED]	[REDACTED]	2024-12-31	No
Board Member 1	Margaret Elizabeth Bagdan	[REDACTED]	[REDACTED]	2023-12-31	No
Board Member 2	Lynette Irvine	[REDACTED]	[REDACTED]	2023-12-31	No
Board Member 3	Joy-Anne Murphy	[REDACTED]	[REDACTED]	2023-10-31	Yes
Board Member 4	Don Simpson	[REDACTED]	[REDACTED]	2023-10-31	Yes
Board Member 5	Carol Williams	[REDACTED]	[REDACTED]	2023-12-31	No
Board Member 6	Margaret Holliston	[REDACTED]	[REDACTED]	2025-12-31	No
Board Member 7					
Board Member 8					
Board Member 9					

Camrose Library Board, City of - Camrose 2022

Annual Report

This is the Annual Report portion of the report. Please fill in the data for the reporting year (i.e. the previous calendar year) unless otherwise indicated.

Board Governance

Provide the actual dates (e.g. Jan 28, Feb 13) of board meetings held during the reporting year. All library boards are required by the Libraries Act to meet at least once every four months (Part 5, Section 33(1)).

Provide the amount of time board members volunteered on library board business during the reporting year, e.g. board meetings, committee meetings. Any volunteer work in the library by board members should be recorded in the *Personnel - Volunteers* section.

	Board meetings held (e.g. Jan 28, Feb 13)	Board volunteer hours
	Jan. 18, 26, Feb. 16, 22, 28, Mar 14, 15, Apr. 5, 19, May 2, 17, 24, June 21, Sept. 28, Oct. 19, Nov	173

Library Hours

Report the total number of hours the library was open to the public for the reporting year. If you are reporting for multiple libraries, please provide the total hours for all locations combined.

Do not include administrative days, where there may be staff in the library but no library users.

There are two possible calculations:

1. Actual count of hours open per year.
2. Estimate:

If the library hours were the same all year: 50 x total hours per week

If summer hours differed from regular hours: [(50 - # summer weeks) x total regular hours per week] + (# summer weeks x total summer hours per week)

	Total hours open during reporting year
	2,784

Personnel

Paid and unpaid staff that worked in the library during the reporting year.

Camrose Library Board, City of - Camrose 2022

Staff

Report total number of employees and the total hours worked in the reporting year (paid leaves such as vacation or sick days can be included). You may need to get this figure from the individual or agency that does your staff payroll.

Include all paid staff (full- and part-time) who were employed by the library board during the reporting year whether they were paid directly by the board or paid through the municipality.

Do not count the number of positions, count the total number of individual persons that worked in the library during the reporting year. Each person should only be counted once. For those that have multiple credentials (i.e. both an MLIS and Library Technician diploma), please count them by the credential required by the position they are in. Do not include individuals who provided service through a contract, such as custodial staff or bookkeeping.

	Total # of employees	Total hours/year
MLIS or equivalent	2	2,996.00
Library technician	1	619.88
All other credentials (e.g. high school, diploma, other university degree)	26	16,455.51
Total	29	20,071.39

Volunteers

Report the number of volunteers (i.e., those who worked without payment from any agency) that assisted with library activities, and the total number of volunteer hours for the reporting year. If a board member volunteered at the library to provide programming, fundraising, outreach or operations (e.g. shelving books), record those hours here.

Do not include volunteer hours contributed by board members on library business (e.g. board meetings, committee meetings, etc.). Record those hours in *Board Governance > Board volunteer hours*.

Do not include volunteer activities of Friends groups. Friends groups are separate organizations and have their own reporting mechanisms.

	Total # of volunteers	Total volunteer hours contributed
	35	715.50

Collections

Report only items that have been acquired as part of the library collection. Count the total library collection, not just items added during the reporting year.

Collection management

Report the number of print and non-print items acquired and withdrawn during the reporting year. Do not include e-content.

	Items acquired	Items withdrawn
Print items	2,498	5,054
Non-print items	583	617
Total	3,081	5,671

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Print and non-print items

Report the total number of print and non-print items in the library collection. Include both catalogued and uncatalogued items. Do not include electronic equipment for loan or e-content as they are captured in the following sections.

Print items: include physical books and issues of periodicals.

Non-print items: include physical items such as audiobooks (e.g. books on CD), music (e.g. CDs), videos/movies (e.g. DVDs), videogames (e.g. Xbox, PlayStation), kits (e.g. CD/book combinations) and objects (e.g. baking pans, tools, snowshoes).

Total print items (including issues of periodicals)	Total non-print items	Total print and non-print items
27,746	7,025	34,771

Electronic equipment for loan

Report the number of electronic equipment items available for loan by patrons. These are items that are available for use inside or outside of the library. This may need to be a manual count if the items are not held in the ILS (e.g. Polaris/Workflows).

Wireless hotspots	Mobile devices (e.g. laptops, chromebooks, e-readers, tablets)	Total electronic equipment
0	0	0

E-content

If your library board licenses any e-content resources such as e-books, e-audiobooks, online magazine subscriptions, movies, games or databases, include the items in this section.

Only count e-content licensed by your library board. Do not count e-content licensed and purchased by a library system (if applicable) or the Public Library Services Branch (PLSB), as those statistics are captured outside of this report. However, for library boards that are a member of a system and have contributed funding towards system level e-content purchasing (e.g. the system has licensed items paid with money contributed by your board), you may count the items purchased with your contributed funds in the reporting year. Please contact your system for this information.

For library boards that are not part of a library system, include any licenses brokered by The Alberta Library (TAL).

E-books	E-audiobooks	All other e-content combined	Total e-content items
n.a.	n.a.	n.a.	0

Total collections

Total library collection.

Total physical collection	Total e-content collection	Total library collection
34,771	0	34,771

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Library board contributions

If your library board contributed money to your library system for licensing e-content (e.g. e-books, e-audiobooks or e-magazines) during the reporting year, please indicate the dollar amount contributed. This is above and beyond any annual allotment funds that may be required by the library system for purchasing.

Library board contribution	\$2,163.80
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Circulation

This section captures how many items were circulated (physical and virtually) to library users during the reporting year.

Circulation

Report number of circulations during the reporting year. Include all items that were signed out for use and item renewals.

For electronic equipment and/or objects (e.g. mobile devices, snowshoes): Report the number of circulations captured either through the ILS (e.g. Polaris/Workflows) or manually by staff if the items are not in the ILS.
 For e-content (e.g. e-books and e-audio and all others): the numbers may only reflect a portion of total circulations, as it depends on how the e-content platform is configured. Please consult with your library system.

Do not include items that were sent to other libraries (those are captured in the *Interlibrary loan* section).

	Total print	Total non-print	Total electronic equipment	E-books	E-audiobooks	All other e-content combined	Total Circulation
	111,715	21,760	70	4,627	11,964	3,809	153,875

Interlibrary loan

Interlibrary loan (ILL) is the loan of a library item (or items) from the collection of one library to another library in order to fill a request for a patron. This includes items that are sent to other libraries within your library system. Providing a substitute for the requested item (e.g. a photocopy) is also considered to be an interlibrary loan.

	ILL borrowed	ILL lent
Within Alberta (including within your library system)	50,509	27,408
Outside of Alberta	30	0
Total	50,509	27,408

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In library use

Report the number of physical items used within the library during the reporting year, but not circulated.

There are two possible calculations for each:

1. Actual count of items used within the library for an annual total.
2. Typical week estimate: count the number of items used during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Print and non-print items	4,731
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Library Access

This section will cover the ways that library users access the library and the range of services available to them.

Cardholders

Report the number of active cardholders during the reporting year.

An active cardholder is a user whose card was used at some point during the reporting year to access physical and/or virtual library resources and services. This includes virtual borrowing activity as well as authentication to access electronic resources. Cardholders can include people who are residents (i.e., people whose municipal taxes directly support the library board operating the library | fund the library) and non-residents. However, do not include ME Libraries users as that data is captured outside of this report.

	Total active cardholders	2,405
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Visits

Report the number of in-person and virtual visits (i.e. website visits) to the library during the reporting year.

There are two possible calculations for each:

1. Actual count of visits for an annual total.
2. Typical week estimate: count the number of visits and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	In-person visits	64,373	Website visits	76,491
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Information Services

Report the number of information technology assistance and reference transactions during the reporting year. Information technology assistance transactions are reported separately from reference transactions.

A reference transaction is an in-person or virtual encounter in which library staff recommend, interpret, evaluate and/or use information resources to help a library user meet particular information needs. It includes readers advisory. It does NOT include directional or administrative questions, such as "Where is the washroom?" or "When does the library close?"

An informal technology assistance transaction is an occasion where library staff help or train a library user on technology in the library. It includes unscheduled individual instruction and assistance in things such as how to use email, demonstrating a URL or how to print a document. Do not include any pre-planned, coordinated events (i.e., library programs) where technology training is delivered. These are captured in Programs > Digital literacy programs.

There are two possible calculations for each:

1. Actual count of transactions for an annual total.
2. Typical week estimate: count the number of transactions during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

Total informal technology assistance transactions	4,467	Total reference transactions	7,333
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Examination Services

If examination services were provided at the library (e.g., proctoring/invigilating, or exam administration), please report the number of exams held at the library during the reporting year. If an individual sits for more than one exam at the library, count the number of exams taken, not the individual.

Total number of exams	285
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Meeting space

Meeting space is defined as any area within the library that may be reserved by an individual or group for a use that is not part of the library's regular programming. The space may or may not be physically isolated (e.g., a separate room with a door); however, during the reserved time, the space is solely for the use of the party who made the reservation. The library may or may not charge a fee for use of the space but some form of reservation in advance (e.g., booking through library staff or software) is required.

Do not include regular walk-in use of library facilities.

Meeting space bookings	12
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Public Workstations

Public workstations are desktop computers owned by the library board available for public use. This can include computers in computer labs used for public instruction. Generally, public workstations are positioned in a static location in the library. Count public workstations with internet access separately from workstations without internet access. Workstations without internet access include those dedicated to games, word processing, children's literacy, etc.

Do not count laptops or other mobile devices made available for public use inside or outside the library. Instead, count those under Collections > electronic equipment for loan.

	Public workstations with internet access	Public workstations without internet access	Total public workstations
	422	0	22

Public workstation and wi-fi sessions

Report the number of sessions conducted by users at any of the available public workstations or on the library's wireless connection, regardless of the length of the session. If a user logs on more than once, count each log-on separately.

Count public workstation sessions and public wi-fi sessions separately.

There are two possible calculations for each:

1. Actual count of sessions for an annual total.
2. Typical week estimate: count the number of sessions during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Number of public workstation sessions	Number of wi-fi sessions
	8,591	106,408

Facility

Provide information on the building the library was housed in during the reporting year.

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Facility ownership

Library facilities can be owned by a variety of agents. Most often, a building that houses a public library is owned by one of the following:

- Municipality
- School board (when a library is housed in a school)
- Library board
- Society or other charitable group
- Private business or company
- Private owner (individual)

Report what category the owner of the facility that houses the library falls under. If there was a change in facility owner during the reporting year, please report the current owner and note the change in the appropriate facility status field below.

	Facility ownership
	Municipality

Facility size

A service point is a physical location where users can directly access library materials and services. This includes mobile libraries (e.g. bookmobiles).

Report the total area in square metres of the library service point(s) being captured in this report for the reporting year. Include all areas used for library purposes, e.g. shelves, workroom, study area, computer labs. Do not include areas used solely for janitorial, custodial, and mechanical storage or service. Do not include auditoria, art gallery space, coffee shops, and commercial space.

In order to convert a measurement of square feet to square metres, multiply square footage by 0.09.

	Library Area (Sq. Meters)
	1,180.0

Facility status

These fields are to report on the status of the library facility(ies) during the reporting year.

	Yes or no	Please provide a brief explanation (if applicable)
Did the library move locations (temporarily or permanently) during the reporting year?	No	
Did a new service point open or an existing one permanently close during the reporting year?	No	
Did the library close for renovations at any point during the reporting year?	No	

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Programs

A library program (in-person or virtual) is a pre-planned, coordinated event that:

- meets a community need;
- is hosted/presented by the public library;
- is set for a designated time and place;
- has a defined purpose;
- has library resources (staff time, money, etc.) dedicated to it - i.e. is budgeted for; and
- may involve a registration process and/or some promotion of the event.

Do not include programs that are delivered by external organizations in the library unless library staff are involved with the planning and development of the program as per above.

For hybrid programs (i.e. participants can choose to attend in-person or virtually) count the program in the category that best reflects how the program was being delivered and report the corresponding total number of participants (whether they attended virtually or in-person). For example, if the program presenter/facilitator delivered the program in-person, count it as an in-person program and include the total number of participants combined, whether they attended in-person or virtually.

In-person programs

Report the total number of in-person program sessions and participants for each age category. Do not include data for digital literacy or outreach programs as they are counted separately in the sections following.

Please note that a session is one instance of a program being offered. A program may consist of multiple sessions offered at different times. If a program consists of multiple sessions, ensure you are counting each session and not just the overall program.

Participants should also be counted on a per session basis. If an individual attends multiple sessions, even in a case where the sessions are connected (e.g. part of a series), they should be counted each time. For example: if a program was offered in 5 sessions, with 20 participants each time, you would count 100 participants.

For public libraries housed in schools, only count class visits if public library staff have planned a program to coincide with the visit.

	Total # of in-person sessions	Total # of participants
Children's	4	74
Young adult	63	461
Adult	119	786
Multigenerational	507	5,633
Total	693	6,954

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Digital literacy programs

Report the total number of in-person sessions and participants for digital literacy programs (all age categories combined).

A **digital literacy program** is defined as any program where the primary purpose is for participants to build skills related to the use of various forms of technology (e.g. computers, mobile devices), accessing/creating/using information in a digital environment, or communicating via digital means.

Do not count any informal technology assistance or instruction, as this is counted as a type of reference transaction in the Information Services category.

	Total # of digital literacy sessions	Total # of participants
	72	224

Outreach programs

Report the total number of in-person sessions and participants for outreach programs (all age categories combined).

An **outreach program** is a program run by library staff and/or library volunteers that does not take place within the library or on library grounds.

	Total # of outreach sessions	Total # of participants
	357	10,909

Virtual programs

Report the total number of virtual program sessions and participants (all age categories combined). A virtual program is defined as any program that is delivered remotely using technology (e.g. via telephone, video conferencing software, or other digital platforms). Virtual programs may be delivered in either a synchronous (e.g. delivered live via Zoom) or asynchronous (e.g. video hosted on YouTube) format and are counted together for the purpose of this report. Please see the definitions below to ensure virtual program sessions and participants are reported as accurately as possible.

Synchronous virtual programs

Synchronous virtual programs are those where participants access the program at a specified time and the delivery is controlled by the program presenter/host. Some or all of the content may be pre-recorded but the presenter/host is present at the time of delivery and may interact with participants in some way.

Sessions: Count the total number of synchronous virtual program sessions offered across all platforms.

Participants: For each session, count the highest number of participants at any point during the session (i.e. the peak number of participants).

Asynchronous virtual programs

Asynchronous virtual programs are those where participants access the program at any time without the presence of a program presenter/host. Depending on the platform, there may be some interactive elements but access to the content is controlled entirely by the participant.

Sessions: Count each video/module/program once. Only count videos/modules/programs that were accessible during the reporting year.

Participants: Count the total number of times the program was accessed (regardless of whether or not it was completed or accessed multiple times by the same individual). How access is captured will vary by platform. For example, for videos hosted on YouTube or similar, you should count the total number of views during the reporting period. For any programs that have been available across multiple reporting years (e.g. video available in 2021, 2022, and 2023), you may need to use analytics available in the platform (or do your own calculations) to ensure you only count the number of participants during the current reporting year.

	Total # of virtual sessions	Total # of participants
	140	631

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Take-home programs

Report the total number of take-home program sessions and participants (all age categories combined).

A **take-home program** is defined as any program that is planned and designed by library staff but is completed independently by the participant(s) at home or off-site. Take-home programs require the distribution of library-complied "kits" (name may vary by library, e.g., "take and make") which include, at a minimum, the instructions and materials necessary to complete the program. Other library kits (e.g., book club kits) do not count as take-home programs. Take-home programs should demonstrate all elements of a traditional library program—e.g., planned and designed by library staff, has library prepared materials (instructions, worksheets, resource lists, etc.), has a defined purpose/learning objective, is available for a defined period of time.

Take-home program sessions: count each instance of a take-home program being offered. If the same program is offered multiple times (e.g., once a month), count each instance as a session.

Take-home program participants: count only the number of program kits taken by patrons. Do not count the number of kits created or the number of registrations, if registration was required.

Total # of take-home sessions	0	Total # of participants	0
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Total programs

Total sessions and participants in the reporting year for in-person, digital literacy, outreach, virtual and take-home programs combined.

Total number of sessions	1,262	Total number of participants	18,718
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Library Trends

Each year this question will change to capture current trends in Alberta's public libraries.

In the reporting year, did your library offer curbside pickup to library users? Select the answer from the choices below. If you wish to provide additional information please use the note field.

Curbside pickup	Yes, and it is still being offered
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Accomplishments & Comments

Summarize the major achievements of your library board for the reporting year and/or provide any comments your board has about public library service delivery.

Please do not paste in text from a Word document as LibPAS is not compatible with Word formatting.

Accomplishments & Comments	Accomplishments & comments
	<p>ACCOMPLISHMENTS - In 2022, Camrose Public Library won the Chamber of Commerce Community Spirit Award. We were nominated for our Snacks in the Stacks Program (a program providing food and activities for kids after school and now throughout the summer), as well as a general nomination for essentially every service and program we offer. - CPL had a higher circulation rate in 2022 than in 2019, our last "normal" year. - CPL finished our first full year of hosting Dolly Patron's Imagination Library, and was able to expand the program. - CPL hosted their first day of programming for the National Day of Truth and Reconciliation, partnering with multiple community organizations to do so. CPL's Book Bike was able to run for another year, where we were able to reach 3662 people (1200 of which were children), 46% of which had never interacted with the Book Bike before. We were able to start to rebuild community relationships after COVID severely disrupted them, partnering with 9 other community organizations over the summer. - CPL spent much of 2022 looking inward and updating our internal practices. A new Employee Manual (Personnel Policy) was created through much hard work from the board, Director and HR consultant. Additionally Employment Agreements were updated, new HR and Payroll Software was sourced, and a review of our HR practices and procedures was conducted by a professional to eliminate any liability and to ensure compliance with industry standards and laws. While this work is not award winning or newspaper article worthy, it will ensure the sustainability of our organization and free up staff time to better serve the public.</p>

¹, I was instructed to not include eContent as all our numbers have been submitted in Parkland Regional Library's annual report.(0-2023-02-02)

², PRL does not collect stats on this, and these items are lumped under non-print items.(0-2023-01-25)

³, PRL does not collect out of province stats.(0-2023-01-25)

⁴, This includes 18 computers available to the public for whatever they desire, 1 Makerspace computer that is for the use of Maker programs, 1 Catalogue computer, and 2 computers used to invigilate exams for the public.(0-2023-01-25)