

**ECKVILLE MUNICIPAL LIBRARY**

# **POLICY HANDBOOK**

*SEPTEMBER 19, 2018  
TOWN OF ECKVILLE LIBRARY BOARD  
ECKVILLE, AB*



**Eckville Municipal Library**

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## POLICY 01 (2018) - Conditions Under Which Library Resources Will Be Loaned Policy

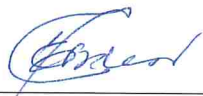
The Town of Eckville Library Board will make available for loan a wide variety of library resources. These resources will be lent to cardholders with the intention of satisfying their information needs.

Resources normally lent may include, but are not restricted to, books, movies, music and magazines, in physical as well as digital format.

Loan periods, renewals, maximums for items checked out and limits for blocks on library card privileges will occur in accordance with decisions made by member libraries of the regional system and implemented by Parkland Regional Library through the shared integrated library system.

Resources that may not be available for loan, or have restricted borrowing privileges, include reference resources, resources identified as belonging to special collections (e.g. local histories) and content licensed for local cardholders.

Approved by the Board:



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Reviewed February 12<sup>th</sup>, 2025- Colleen Ebden- Chair

Next Review Date:

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## POLICY 02 (2018) - Policies on Lost and Overdue Books and Fines

### Overdue fines and Lost/Damaged Items

Books, audio books, visual materials and other items loaned and not returned or renewed within the 3-week period will be deemed overdue.

The fine for overdue materials is \$0.25 per item/per day

### Lost/Damaged Items

If an item has been deemed to be lost or damaged, the borrower will be charged the total cost of replacement of said item.

At the discretion of the Manager, replacement cost of the item may be altered or waived in extenuating circumstances.

The procedure for collection of overdue fines/charges on lost books is as follows:

A phone call or e-mail to the patron once a week for the first three weeks reminding them of their overdue/missing books.

After one year, if the patron is still delinquent, they are transferred into PRL's truant category.

For junior patrons, communication should be made with the parent/guardian. An email to the address on file will read:

(NAME) has (X) amount of overdue books.

OR

(NAME) owes (\$X) for (damaged/overdue) book(s).

Approved by the Board:



Reviewed February 12<sup>th</sup>, 2025- Colleen Ebden- Chair

Next Review Date:

## POLICY 03 (2018) -Hours of Service Policy

The Town of Eckville Library Board shall set hours of service that are convenient and responsive to the needs of community members (i.e. including evenings, weekends or both).

The Eckville Municipal Library will be closed to the public on designated holidays including: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Heritage Day (August Long Weekend), Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.

At the discretion of the Library Manager, the Eckville Municipal Library may choose to close during emergency situations (e.g. power failure, extreme weather conditions, or any other occurrence where the safety of workers and patrons is threatened). Whenever possible, the Library Manager should inform the Board Chair or at least one other board member of an emergency closure. If the school buses are cancelled in Eckville, the library is to also close. These weather conditions are deemed unsafe for staff to come into work. Proper signage and notice on social media are to be put out as soon as possible for all closures.

Other closure dates not covered above must be approved in advance by Board motion.

As soon as it is determined that the library will be closed, the closed date(s) will be shared with Parkland Regional Library and posted so that the local community is informed.

The current hours of service for the Eckville Municipal Library are:

- a) Tuesday: 10:00 AM – 5:00 PM
- b) Wednesday: 10:00 AM – 5:00 PM
- c) Thursday: 10:00 AM – 7:00 PM
- d) Friday: 10:00 AM – 5:00 PM

Approved by the Board:



Revised February 14<sup>th</sup>, 2024

Next Review Date:

## POLICY 04 (2018) - Use of Municipal Library Space Policy

### Purpose

The Town of Eckville Municipal Library Board recognizes that community organizations may wish to use the library facility on occasion to hold meetings and/or events. This policy is meant to facilitate the use of library space while ensuring the library remains in good repair and patrons of the library are not unduly inconvenienced.

### Permission to use facilities

Should a request be made to use the library facility by any person or organization, permission must be obtained from the library manager.

### Non-interference with Municipal Library access

Rental or third party use of the facilities must not interfere with public access and normal library operations during regular Municipal Library hours.

### Fees for the Use of the Facility

The fees for the use of the meeting room are as follows. Payment is due in full at the time of booking. Fee prices will be listed in the appendixes as per rental agreement to be signed.

1. Not-for-profit organizations and private individuals: \$100.00 Damage Deposit
2. For-profit organizations: \$100.00 Damage Deposit

### Right to Refuse

The library manager reserves the right to refuse rental requests and/or to waive fees as appropriate in his/her discretion.

### Responsibilities of Renters using Library Space

Renters are responsible for setting up the space for their events and returning the space to its original condition once the activity is complete.

Renters will not permit any actions which may be deemed a nuisance, annoyance, or contrary to any federal, provincial, or municipal law or regulation. Renters will obey all library policies.

Renters are responsible for the conduct of participants at all times during their rental period and will be held totally responsible for the cost of repairing or replacing lost or damaged equipment, supplies or furnishings.

Approved by the Board:



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Reviewed February 12<sup>th</sup>, 2025- Colleen Ebden- Chair

Next Review Date:

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## POLICY 05 (2018) – Policy for Updating Policy and Procedures

### Purpose

To maintain appropriate and current policy and procedures for the Eckville Municipal Library, and to maintain a frame work for both the Town of Eckville Library Board and the Library Manager to periodically review and update policy and procedures in a timely manner.

### Policies

The Town of Eckville Library Board will review a minimum of one policy per meeting to ensure that it is up to date, and to provide Board members with a review of that policy. By maintaining this practise, policy will remain current, and old and new board members will become familiar with policy and pinpoint policy updates that need to occur. If necessary, changes to policy will be made and approved by the board during that review period and updated in the policy manual. Bylaws will also be reviewed as part of this process.

### Procedures

3. The Manager with the input of staff will create an updated procedure/training manual for the Eckville Municipal Library. The manager will review and create/update as necessary, one section of the guide per month. The Board will check in yearly to ensure the procedures manual is being maintained and updated.

Approved by the Board:



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Reviewed April 3<sup>rd</sup>, 2024

Next Review Date:

## POLICY 06 (2018) - Internet Access and Acceptable Use Policy

### Purpose

The Town of Eckville Library board upholds the principles of intellectual freedom and the public's right to access information reflecting all points of view. The library provides unfiltered public access to the internet as a means of expanding information access to the widest variety of resources for all members of the community and surrounding area.

### Appropriate Use

The library's computers are located in a public space shared by people of all ages and backgrounds. When using these computers, individuals are required to do so in a responsible manner that respects the rights and privacy of others. Any use of the internet which violates local, provincial, or federal laws including the Criminal Code and Copyright Act, or creates a hostile environment for others, is prohibited on all library computers.

### Children and Families

The library does not act *in loco parentis*. Parents and guardians are responsible for supervising their children's access to all library resources, including the internet. Library staff will be pleased to provide information and advice to assist parents or guardians in educating their children on the safe and effective use of the internet.

### Assumption of Risk

Use of the library's internet service and wireless network is entirely at the risk of the user. The library is not responsible for any damage to personal devices, loss of data, loss of confidential information or any other damages that may occur while using the library's internet service or wireless network. The library makes no warranty that internet content will be accurate, reliable or safe for download or any other purpose.

### Wireless

The library's wireless network is a public, unsecured network. Users are at risk of having their information intercepted or viewed by others. Bandwidth limits on wireless access may be imposed.

### Time Limits

Time limits on computers may be enforced at the discretion of library staff to ensure that all users have the opportunity to use internet resources.

## Misuse or Abuse of Computer Privileges

Misuse or abuse of a computer or its intended use will result in suspension of privileges. First offense: Verbal warning. Second offense: One week suspension, and if a minor under 14, parents will be contacted. Third Offense: Three Month Suspension, and if a minor under 14, parents will be contacted. Fourth Offense: Total Ban from Computers

## Failure to Comply

Failure to comply with this policy may result in suspension of computer privileges and/or a request to leave the library. Continued violation may result in suspension of library privileges.

Approved by the Board:



Reviewed June 12<sup>th</sup>, 2024

Next Review Date:

## POLICY 07 (2018) - Policy on Unattended Children and Pet Policy

### Purpose

The purpose of this policy is to provide guidelines for library employees and volunteers in working with children, as well as to outline parent/guardian responsibilities for the conduct and safety of their children in the library.

### Definitions

Child or Children: refers to a person or people under the age of 11 years

Parent or guardian: refers to a person who has legal responsibility for the care and custody of a child or children.

Caregiver: refers to a person aged 11 years or older to whom the parent or guardian has given responsibility for the care of a child or children

### Responsibilities of the parent or guardian

Parent or guardians are responsible for the conduct and safety of their children in the library as outlined below:

- Parents, guardians or caregivers must ensure that children in need of supervision are accompanied by a responsible caregiver when visiting the library.
- Children under the age of 8 must have a parent, guardian or caregiver in the immediate vicinity, except when attending a library program.
- Parents, guardians or caregivers who do not attend a program with a child who is under age 6 must remain on the premises.
- Children age 8 and over may use the library unattended for an amount of time deemed appropriate to their age and maturity by their parent or guardian.
- Parents, guardians and caregivers must inform themselves of scheduled library closing times, and be aware that youth may sometimes need to leave the library unexpectedly (e.g. due to an emergency). It is the responsibility of parents, guardians and caregivers to let their children know what to do if they must leave the library.

### Staff Responsibilities

Library staff do not act "in loco parentis" and cannot accept responsibility for the safety and supervision of children inside of the library, outside of established library programs.

Library staff are unable to detain a child who wishes to leave the library.

Staff cannot disclose if a child is present in the library, but can request they call home.

If a child is left unattended at the library at closing time or in the event of an emergency situation, the library employee in charge will attempt to contact the parent, guardian or caregiver. If the parent, guardian or caregiver cannot be reached, staff will notify the police. Staff will remain with the child until

the police arrive. Under no circumstances will library staff transport or take a child away from the library building.

[Pet Policy](#)

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

Approved by the Board:



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Revised October 9<sup>th</sup>, 2024- Colleen Ebden, Board Chair

Next Review Date:

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## POLICY 08 (2018) – Confidentiality of User Information Policy

### Purpose

The Eckville Municipal Library and its board and staff support its patrons' right to privacy and protects the confidentiality of patron information in accordance with the *Protection of Privacy act (POPA)*.

### Protection of Privacy

Library staff, board members, and volunteers will not disclose a patron's personal information to a third party without the individual's consent, except:

- a) in response to a subpoena, court order or another specific written request from a law enforcement agency to assist in an investigation.
- b) in partnership with other Alberta libraries and library systems for the purposes of sharing materials under conditions defined in existing resource sharing agreements and programs (e.g. interlibrary loan agreements, TAL Card program, ME Libraries service), collecting fees or fines, and retrieving borrowed materials.
- c) at the written request, or with the written consent, of the individual who is the subject of the record or information.

Staff and volunteers are to keep confidential the reading, viewing and listening habits of individual patrons. No records are kept of the frequency, or content of, visits to the library that identify specific patrons.

### Checkout History

No records are kept of a cardholder's item checkout history, unless the cardholder has requested that this information be kept. If this record is kept, it is subject to disclosure under the conditions described above under Protection of Privacy.

### Personal Information

Upon request, a library patron will be given access to all information kept on file in their own personal library record.

Where the library patron is a minor, and a parent or guardian's consent is required for the minor to obtain a library card, that parent or guardian may have access to the cardholder's record in order to ensure that items on loan are returned in a timely manner.

Parent/Guardian associations and/or access to a minor patrons' account will be removed at the patrons' request or upon the minor patrons' 14<sup>th</sup> birthday.

Approved by the Board:



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Revised April 8<sup>th</sup>, 2026- Colleen Ebden, Board Chair

Next Review Date:

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## POLICY 09 (2018) – Personal Information Banks Policy

The Protections of Privacy Act (POPA) requires that all public bodies make a list of Personal Information Banks (PIBs) available to the public for inspection and copying. The purpose of making this information available is to help the public know what personal information the public body might have about them as individuals.

The Eckville Municipal Library may collect the personal information it needs to verify identity when issuing library cards. It is sufficient to note that a library staff member viewed the identification and verified the contact information, it is not necessary to make copies of patron ID cards.

As personal information banks contain personal information, the Eckville Municipal Library's policy on Confidentiality of User Records and Records Retention policies must be abided by in respect to personal information banks.

The Eckville Municipal Library located at #4855-51 Ave, Eckville, T0M 0X0 keeps the following Personal Information Banks:

Patron Records may contain the following information:

*Membership Forms and Membership Database:* may contain the following information about Eckville Municipal Library Patrons: patron name, patron ID number, patron library barcode, address, phone numbers, e-mail addresses and membership type.

*Programs – Participant Lists:* may contain the following information (lists are kept only in programs where it is necessary to contact participants: name, patron ID number, phone number.

*Interlibrary Loan forms:* may contain patron ID numbers.

Employee Records may contain the following information:

*Personnel file:* may contain employee name, contact information, resume, Social Insurance Number, earnings and Income Tax Records, employment commencement date, salary grid placement, benefit plans, vacation status, sick leave, performance appraisals, evaluations, training certificates earned, correspondence, letters of discipline, and emergency contact information.

Board Member Records may contain the following information:

*Board member file:* may contain board member name, contact information, years of service, positions held.

Volunteer Records may contain the following information:

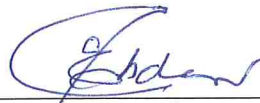
*Volunteer schedule:* may contain volunteer name, volunteer times of work.

*Volunteer file:* may contain volunteer name, contact information, years of service, correspondence and emergency contact information.

Records of Correspondence may contain the following information:

*Files of Correspondence:* may include names, addresses, information related to complaints, procurement information (competitive bids), etc.

Approved by the Board:



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Revised April 8<sup>th</sup>, 2026- Colleen Ebden, Board Chair

Next Review Date:

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## POLICY 10 (2018) – Records Retention Policy and Schedule

The Town of Eckville Library Board will ensure the storage of files related to the Eckville Municipal Library and Board are kept to the legal minimum while allowing for the efficient operation of the organization and the preservation of the historical record of the organization.

The Eckville Municipal Library will keep an orderly and timely record of their business so that records are compliant with federal rules and regulations. See the attached *Records Retention Schedule*.

Where records are deemed to be essential, some consideration should be held as to secure offsite storage (e.g. keeping electronic copies of records needed for business resumption following a disaster).

Library records slated for disposal following the timelines stated in the Records Retention Schedule, shall be disposed of (destroyed if there are confidentiality concerns) by the Library Manager and/or appointed personnel.

Permanent records of the Eckville Municipal Library will be kept in the library in a locked filing cabinet or drawer after the implications of confidentiality, security and safe storage have been considered.

Minutes of board meetings, copies of the Eckville Municipal Library Bylaws and Policies, Audited Financial Statements, the Plan of Service and a list of board members and staff will be made available to members of the public.

### Records Retention Schedule

The records as set out are:

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

**Permanent** – the original records shall be preserved and never destroyed

**Replaced** – documents are replaced when superseded

Permanent records are held as:

**H**ardcopy – the original document is retained

**ILS** – information is retained only in ILS

<b>Subject</b>	<b>Description</b>	<b>Years</b>	<b>Action</b>
Accounts	Receivables/ Paid Invoices	7	De
Agendas	Agendas – part of minutes	P	H
Annual Reports		P	H
Bank	Deposit books	7	De
	Reconciliations	7	De
	Statements	7	De
Budgets		P	H
Bylaws		P	H
Card fee receipts.		7	De
Cash	Receipts journal	7	De
	Petty (vouchers)	7	De
Cheques	Paid (cancelled)	7	De
	Register	7	De
	Stubs/duplicates	7	De
Contracts		P	H
Correspondence	General	7	De
	Historical	P	H
Deeds or Agreements for Library Space		P	H
Employee benefits	WCB claims	P	H

Employees	Job applications (hired)	P	H
	Job applications ( not hired)	1	De
	Job Descriptions	7	De
	Personnel files	P	H
	Appraisals – staff	P	H
	Interview notes	1	De
	Resumes – unsolicited	1	De
	Resumes – solicited	1	De
	Termination	P	H
Expression of Concern Forms		1	De
Financial Statements		7	
Grant applications	General	7	De
Income Tax	Deductions	7	De
	TD1 forms		Re
	T4 slips/summaries	7	De
Interlibrary loan/transit records.	Destroy as soon as possible with a maximum of 1 year retention.		De
Inventory	Capital Assets (after superseded)	7	De
Invoices	Paid	7	De
Legislation		Only keep most current	Re
Local staff and volunteer contact lists		Only keep most current.	Re
Media releases		P	H
Minutes	Board Minutes	P	H
Newspaper clippings about the Library		P	H
Organization	Structure and records	P	H
Overdue/fine notices.	Destroy as soon as possible with a maximum of 1 year retention.		De

Parkland Regional Library System contact list

Only keep most current.

Re

Patron records held in ILS

	Expired	2	ILS
	Expired with fees/fines attached	P	ILS
Payroll	Individual earnings records, timesheets, garnishees, etc.	7	De
Photos	General	P	H
Policy	After superseded	7	De
Project applications to prov.	STEP, YCW, etc.	7	De
Publications	Special reports or documents authored by library staff, friends or trustees with historical value	P	H
Purchase orders	Paid	7	De
Receipts	Books, eContent, supplies, etc.	7	De
Special event files	(non-historic)	7	De
Vendors	Correspondence	7	De
	Suppliers catalogues		Re
	Warranties	until expired	De

Approved by the Board:



Reviewed April 8<sup>th</sup>, 2026 Signed by Colleen Ebdem  
Board Chair

Next Review Date:

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## POLICY 11 (2018) - Provision of Service to Those Unable to Use Conventional Print Policy

The Town of Eckville Library Board believes that those persons unable to use conventional print materials are entitled to access the library's services and resources in an equitable manner.

A patron unable to use conventional print will include any patron who has a perceptual disability, defined in the *Copyright Act* as those impacted by:

- a) severe or total impairment of sight or the inability to focus or move one's eyes,
- b) the inability to hold or manipulate a book, or
- c) an impairment relating to comprehension.

Staff of the Eckville Municipal Library shall work with and use the resources of other local, regional, provincial, and national organizations to provide services to print-disabled patrons. Such organizations may include:

- Parkland Regional Library and other public libraries located within the region or around the province.
- Local, regional or national organizations (e.g. CELA, CNIB, NNELS)
- Other organizations as required

Library staff shall consider the needs of print-disabled patrons when planning library programs. Staff will take whatever steps are reasonably possible to ensure print-disabled patrons are able to participate in all library programs, and shall regularly evaluate programs to ensure they are being delivered effectively to those with print disabilities.

The Library Board will make every effort to provide facilities that are accessible to people with print-disabilities. The Library Board shall budget for appropriate building upgrades when necessary, but may also consider smaller changes such as accessible desks and clear, glare-free, easy-to-read signage or tactile signage.

Approved by the Board:



Reviewed October 9<sup>th</sup>, 2024

Next Review Date:

## POLICY 12 (2018) - Resource Sharing Policy

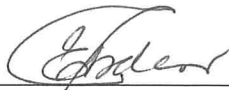
The Town of Eckville Library Board sees resource sharing as an integral part of the service provided to library patrons. In this regard, the Board feels that every attempt should be made to get material to fill patron requests regardless of who the patron is or why the patron wishes the materials.

- 1) The board actively participates in the Alberta Public Library Network.
- 2) The Eckville Municipal Library shares resources and meets the requirements of the Alberta Public Library Network provincial policy.
- 3) The Eckville Municipal Library will not charge another public library for interlibrary loan service.
- 4) The Eckville Municipal Library will not charge library users for interlibrary loan service except where fees are imposed by the lending library. Where a lending library has indicated that they will charge a fee for the loan of an item, staff of the Eckville Municipal Library will inform the member and get their approval of the loan with charges before proceeding.
- 5) Training of staff in resource sharing is the responsibility of the board and library management, in partnership with Parkland Library System and Public Library Services Branch. Training is carried out through a combination of one-on-one training, on-site visits, online training, workshop, procedure manuals, and conferences as per the board's continuing education policy and procedure.

The Eckville Municipal Library will make available the broadest range of materials for interlibrary loan with the following exceptions:

- a) Special equipment
- b) Materials designated as non-circulating
- c) Materials limited by licensing agreements

Approved by the Board:



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Signed Colleen Ebden, Board Chair- September 3<sup>rd</sup>, 2025

Next Review Date:

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## POLICY 13 (2018) - Collections Policy

### Purpose

This policy is intended to provide library staff with guidelines for the selection, acquisition and disposition of library materials including gifts and donations and to inform the community of the principles by which materials are selected and retained in the library collection.

### Selection of Materials

The library manager is responsible for the selection of library materials, following this policy. Library staff seek and encourage input from community members, volunteers, and employees.

Materials are selected to meet the recreational, cultural, informational and educational needs of the community, and to meet the goals of the library's Plan of Service.

Selection decisions are based upon the following criteria:

- Favourable attention from reviewers and/or the literary community;
- **Meets the needs and interests of the community;**
- **Popular demand, both existing and anticipated;**
- Represent challenging, though extreme or minority points of view in order to provide insight into human and social conditions;
- Presentation of all sides of controversial issues, where possible;
- Relevance to the existing collection;
- The reputation of author, illustrator and/or publisher;
- Enduring value as a reading choice;
- Subject, style and formats suitable for the intended audience and library use;
- Fits with the library's space and budgetary limitations;
- Language – materials in languages other than English will be purchased if they meet the needs and interest of the community.

### Purchasing

Items selected for purchase by the Library Manager will be purchased using select vendors and orders will either be submitted to Parkland Regional Library system for purchase through their preferred vendors or if unavailable through their preferred vendors, items will be purchased from external sources at the discretion of the Library Manager.

### Reference Collections

Materials of a historical nature, such as local histories, may be assigned to a non-circulating reference collection, after review by the library manager.

## Gifts and Donations

The Board encourages donations of books and other materials to the library. Such gifts are greatly appreciated. For addition to the collection, gifts and donations must meet the same principles of selection as for purchased materials.

All material donations become the exclusive property of the Eckville Library Board and are accepted with the understanding that if the library cannot use them, it may dispose of them in any way it sees fit. Donations not added to the collection are generally sold to patrons at the library's book sale, donated to another organization, recycled or discarded.

Generally material donations should be in good condition, i.e. not musty, mouldy, damp, worn, smelly, cracked, torn, etc. Magazines that are less than 6 months old are also welcome as donations.

Receipts will not be issued for donated materials.

## Disposition of Materials

The library manager is responsible for ensuring that the collection is current, in good condition, and appropriate. Materials that do not meet these standards, or have been unused for a period of more than 7 years, or are duplicated, may be removed from the collection.

Materials will be examined to determine suitability for the collection on the following criteria:

- Physical condition and appearance (e.g. water damaged, dirty or marked up, outdated art or photos, missing or torn pages, generally shabby appearance)
- Currency and accuracy of subject matter
- Usage (e.g. item has not circulated in 7 years, with the exceptions being books of local history, artists and interest, which will remain in the collection as reference material). This DOES NOT mean that an item will be automatically removed if uncirculated for seven years. Final discretion for removal will be at the manager's discretion, with guidance from the library board when needed.
- Relevance to the needs and interests of the community

Materials of local interest (i.e. local histories, local authors, and other materials relating to Eckville and local counties) will generally be kept in the collection as long as possible, so long as the materials are still in good physical condition and the information in them is still accurate.

Withdrawn library materials should be disposed of at regular intervals so that they do not accumulate beyond a reasonable quantity.

Materials belonging to the library may be, at the library manager's discretion, be placed on a sale table. Dangerously outdated materials (i.e. medical or legal materials more than five years old) and heavily damaged materials will not be sold to the public but will be recycled or otherwise destroyed.

### Intellectual Freedom and Challenged Materials

The Eckville Municipal Library affirms the Canadian Library Association's *Statement on Intellectual Freedom and Libraries* and is committed to upholding an individual's right to read materials of their choosing. Guidance in the choice of materials for children rests solely with the parent(s) or guardian(s) of that child. Library staff do not act *in loco parentis*.

If the library is to fulfil its obligation to the community, it must include materials representing varied points of view, even those which some might consider controversial. The library will provide, to the fullest extent possible, materials on all sides of controversial issues without censorship or bias, providing the materials give evidence of a sincere desire to be factual.

Unless an item is legally prohibited from entering the province, it will not be withdrawn from the shelves. If an individual strongly objects to an item, he/she may complete a "Request for Reconsideration of Library Material" form, and submit this form to the library manager for review by the board. Only requests for reconsideration submitted on this form will be considered by the board. Material will not be removed from the shelf without the approval of a majority vote of the Eckville Municipal Library Board.

The procedure for receiving requests for reconsideration of library materials is as follows:

1. Discussion of complaint with patron by the library manager.
2. Review of Collection policy.
3. Provision of "Request for Reconsideration of Library Material" form to complainant (appendix).
4. The library manager will forward the completed form, along with the title in question to the board secretary who will inform the chair and set the review as an agenda item.
5. The board will review the written request, usually at its next regular board meeting.
6. The board will inform the patron by letter of the outcome of the review. The decision of the board is final.

Approved by the Board:



Revised- June 18<sup>th</sup>, 2025 Colleen Ebden- Board Chair

Next Review Date:



Did you read/view/listen to the entire resource? Yes No

If not, which part(s) did you read/view/listen to?

What reviews or interpretations of this work have you consulted?

What resources would you recommend that would better convey the viewpoints and perspectives of the subject matter?

How would you like your concern to be resolved?

3 Signature

Date (DD/MM/YYYY)

**Internal Use Only:**

Date (DD/MM/YYYY)

Received by:

*Personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act in order to respond to the request to reconsider library material. This form will be kept on file for one year following the final decision being made on the material contested. If you have any questions about the collection of this information, contact the Eckville Municipal Library, 110 Main Street, Eckville, AB T0B 1W0 or at 780-878-2665.*

Approved by the Board:



Reviewed November 13<sup>th</sup>, 2024- Colleen Ebdon Board Chair

Next Review Date:

## POLICY 14 (2018) -Financial Management Policy

The Town of Eckville Library Board shall conduct the financial affairs of the library with prudence and in good faith.

### Treasurer

Treasurer will report at each meeting to the board on the financial affairs of the library, and provide necessary reports in a timely manner.

All Finance Committee decisions pertaining to the budget and finance policy must be approved by the Board.

### Budget Development and Financial Reporting

The Board shall prepare an annual budget for the ensuing year and submit it to the Board for approval no later than the October Board meeting, and submit to the Town of Eckville Council no later than October 31.

In accordance with the Libraries Act, the Town of Eckville Library Board shall submit their approved budget for the ensuing year to council no later than December 1.

A year-to-date financial report and an updated budget to date shall be prepared by the Treasurer and/or Library Manager and presented at each board meeting.

The Treasurer shall review all expenses and may request any/all supporting documentation for review. The Board may do the same at any time.

Financial records (including receipts, payments, credits, assets and liabilities) will be kept by authorized personnel in a secure location and retained for a minimum of seven years.

### Expense Reimbursement

In order to effectively conduct their duties, trustees, employees and volunteers will from time to time need to travel to attend library-related business such as meetings and conferences, or professional development activities.

Expenses incurred while a trustee, employee or volunteer is engaged in approved library-related business shall be reimbursed.

Expenses covered will include:

- a) Travel to and from the event. Carpooling is encouraged when a number of trustees, employees or volunteers are traveling to the same meeting or event.
- b) A daily allowance for any meals not provided at the event.
- c) The cost of accommodations.

d) Other expenses may be covered subject to board approval.

As part of the budget creation process, mileage rates shall be reviewed and annually matched to the government rate in Alberta.

Whenever possible, expenses incurred while purchasing goods or services for the library will be invoiced directly to the library. At times, it may be more efficient for employees to purchase goods or services directly. These purchases should not exceed amounts set out in the approved budget.

Expenses will be reimbursed upon submission of an expense claim form with attached receipts.

### Signing Authorities

The chairperson, treasurer and one additional board member shall be the signing authorities. Two signatures are required on each cheque.

The signing authorities shall be appointed by a motion of the board.

Signatories cannot sign off on expense cheques being issued to themselves.

Online banking requires an admin signature as well as a second signer to login in and approve.

### Financial Review

The financial accounts will be reviewed annually by a person who is not a member of the library board and who has been approved by Town council.

The financial review must be submitted to council immediately after its completion. It will also be submitted to PLSB as part of the annual operational grant application process.

Members of the public shall be able to access the completed financial review.

All reporting requirements and correspondence dealing with the financial affairs of the library shall be completed promptly. A record of any such reports and/or correspondence shall be kept on file in accordance with the records retention policy.

### Petty Cash

The petty cash float shall be kept at \$25. A record of petty cash disbursement shall be kept, along with receipts for purchases made using petty cash funds. Petty cash is reconciled against receipts on a weekly basis and deposited once a week when funds exceed float amount.

The library maintains a cash float in a cash register/box for collecting fees and fines and for providing change to patrons.

### Fundraising and Grants

The Library Manager is authorized to apply for grants for the library's programs, where the grant does not require the board to match funds or contribute toward the program. The Library Manager will advise the Board of any such grant applications at the next regular board meeting.

Grant applications requiring the Board to match or contribute funding toward the project must be approved by the Board prior to submission.

### Purchases

The Board, through the annual budgeting process, approves the purchase of necessary goods and services.

The purchase of unbudgeted goods and services with a value of over \$500 must be approved by the Board by vote at a regular meeting.

The Library Manager is authorized to make expenditures contemplated within the budget and up to \$500 on a discretionary basis according to price, quality and availability of goods and services.

Purchases in excess of \$1000 should be submitted for two or more competitive quotes except in emergency situations or where contracts exist for specified products or services.

### Reserves or Surplus funds

Approval by the board is needed to spend funds that are surplus to the budget that result from extra funds acquired through larger grants, fundraising, and other funds acquired that have not been allocated by the grant or fundraising request. Unless otherwise directed by the board, any surplus funds remaining in the budget at year end are to be decided on by the board, whether they are spent on current library needs, allocated towards future building or renovation/equipment projects, or factored into the next year's budget.

Approved by the Board:



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Revised January 8<sup>th</sup>, 2025- Board Chair- Colleen Ebdon

Next Review Date:

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## POLICY 15 (2018) – Personnel Policy

### Purpose

This policy is intended to provide clearly understood guidelines and expectations related to working conditions for both employees and volunteers at the Eckville Municipal Library. Where this policy is silent, Alberta's Employment Standards legislation will be followed.

### Recruitment, Continuing Education, Appraisal, Wages

#### Recruitment

The Town of Eckville Library Board upholds the principle of selecting and retaining the most qualified and suitable candidates to fill positions that become available. The Library Board is responsible for hiring and overseeing the library manager. The library manager is responsible for hiring and supervising additional employees and/or volunteers.

#### Appointment

A written offer specifying terms of the appointment shall be given to an individual beginning work at the Eckville Municipal Library along with their job description. Employment or a volunteer appointment is conditional on acceptance of the terms contained. See sample offer letter and sample job descriptions in the appendix to this policy.

#### Orientation

New employees and volunteers will be provided an orientation of the library including an overview of the library's mission, goals and objectives, services and organization according to the library's policy on orientation and continuing education

#### Probationary Period

Each newly hired employee or volunteer will serve a probationary period of three months. When an employee or volunteer has completed their probation successfully, they will receive a letter confirming that the probationary period has ended.

#### Performance Appraisals

Communication about job performance and goals is encouraged as part of an ongoing dialogue throughout the year both between the board and the library manager and between the library manager and other staff and volunteers of the library. This dialogue will allow team members to discuss job tasks and procedures, encourage and recognize strengths, identify and correct weaknesses and discuss positive, purposeful approaches for meeting goals.

A formal performance appraisal of each employee's or volunteer's performance should be conducted at the end of their first three months of work at the library and annually after that, at a time agreed upon by the library board and library manager (either on the work anniversary or at another time such as

during the first month of each year).

A copy of the signed performance appraisal form should be placed in the individual's confidential personnel file. Sample performance appraisals are located in the appendix to this policy.

### Wages and Payroll Deductions

The Town of Eckville Library Board is responsible for setting the wage or salary for paid employees. Employees should be paid no less than the current minimum wage as set by the *Employment Standards Regulation*. Raises will be reviewed annually in line with performance and cost of living.

Employees shall be paid monthly on the last working day of the month. Staff will provide their timesheets from the 25<sup>th</sup> to the 25<sup>th</sup> of each month. Salary deductions shall be made from an employee's earnings in accordance with legislation and any existing benefit plans (e.g. Revenue Canada, CPP, EI) and will be remitted appropriately.

### Benefits

All employees are entitled to a free individual library membership while employed at the library. Employees will also have the benefit of having fines/late fees waived providing there are no holds or waiting list for the library item involved.

### Time Keeping and Leave

#### Hours of Work

Hours of work need to be flexible to cover the range of library hours of opening. Library hours of opening are set in policy by the Library Board. The Library Manager will set work schedules in consultation with employees.

#### Recording of Time Worked

The employee or volunteer, must record the time worked by using an agreed upon time log (time sheet). It is the responsibility of the Library Manager to ensure these records are appropriately maintained for employees and volunteers. Absences should be recorded and copies of the time log retained as per the records retention policy.

#### Overtime Agreement

Overtime is not paid for hours worked beyond the normal schedule. Time off will be provided in lieu of overtime pay. This time shall be taken in compliance with Alberta's Employment Standards legislation.

#### Attendance

Recognizing the importance of having regular and reliable hours of operation to meet the needs of

community members, employees and volunteers are expected to be prompt and regular in their attendance.

Employees and volunteers who are unable to report to work on time because of circumstances beyond their control, including illness, are expected to notify the library manager or the Chair of the Library Board (or designate) at least one (1) hour prior to the start of the scheduled shift.

### Emergency Closures

In the case of a library closure due to extreme events, all scheduled staff will continue to be paid for their hours that day. These hours are to be marked on their timesheet as per usual.

### Sick Time

Sick time is the period of time an employee or volunteer is absent from work due to illness or injury.

### Jury Duty

Employees will be granted a leave of absence for the purpose of jury duty or if summoned to appear in court. Upon being served with notice to appear in court, the employee should immediately notify the Library Manager. If the Library Manager is to appear in court, they will inform the Chair of the Board (or designate).

### General Holidays and Holiday Pay

General holidays and holiday pay shall be granted in accordance with the Employment Standards Code. Where the library will be closed on a general holiday that falls on a day the library would normally be open, notice of the closing shall be provided in advance to library staff and to the local community.

### Vacation

Vacations shall be granted in accordance with the Employment Standards Code. If there is no one to cover a period of vacation, the library will be closed and notice of closure will be provided in advance to library staff and the local community.

### Conduct and Grievance Procedure

#### Confidentiality

Employees, volunteers and members of the library board shall keep confidential and shall not, during their employment or volunteer services, or any time after the termination thereof, release information related to library patrons as described in the policy on Confidentiality of User Records.

#### Conflict of Interest

A conflict exists where a member of the library board, library employee or library volunteer's personal

interests are in conflict with their work duties, responsibilities and obligations, or result in a public perception that a conflict exists.

If a potential conflict exists because an employee or volunteer has a personal interest in a matter, the employee or volunteer must advise the chair of the library board (or designate) immediately.

Where a member of the library board has a potential conflict of interest, they shall disclose the nature of the conflict to the board chair (or to other board members when the conflict concerns the board chair), and excuse themselves from any discussion and vote on the matter, this will be recorded in the minutes.

### Gifts to Employees and Volunteers

Library employees and volunteers must not accept any gifts, gratuity or other favour, which may be intended, or perceived to be intended as being provided in exchange for a favour or advantage. Library employees and volunteers may accept a gift or favour if it is the normal exchange of gifts between friends or those who do business with each other.

### Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image that the library presents to its customers and visitors. During business hours, employees are expected to present a clean and neat appearance and dress according to the requirements of their positions.

### Grievance Procedure

A grievance is defined as any difference arising out of the interpretation, application, administration or alleged violation of any policy affecting employees. Grievance is a term with legal meaning, and shall follow the procedure outlined below. Complaints differ from grievances and may result from any condition of employment that the employee feels is unjust or inequitable. A complaint may be brought to the attention of the Chair of the Library Board (or designate) at any time and informally.

This procedure ensures that an effort is made to settle grievances in a fair and efficient manner. An employee or volunteer with a grievance in regard to the interpretation of this policy will resolve it through the following procedure:

1. The grievor will present their grievance in writing with full detail to the Chair of the Library Board (or designate) within seven (7) calendar days from the day the incident comes to the attention of the employee. The grievance must include the following information:
  - a) Name(s) of the person with the grievance;
  - b) Nature of the grievance and the circumstances out of which it arose;
  - c) The remedy or correction the employer is asked to make.
2. Upon receipt of a written grievance, the Chair of the Library Board (or designate) will review the grievance, make a decision whether the remedy or correction requested is appropriate given the

circumstances and respond in writing to the employee or volunteer within seven (7) calendar days of the receipt of the grievance.

3. If the grievor is not satisfied with the response of the Chair of the Library Board, he or she may appeal directly to the Library Board as a whole. The decision of the Library Board must be returned within thirty (30) calendar days for receipt of the grievance. The decision of the Library Board is final.

If the Chair of the Library Board fails to comply with these procedures, the grievance may be submitted to the Library Board as a whole. If the grievor fails to comply with the procedures, the grievance shall be considered abandoned. An abandoned grievance will not prejudice employees in any future grievance of a similar nature.

Approved by the Board:



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Revised April 8<sup>th</sup>, 2026- Colleen Ebden Board Chair

Next Review Date:

## POLICY 16 (2018) - Orientation and Continuing Education of Board and Staff Policy

### Orientation

New board members and staff shall be given access to the following items for the purposes of orientation:

- The Libraries Act and Regulation
- Copies of Provincial Policies Relating to Municipal Library Service (Municipal Library Network Policy, Resource Sharing Operational Policy for Public Libraries, Supernet Operational Policy, Collaborative Library Policy, Electronic Resources Operational Policy, Library Service for People with Print Disabilities Operational Policy).
- The Alberta Library Trustees Association Handbook (Board members)
- Parkland Regional Library's Library Manager Handbook (Staff)
- Eckville Library Bylaws and Policies
- Copies of the latest annual report for Eckville Library
- A copy of the Library's current Plan of Service
- Copy of the current budget with expenditures to date
- Library history
- List of board members and committees
- Job Description (either board member or staff job description)
- Event calendar
- A map of the PRL service area

New board members will be partnered with an existing board member to assist them in their orientation. New board members will attend a tour of the library and will receive information about current library activities from the library manager.

A new library manager will receive an orientation to the Eckville Library from designated board members, including the treasurer. A new library manager will also receive an orientation to library operations from Parkland Regional Library.

Other staff of the library will receive an orientation and training from the Library Manager.

### Continuing Education

The Board recognizes the importance of continuing education to the optimal functioning of the Eckville Library and therefore encourages board members and staff to take part in continuing education activities.

The Board may, at its discretion, determine an amount of money to be included in the annual operating budget for the purposes of continuing education. This may include attendance at library meetings, conference workshops and courses, as well as memberships in library and library trustee associations.

- Trustees will acquaint themselves with the incorporation documents of the Board, with the Library Act and Regulations, library bylaws, policies and organizational structure of the board, as well as the rules of procedure and proper conduct of a meeting so that decisions of the Board may be made in an efficient, knowledgeable and expeditious fashion.
- Within budget guidelines and with prior board approval, expenses incurred by individual Board members and staff for travel, subsistence and registration fees will be reimbursed upon submission to the board of an expense claim with receipts.
- The board may choose to send delegates to conferences (e.g. Parkland Regional Library conference, Alberta Library Conference) each year as the budget allows. Funds will be allocated to cover conference registration, meals not provided as part of the conference (alcohol not included), accommodation and transportation.
- When priorities must be set regarding conference attendance, the Board should be guided by the principle of maximum benefit to the Eckville Library and Library Board, rather than to the individual. As a general rule, at least one Board Member should be encouraged to attend major conferences. Trustees and staff with some degree of experience with the Board and/or whose terms/employment are not immediately due to expire should also be considered for attendance.
- Where possible, attendees should travel together to conferences and workshops in order to reduce expenses.
- Should more than the number of individuals budgeted for wish to attend a given conference, the dollar amount of the subsidy will be shared equally among all attendees. The Board may alternately choose to subsidize additional attendees.

Approved by the Board:



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Reviewed December 11<sup>th</sup>, 2024- Board Chair- Colleen Ebden

Next Review Date:

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## POLICY 17 (2018) -Occupational Health and Safety Policy

### Purpose

The Town of Eckville Library Board is committed to protecting the health and safety of employees, volunteers and guests. The board will make every effort to provide and maintain a safe, healthy work environment in accordance with *Occupational Health and Safety* (OHS) legislation.

### Library Board Responsibilities

The Town of Eckville Library Board as employer, is ultimately responsible for worker health and safety and will ensure:

- A formal hazard assessment is carried out at the library and is repeated at reasonable intervals to prevent the development of unsafe and unhealthy work conditions. Hazard assessments will also be undertaken when: work processes change, new processes are introduced, or when changes occur to the physical facility (e.g. renovations).
- Proper equipment and training are provided for employees and volunteers, including first aid kit as specified in the *Occupational Health and Safety Code*.
- The creation of any required operational health and safety procedures, as well as safe work practices, including policy and procedures for working alone in the library and for addressing violence in the library.
- Orientation of staff and new board members includes information about health and safety procedures in the library.
- A copy of *Occupational Health and Safety* legislation is readily available for reference by library workers.

### Employee and Volunteer Responsibilities

The library manager will take every reasonable precaution for the protection of works and will be held accountable for the health and safety of employees and volunteers under their supervision, as well as guests of the library.

The responsibility for health and safety also lies with all employees and volunteers in the performance of their duties. Employees and volunteers are responsible for:

- Carrying out the worker responsibilities set out in Alberta's OH&S legislation.
- Following safe work procedures and practices and working in a safe and healthy manner.
- Co-operating with the employer in working toward improved health and safety at work.
- Conducting an annual hazard inspection

Employees and volunteers will report all known health and safety hazards to the library manager promptly. If the library manager is not able to remedy the situation promptly for any reason, the board chair will be notified.

The library manager will report all accidents and violations of the *Occupational Health and Safety* legislation to the board chair promptly. Any accident resulting in injury to an employee or volunteer must be reported to Workers Compensation within 72 hours of becoming aware of the injury.

Contractor's Responsibilities

Where contractors are hired to perform work in and around the library, they are responsible for:

- Carrying out the employer and, when applicable, the prime contractor responsibilities set out in the *Occupational Health and Safety* (OH&S) legislation.
- Following library health and safety procedures that are applicable to their work.

Approved by the Board:



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Reviewed December 11<sup>th</sup>, 2024- Board Chair- Colleen Ebden

Next Review Date:

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(Date)

## POLICY 18 (2018) - Working Alone Policy

### Purpose

The Town of Eckville Library Board sets this policy to ensure that employees and volunteers working alone can do so safely and can communicate with persons capable of responding to an emergency situation. To ensure employees, volunteers and members of the library board understand and meet their obligations under this policy and Alberta's *Occupational Health and Safety* legislation.

### Working Alone

*Working Alone* means to work or travel in isolation from contact with others, where assistance is not readily available in an emergency. Employees and volunteers are considered to be working alone whenever they are working by themselves in the library or when they travel on library business (e.g. driving to meetings, delivering or picking up material, etc.)

The library board is responsible to ensure practices and procedures are established to eliminate or control hazards associated with working alone. Safety measures identified include:

- All staff are to be made aware of the location of the panic button and proper usage.
- Individuals working alone in the library outside of library hours must keep all doors into the library locked.
- The library should be arranged to provide sightlines throughout. Employees and volunteers should be aware of individuals entering and moving about the library (including use of washroom facilities).
- At closing time workers are to make sure all patrons have left the premises and the building is locked, secured and text fellow workers to let them know they are safe and leaving.
- Float monies should be kept to a minimum in cash drawer and the balance stored in a second secured location.
- A list of emergency numbers (e.g. police, ambulance, fire department, board chair) shall be posted where visible.
- Checks must be made to ensure outside lights are working properly.
- The board shall ensure any worker required to drive on library business is equipped with a working mobile phone, an auto emergency kit and a first aid kit.
- If a worker has reason to believe it is not safe to leave the building, they should contact a designated person to escort them from the library or call local law enforcement.
- If a worker believes that it is safe to confront a suspicious or threatening individual in the library they should do so with a telephone in hand and if possible, a contact already on the line.

- In any situation involving suspicious or threatening individuals where there is a potential for violence, workers shall put their own safety first by calling for assistance or fleeing where necessary.
- Workers leaving the premises for their own safety or to obtain assistance shall ensure other patrons also leave the building.
- Individuals encountering any unsafe situation while working alone shall alert the board chair and, if necessary, local law enforcement or other emergency services as appropriate.
- Workers shall report to the chair of the library board any serious situation which occurs while the individual is working alone.

### Communication

The Board will establish a *Working Alone Plan* that provides for an effective communication system between an employee or volunteer working alone and persons capable of assisting in an emergency, illness or injury.

The *Plan* shall include a designated contact person responsible for ensuring contact with the employee working alone at predetermined intervals, no less than every six hours, and will include a process for recording that communication.

### Training

This policy will be reviewed during new employee or volunteer orientation, ensuring the worker is aware of the hazards of working alone and procedures established to control hazards. Copies of this policy and the working alone plan shall be available to all employees and volunteers.

### Review

The library manager will inform the board chair of any safety concerns library employees and volunteers may have. Concerns deemed significant should be reported as soon as possible.

Approved by the Board:



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Revised January 8<sup>th</sup>, 2025 Colleen Ebden- Board Chair

Next Review Date:

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## POLICY 19 (2018) - Workplace Violence and Harassment Policy

### Purpose

The Town of Eckville Library Board is committed to an abuse-free work environment, characterized by respect and tolerance. Any Act of violence or harassment committed by or against any member of our workplace or member of the public, is unacceptable conduct that will not be tolerated. This policy applies to all activities that occur on library premises or while engaging in library business, activities or social events.

### Recognizing Workplace Violence and Harassment

For the purposes of this policy "workplace violence" means the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical injury at the work place or at a work-related event.

Examples of workplace violence include, but are not limited to:

- threatening behavior, such as shaking fists, destroying property, or throwing objects,
- verbal or written threats that express an intent to inflict harm,
- physical attacks,
- any other act that would arouse fear in a reasonable person in the circumstances.

For the purposes of this policy, "harassment" means unwelcome verbal or physical conduct because of race, religious beliefs, colour, gender, physical or mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.

Examples of harassment that will not be tolerated include any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known, or would be generally expected, to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities, including electronic communications generally disseminated.

Constructive feedback and negative performance evaluations by a supervisor are not covered by the above categories of unacceptable behavior. Moreover, reasonable, justifiable, consistent, respectful and non-discriminatory acts of discipline, provided by an individual who has the authority to provide such discipline shall not be construed as harassment.

### Prohibited Conduct

No employee or any other individual shall subject any other person to workplace violence or harassment or allow conditions that support workplace violence or harassment.

Any person that subjects another person to workplace violence or harassment may be subject to disciplinary action commensurate to the incident, up to and including dismissal.

### Operational Procedure

The library manager shall develop operational procedures that document the steps to take by an employee or volunteer when she or he is threatened by the violent behaviour of a patron or other person in the library.

### Right to Assistance

Any person who believes they have been subjected to workplace violence or harassment has the right to access assistance in communicating their objections and, if warranted, in pursuing the complaint more formally. Any worker reporting an injury or adverse symptom resulting from exposure to workplace violence should be advised to consult a health professional of the worker's choosing for treatment.

Assistance may be requested from the library manager, board chair, or another member of the Eckville Library Board. Any person subjected to workplace violence or harassment has the right to address their concerns to local law enforcement or the Alberta Human Rights Commission at any time.

### Procedure

Prior to filing a formal report of the incident, a person subjected to workplace violence or harassment should let their objections to the behaviour be known to the alleged offender, directly or with the assistance of a third party.

It is important that the alleged offender be made aware that the behaviour or conduct is offensive to the victim and be given the opportunity to cease such behaviour.

The person subjected to workplace violence or harassment shall carefully record details of the incident including the date and time, nature of the behaviour and names of any persons who may have witnessed the incident. This documentation is the victim's personal record and property.

### Formal Complaint

If the behaviour continues after the alleged offender is made aware that the behaviour is offensive to the victim, a formal complaint should be made to the library manager.

If the alleged offender is the library manager or board chair, the formal complaint shall be given to other members of the library board who shall investigate the incident.

## Investigation

Upon receipt of a formal complaint of workplace violence or harassment, the library manager, board chair or other investigating board member will determine whether an investigation is warranted. If an investigation is warranted, the investigator shall conduct it as soon as reasonably practicable.

In conducting an investigation, the investigator will:

- conduct the investigation in accordance with the duty to act in a fair and unbiased manner.
- treat all matters being investigated seriously and confidentially.
- examine matters impartially and in a timely way.
- ensure the alleged offender is fully informed about the investigation process, understands the nature and specifics of the complaint, and is aware of the range of possible outcomes (e.g. disciplinary action).
- ensure the alleged offender has an opportunity to seek independent advice and representation and is given full opportunity to reply to the complaint.
- explore all allegations by interviewing the complainant, the alleged offender and others who have knowledge of the circumstances that led to the complaint, or are responsible for the workplace.

## Substantiated Act(s) of Violence

When acts of violence or harassment have been substantiated, consideration will be given to the role of the offender at the library and such action as is warranted will be taken.

The following are possible options for corrective actions, in addition to discipline in accordance with the Personnel Policy:

- apology,
- training,
- referral to an assistance program,
- reassignment or relocation,
- limiting access to specific areas within a library service point,
- termination or dismissal,
- suspending an individual's library access temporarily,
- barring an individual from the library permanently,
- legal action

## Unsubstantiated or False Complaints of Violence

A person who submits a complaint in good faith, even where the complaint cannot be proven, has not violated this policy.

Where the complainant is found to have falsely accused someone of workplace violence, that person will be subject to appropriate discipline. All references to the complaint shall be removed from the alleged offender's personal record.

**Confidentiality**

Strict confidentiality is required to properly investigate an incident and to offer appropriate support to all parties involved. Any individual who becomes aware of an incident of violence should not disclose the details of the incident to any third party without prior consultation with the complainant. Gossiping about an incident seriously undermines the privacy of all parties involved and will not be tolerated.

**Non-Retaliation**

All persons involved in the processing of a complaint will ensure that the complainant is neither penalized nor subjected to any prejudicial treatment as a result of making the complaint. No correspondence pertaining to a complaint, other than that which is the complainant's personal property, shall be placed on the complainant's personal file.

Approved by the Board:



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Reviewed January 8<sup>th</sup>, 2025 Colleen Ebden - Board Chair

Next Review Date:

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## Policy 20 (2022)- Staff Long Service Awards

### Purpose:

In recognition for years of service

\$100 for 5 years of service

\$200 for 10 years of service

\$300 for 15 years of service

\$400 for 20 years of service

\$500 for 25 years of service

### Eckville Municipal Board Members

Eckville Municipal Library Board honors board members that have completed six or more years of service when they leave with a \$50 gift certificate.

Approved by the Board:



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Reviewed February 12<sup>th</sup>, 2025

Next Review Date:

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# Policy 21 (2026)- Artificial Intelligence Policy

## Background

Eckville Municipal Library recognizes that library staff may seek to integrate Artificial Intelligence (AI) tools into their workflows. While there is potential for AI tools to enhance efficiency and service delivery, the use of those tools also presents challenges and risks to Eckville Municipal Library operations in regards to security, privacy, transparency, and equity. Software such as Microsoft Copilot, ChatGPT, Canva AI, Murf AI, and more, are likely being used by staff already. The purpose of this policy is to ensure that the use of AI is done ethically, lawfully, and in compliance with all applicable legislation and policies.

## Policy

This policy will set out principles for the secure, responsible, ethical, legal, and effective use of AI tools by Eckville Municipal Library staff, while mitigating the risks involved. This policy applies to all employees with access to AI tools or platforms, whether through company-owned or personal devices.

## Data Privacy

- No private data, whether staff and/or patron related, is to be used directly with any AI platform, unless that platform has been previously approved by Eckville Municipal Library for that purpose. Staff will not input data (including any personal or confidential information), text, or pictures that would compromise Eckville Municipal Library. Information entered into an AI tool may enter the public domain and doing so may be in violation of privacy laws.
- The use of AI notetaking software in online meetings hosted by Eckville Municipal Library will be strictly prohibited. The Eckville Municipal Library staff member in charge of hosting the meeting will be responsible for ensuring no AI notetaking is taking place, either internally or externally. This will apply to all video meetings, including ones hosted on platforms such as Teams and Zoom.
- Employees must follow all applicable data privacy and protection laws that are currently in place. Likewise, AI usage should not infringe upon internal privacy policies.

## Information Accuracy & Bias

- While improvements are being made, AI is still prone to inaccuracies and errors so employees should always exercise caution. Every single work that was created with help from an AI tool should be vigorously fact-checked and verified by staff for accuracy and tone.

- Eckville Municipal Library recognizes that algorithmic bias is a well-known risk associated with using AI. All AI content should be evaluated for discriminatory bias by a staff member and the data being fed to AI tools must be of the highest quality, free from any bias that can pose risks, cause harm, or reinforce forms of discrimination.

### **Legal & Ethical Concerns**

- All copyright laws will be adhered to when using AI tools, and it is prohibited to use AI to generate content that infringes on the intellectual property rights of others. This includes, but is not limited to, all copyrighted material.
- Eckville Municipal Library is committed to respecting legal authorities governing the use of AI and will continue to monitor the legal status of these tools in Canada as policies, regulations, and case law evolves.

### **Accountability & Transparency**

- As AI becomes more advanced and its use more common, it is increasingly difficult to identify where AI has been used. Eckville Municipal Library makes a commitment to transparency and proper oversight of these technologies.
- AI will *never* be used in any form of Eckville Municipal Library communications or correspondence, either internally or externally.
- No AI-generated work product will be used or published without oversight from a Eckville Municipal Library staff member. Additionally, staff are responsible for clearly identifying all work products that have been created using generative AI. Generative AI is defined by Oxford Languages as “artificial intelligence designed to produce output, especially text or images, normally requiring human intelligence, typically by applying machine learning techniques to large collections of data.” Eckville Municipal Library will be transparent about where and how AI is being used within the organization and standards for identifying AI-created work will be developed for consistency across the organization.

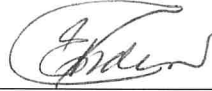
### **Sustainability**

- Eckville Municipal Library recognizes that AI tools have a significant environmental impact and will promote the environmentally responsible use of these tools. Staff should be mindful of the extreme resources most AI tools require and should consider using an alternative approach where the end results would be comparable.
- As the field of AI is rapidly evolving, Eckville Municipal Library will continue to engage with stakeholders to invest in shared knowledge and a shared vision for responsible use of AI.

Violation of Policy

Any violation of this policy should be reported to the staff member's manager and the director. Failure to comply may result in disciplinary action in accordance with Eckville Municipal Library policies.

Approved by the Board:



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March 11<sup>th</sup>, 2026- Colleen Ebden Board Chair

Next Review Date:

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## Appendix

### Job Description – Library Manager

**POSITION TITLE:** Library Manager

**REPORTS TO:** Town of Eckville Library Board

**POSITION SUMMARY:** Responsible for reference, library programming and outreach, acquiring and circulating materials and promoting the use of the library and its materials. Manages all aspects of library operations. Implements board policies and bylaws at the Eckville Municipal Library.

**MAJOR RESPONSIBILITIES:**

**Community and Public Services:**

- Provides outstanding customer service by creating a welcoming environment for library customers. Assists library clients by recommending resources based on their interests where possible.
- Answers client's reference questions using the most appropriate method available and provides assistance to library patrons in the use of library resources.
- Ensures library materials are checked in and out properly, that fines or fees are collected as needed and that hold requests are filled in a timely manner.
- Ensures that materials requested by other libraries via interlibrary loan, and materials requested by patrons via mail are processed and sent promptly.

**Programming, Outreach and Marketing:**

- Plans library programming and outreach based on the library's goals and objectives and with identified interests and needs of the community.
- Evaluates programs and outreach in order to improve on future programming and outreach efforts.
- Purchases programming and/or materials based on the approved budget.
- Creates and distributes marketing materials for programs and other services offered by the library including posters, brochures, social media, etc.
- Actively engages in promotion for the library within the community ensuring that the local media is informed of upcoming library events. Ensures that advertisements, posters and other displays are current
- Makes public presentations about library services and initiatives to various community groups.

### **Collection Development:**

- Responsible for overseeing collection development at the Eckville Municipal Library. The library manager (or their delegate) selects and orders new materials for the library collection in accordance with the library's selection policy and keeping in mind trends as well as the interests of the local community. Examines book reviews and talks with community members to determine recommended resources.
- Ensures the collection is kept up-to-date and relevant by regularly reviewing the libraries holdings and weeding damaged or non-circulating materials from the collection.
- Monitors appropriate size and relevance of collection for size and location of library.
- Ensures that appropriate labelling, cataloguing and shelving of items occurs.

### **Financial:**

- Administers Library funds according to the approved budget. Keeps track of spending and keeps record of all spending in relation to the budget to update board on the library's financial position, in cooperation with the Treasurer.
- Maintains records of financial transactions and ensures invoices are forwarded to the Treasurer in a timely fashion. If the Library Manager is serving as the bookkeeper in lieu of the Treasurer, then enters all transactions in the software, and keeps all physical and computer financial records in order and up to date.
- Works with the Treasurer to provide regular financial reports so that this information can be presented at board meetings.
- Assists in the preparation and review of the annual budget and drafts the annual budget. Provides information and advice to the board to complete the yearly budget process. Submits the yearly budget on time to the Town.
- Ensures effective administrative processes are in place to manage the library's funds (accounts receivable, accounts payable, petty cash, etc.)
- Library Manager, with assistance from the Treasurer and Board Members, prepares and submits grant applications in a timely manner to ensure funding for each year's operational budget.
- Library Manager may be required to do payroll and calculate deductions off the CRA website, with assistance, if necessary from the Treasurer, write pay cheques, and report results to Treasurer for input to accounting records.
- Library Manager, with the Treasurer, ensures all financial year-end documents, Receiver General payments, and all other payments are submitted on time. Contacts reader and ensures all financial tasks are done on time, and the year-end financials are submitted to all public bodies as needed on time.

### **Responsibilities to the Library Board:**

- Provides regular reports to the library board on all matters essential to the effective functioning of the Eckville Municipal Library.
- Provides prompt and accurate information and advice to the library board, based on knowledge and experience
- Attends meetings of the library board and participates in board activities as necessary.

- Submits agenda packages and forwards correspondence in a timely manner to the Board Chair and Board.
- Appraises board of library and financial needs/issues as they arise.

#### **Staff Administration:**

- Advertise for, interviews (with aid of other staff or board members), and hires (on board approval) all staff.
- Provides orientation, training and supervision to other library staff and volunteers as needed.
- Ensures staff receives updated training and education as needed and possible within budget, and provides ongoing review of training.
- Schedules staff for regular schedule, programming and events, and stays within budget for wages.
- Ensures staff is paid, has pay stubs, and all new staff payroll and staff costs are recorded and if necessary, reimbursed accurately. Ensures new staff have criminal record check and all tax forms are filled out for deductions at the beginning of the new year.
- Ensure staff timesheets are filled out in time for payday and submitted. Reviews and signs off on timesheets.
- Supervises and ensures that staff meet all deadlines for advertising, newsletter production, Summer Reading Club, programming, and events.

#### **Privacy Management Program:**

- Will be the acting privacy officer who is responsible for compliance with the Protection Privacy Act.
- Train all staff and keep them updated on POPA requirements.
- Follow, enforce and maintain the Privacy Management Program

#### **Other Administration:**

- Ensures the appearance of the library is client ready by ensuring it is clean, safe and welcoming. Responsible for the organizing and functioning of all library spaces and areas. Managers and ensures all physical and computer files are kept in working order.
- Writes all cheques and pays all bills, ensures that board members sign necessary cheques, and mails/delivers cheques. Able to assume responsibility and work independently within established guidelines.
- Responsible for the preparation of the Hazard Assessment, and facilitates the use of this plan in the library including staff or volunteer training and hazard removal.
- Responsible for completing and submitting the annual report to the Municipal Library Services Branch.
- Deals with correspondence and communicates with patrons, staff at other libraries, Parkland Regional Library staff, suppliers and others as needed.
- Sets up all the process and procedure for the development of the Plan of Service every five years. Ensures that the library and board are meeting the goals of each Plan of Service and that the Plan of Service Document is completed and distributed to staff and board.

- Keeps accurate and updated policy manuals, bylaws, and procedure manuals for the library. Ensures that the board regularly reviews and approved policy and bylaws to keep them up to date. Stays informed on changed in policy and procedure for libraries.
- Is familiar with the Library Best Practices and Procedures and applies those standards to the library.
- Completes the Annual Report and submits on time to Public Library Services Branch. This includes directing staff to keep statistics and gathering stats for the report, possibly attending an Annual Report work bee at PRL, and entering and submitting the stats before the deadline.
- Orders and purchases library supplies, and monitors library supplies and needs. Alerts board for larger purchases needed.
- Contacts contractors/service people as needed, and ensures items are fixed and jobs completed. Reports to the Board on these matters and seeks board approval.
- Assists with fundraising activities. Advises the Library Association volunteers as to what is needed for fundraising and volunteer help. Drafts fundraising letters and fundraises as able.

### **POSITION REQUIREMENTS:**

The Library Manager is the face of the Municipal Library and the driving force behind its services, collection and atmosphere. As such, we are seeking someone with following qualifications and traits:

- Strong customer service orientation and commitment to building an inclusive and welcoming community of explorers.
- Excellent communication, interpersonal and organizational skills.
- Ability to work effectively with people of all ages and backgrounds.
- Ability to manage time in order to meet competing priorities in a customer service environment.
- Minimum Grade 12 education with related library experience and/or management experience. Post-secondary or library post-secondary training and/or experience is an asset.
- Familiarity with standard office and bookkeeping procedures. Understanding of basic budgeting, financial reporting and bookkeeping is necessary.
- Library training and/or experience would be an asset.
- Comfortable learning, using and demonstrating new technology, computer applications and mobile devices.
- Able to assume responsibility and work independently within established guidelines.
- Physically capable of performing duties related to the position.
- Proficient computer skills, knowledge of standard office software, internet and email competence, and an ability to learn and grow with new technology. Comfortable learning, using and demonstrating new technology, computer applications, and mobile devices. Knowledge of basic Office applications, Facebook and email.

As the Library Manager will be working with and around children and youth, interested applicants must be willing to submit a current vulnerable sector (criminal record) check.

# Job Description – Assistant Library Manager

**POSITION TITLE:** Assistant Library Manager

**REPORTS TO:** Library Manager

**POSITION SUMMARY:** Responsible for reference and patron services, acquiring, ordering, processing and circulating materials, and handling the day to day operations of the library. Handles mail, petty cash and deposits for the library. Provides patron service and is front line personnel for the library. Keeps staff up to date on use of library database. Supervises van run tasks, holds, interlibrary loans, and does or delegates these activities as needed. Assumes Library Manager duties in co-operation with Programmer in the Manager's absence.

## **MAJOR RESPONSIBILTIES:**

### **Community and Public Services:**

- Provides outstanding customer service by creating a welcoming environment for library customers. Assists library clients by recommending resources based on their interests where possible.
- Answers client's reference questions using the most appropriate method available and provides assistance to library patrons in the use of library resources.
- Ensures library materials are checked in and out properly, that fines or fees are collected as needed and that hold requests are filled in a timely manner.
- Ensures that materials requested by other libraries via interlibrary loan, and materials requested by patrons via mail are processed and sent promptly.
- Assists clients with basic computer help and questions for public computers.
- Pulls items from shelves for interlibrary loans and processes those items appropriately.
- Ensures all library interlibrary loan mail is processed and sent.

### **Collection Development:**

- Assists the manager in selecting and ordering new materials for the library collection in accordance with the library's selection policy and keeping in mind trends as well as the interests and requests of the local community. Examines book reviews and talks with community members to determine recommended resources. Ensures patrons have a variety of choice of books and items.
- Ensures the collection is kept up-to-date and relevant by regularly reviewing the libraries holdings and weeding damaged or non-circulating materials from the collection.
- Orders, receives and evaluates new materials. Keeps accurate order files.

- Sends donations and materials purchased directly in to Parkland Regional Library for processing as required.
- Monitors appropriate size and relevance of collection for size and location of library.
- Does labelling, cataloguing and shelving of items if processing takes place in the library
- Keeps accurate records of number of donated books and items, and names of donors. Keeps updated records of donated books added to the collection.

**Financial:**

- Maintains accurate records for incoming donations and petty cash, completes detailed deposit records, and deposits extra petty cash and incoming funds as needed.
- Ensures that all deposit records, incoming bills and cheques, and donation amounts are forwarded to the Treasurer/Manager in a timely fashion.

**Staff Administration/Programming:**

- Assists Manager with hiring and training when requested.
- Assists Manager with hiring procedures, and provides orientation, training and supervision to other library staff and volunteers as needed.
- Assists Manager to supervise and ensure that staff meet all deadlines for advertising, newsletter and bookmark production, Summer Reading Club, program preparation and special events.
- Submits agenda packages and forwards correspondence in a timely manner to the Board Chair and Board.
- Provides some programming and assists staff when needed with programming and events.

**Other Administration:**

- Deals with correspondence and communicates with patrons, staff at other libraries, Parkland Regional Library staff, suppliers and others as needed.
- Monitors need for day-to-day purchases in the library and forwards the information to the Manager.
- Picks up physical mail and distributes as appropriate. Packages and mails book orders and parcels for the library.
- Manages and maintains the general library email site ([eckvillelibrary@prl.ab.ca](mailto:eckvillelibrary@prl.ab.ca)) and forwards relevant emails to Manager, board and other staff in a timely manner as needed.
- Keeps records for postage reimbursement and submits postage reimbursement to PRL.
- Assists in keeping displays, new books, and book sale area current and appealing, and assists with off-site book sale tables.
- Assists Manager in the preparation of the Hazard Assessment. Aids with the staff and volunteer training in relation to safety and procedures.
- Assists Manager with the completion of the Annual Report.
- Assists with fundraising activities as needed.

**POSITION REQUIREMENTS:**

The Assistant Library is the day-to-day public service face of the library, and keeps the library a positive, pleasant and enjoyable space while providing excellent customer service. As such, we are seeking someone with following qualifications and traits:

- Strong customer service orientation and a commitment to building an inclusive and welcoming community of explorers.
- Excellent communication, interpersonal and organizational skills.
- Ability to work effectively with people of all ages and backgrounds.
- Ability to manage time in order to meet competing priorities in a customer service environment.
- Minimum Grade 12 education with related library experience and/or management experience. Library training and /or experience would be an asset.
- Familiarity with standard office procedures is needed. Familiarity with bookkeeping procedures is an asset.
- Able to assume responsibility and work independently within established guidelines.
- Physically capable of performing duties related to the position.
- Comfortable learning, using and demonstrating new technology, computer applications and mobile devices.
- Proficient computer skills, knowledge of standard office software, internet and email competence, and an ability to learn and grow with new technology, computer applications and mobile devices. Knowledge of basic Office applications, Facebook, and e-mail.

As the Assistant Library Manager will be working with and around children and youth, interested applicants must be willing to submit a current vulnerable sector (criminal record) check.

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**Job Description – Programming and Marketing Coordinator/  
Library Assistant**

**POSITION TITLE:** Programming and Marketing -Coordinator/Library Assistant

**REPORTS TO:** Library Manager, and/or Assistant Manager in Library Manager’s Absence.

**POSITION SUMMARY:**

As Programmer/Marketing Coordinator, plans, facilitates, and assists other staff in planning or facilitating library programming within budget under the direction of the Library Manager.

Responsible for all aspects of the Summer Reading Club. Provides community outreach and promotion for the library. Markets the library by doing or ensuring creation and distribution of all advertising, posters and promotional materials on time. Recruits library volunteers As a library assistant, assists in the day-to-day operation of the library and ensures the organization of collections and smooth operation of the library.

**MAJOR RESPONSIBILITIES:**

The Programmer/Marketing Coordinator is responsible to and reports to the Library Manager. The programmer is responsible for assessing community needs, developing, planning and facilitating programming for all ages in the library and is responsible to stay within programming budget, under the supervision of the Library Manager. He/She is responsible for the creation and on time submission of ads, posters, calendars, newsletters and all information on social media, and distribution of those resources to the community as directed by the Manager. He/She will attend community meetings, functions, and school visits as necessary to represent and promote the library. He/She is responsible for recruiting, organizing, and maintaining an updated database of library volunteers. Does day-to-day library assistant tasks when needed. In the Manager's absence, will work with the Assistant Manager to co-assume select Manager duties.

**PROGRAMMING:**

- Plans, prepares, facilitates and evaluates regular programs for all ages including the Summer Reading Program.
- Promotes Summer Reading Club and all library programs through the community using appropriate media, including the regular timely updating of Facebook and the in-house library events calendar.
- Assists Library Manager in assessing the programming needs in the community and recommends an appropriate mix of programming for all ages. Creates a record of each program or possible program, including costs, supply list, target audience, staff hours, and assistance required to implement such programs within budget.
- Manages and maintains programming supplies and staff hours (within a defined budget and number of staff hours as determined by the Library Manager and Board.)
- Provides lists of programming materials needed for the Manager to purchase programming supplies in a timely manner or procures materials on own.

- Responsible for reporting on programming successes, keeping statistics, and making recommendations for improvement.
- Submits a monthly programming/marketing report to the Manager for inclusion in the board packages.
- Communicates with staff, volunteers, and the public on program activities and initiatives.
- Keeps abreast of current developments in programming and children's/young adult books through research, and/or training/workshops as budget allows.

#### **MARKETING:**

- Updates Facebook and other library social media daily and weekly as needed, under the supervision of the Library Manager. Updates library website.
- Creates marketing materials, writes content for the library under the direction of the manager, and distributes them to media and the community.
- Creates and submits monthly ads to Lacombe County news and the Elementary School newsletters. Creates content and ensures Library newsletter is complete and distributed at the beginning of each new month. Submits programming and library event information to FCSS to include in the town community newsletter every second month, and liaisons with CLLLA and the Recreation Board to be included in their bi annual calendars.
- Plans, manages and co-ordinates the annual silent auction, or assists volunteers in doing so, and updates the bids daily with the assistance of library staff. Organizes the acquiring of silent auction donations, sets up and maintains silent auction displays and bid, sheets, and posts all bids on Facebook. With the help of the staff, manages the final hours of the silent auction and ensures contacting, collection and distribution of auction wins and monies.

#### **OTHER DUTIES:**

- In the absence of the Manager, assumes extra duties as required, in co-ordination with the Assistant Manager.

#### **LIBRARY ASSISTANT DUTIES:**

- Circulating and shelving books according to the appropriate library standards.
- Shelf reading to maintain accurate shelving
- Setting up and keeping displays updated, relevant and enjoyable for the patrons.
- Assisting the Library Manager with word processing and other document creation using standard office software. Filing documents, processing materials for clients or for interlibrary loans and processing new materials.
- Assist library members with reference questions and help them access library resources (including eContent), under the direction of the library manager.
- Assist the library manager with promotion and/or fundraising initiatives.

- Assists clients with basic computer help and questions for public computers.
- Assists in keeping the book sale shelf tidy and stocked at all times.
- Counts and manages petty cash during shift to maintain accurate amounts and records.
- Assist with other library projects as appropriate.
- Attends all staff meetings.

**POSITION REQUIREMENTS:**

- Strong customer service orientation and positive attitude.
- Excellent communication, interpersonal and organizational skills.
- Ability to work effectively with people of all ages and backgrounds.
- Ability to manage time and prioritize tasks within time and budget.
- Experience in programming and designing programming is an asset.
- Experience with marketing and/or sales is an asset.
- Willing to become familiar with library marketing and programming philosophies and ideas, and able to keep accurate records and statistics regarding programming and marketing.
- Comfortable learning, using and demonstrating new technology and computer applications and mobile devices. Knowledge of basic Office, email, Facebook, and Publisher/photo editing programs, or ability to learn programs on own, and use efficiently.
- Able to work independently within established guidelines.
- Ability to lift boxes up to 20 pounds.

As Programming/Marketing Coordinator will be working with and around children and youth, interested applicants must be willing to submit a current vulnerable sector (criminal record) check.

## **Job Description – Library Assistant**

**POSITION TITLE:** Library Assistant

**REPORTS TO:** Library Manager, and/or Assistant Manager in Library Manager’s Absence.

**POSITION SUMMARY:** The Library Assistant assists the Library Manager in operating the library on a day-to-day basis. They assist in providing excellent customer service and in ensuring the organization of collections

and smooth operation of the library. They provide programming, marketing, and/or other library related duties as delegated by the Manager or Assistant Manager.

### **MAJOR RESPONSIBILITIES:**

Assistants are important to the functioning of a well-run library. It is because of their help that the library is able to better serve clients and operate smoothly.

Assistants perform basic library functions such as the following:

- Circulating and shelving books according to the appropriate library standards.
- Shelf reading to maintain accurate shelving
- Setting up and keeping displays updated, relevant and enjoyable for the patrons.
- Assisting the Library Manager with word processing and other document creation using standard office software. Filing documents, processing materials for clients or for interlibrary loans and processing new materials.
- Providing assistance with library programming and outreach. Plans, facilitates and evaluates programming as directed by the Manager.
- Assist library members with reference questions and help them access library resources (including eContent), under the direction of the library manager.
- Assist the library manager with promotion and/or fundraising initiatives.
- Assists clients with basic computer help and questions for public computers.
- Performs basic book repairs, item cleaning, and basic repair.
- Assists in keeping the book sale shelf tidy and stocked at all times.
- Counts and manages petty cash during shift to maintain accurate amounts and records.
- Assist with other library projects as appropriate.
- Attends all staff meetings.

### **POSITION REQUIREMENTS:**

- Strong customer service orientation and positive attitude.
- Excellent communication, interpersonal and organizational skills.
- Ability to work effectively with people of all ages and backgrounds.
- Comfortable learning, using and demonstrating new technology and computer applications and mobile devices.
- Able to work independently within established guidelines.
- Ability to lift boxes up to 20 pounds.

As Library Assistants will be working with and around children and youth, interested applicants must be willing to submit a current vulnerable sector (criminal record) check.

Library Assistants are bound by the same standards of conduct and can expect in return the same treatment and access to opportunities. For further information, please refer to the Personnel Policy.

## Performance Appraisal – Library Manager

**Date of the appraisal:**

**Name of the Library Manager:**

**Name of the evaluators:**

**Period of this evaluation:**

### **SECTION 1: PERFORMANCE EVALUATION - COMMENTS**

**Evaluate the performance area as “meets expectations” or “needs improvements” then provide comments on the performance of the Library Manager.**

When examining the key responsibilities, ask the following questions:

- What were the Library Manager’s performance objectives for this period?
- What has the library manager done well?
- What could be done better?
- What could the board do to help?
- List achievements (include examples where possible)

### **Customer Service**

Maintains a customer service orientation. Provides consistent, quality service to all customers.

- Meets Expectations
- Needs Improvement

Meets customer expectations in a timely manner and delivers what has been promised.

- Meets Expectations
- Needs Improvement

Listens to customers and extracts details which make a difference to assisting the customer and/or improving library services for all.

- Meets Expectations
- Needs Improvement

**Comments:**

### **Programming and Outreach**

Aligns programs and outreach services with the library's goals and objectives and with the identified interests and needs of the community.

- Meets Expectations
- Needs Improvement

Promotes the library's programs and outreach to the community in coordination with marketing efforts

- Meets Expectations
- Needs Improvement

Evaluates programs and outreach using appropriate evaluation strategies and uses results to improve future programming efforts.

- Meets Expectations
- Needs Improvement

**Comments:**

### **Management of Financial Resources**

Ensures effective administrative processes are in place to manage the library's budgetary allotment.

- Meets Expectations

- Needs Improvement

Keeps accurate financial records and provides up-to-date spending reports to the Treasurer as required.

- Meets Expectations
- Needs Improvement

Manages the collection budget effectively to allow for purchasing new titles throughout the fiscal year.

- Meets Expectations
- Needs Improvement

**Comments:**

**Board/Staff Relations:**

Ensures the Library Board is provided relevant and useful information and reports.

- Meets Expectations
- Needs Improvement

Responds promptly to the Library Board's requests for specific information or action.

- Meets Expectations
- Needs Improvement

Communicates clearly, openly and honestly with the Library Board.

- Meets Expectations
- Needs Improvement

**Comments:**

**Communication:**

Communicates effectively and is able to handle situations with the public with tact.

- Meets Expectations
- Needs Improvement

Clearly expresses ideas. Readily shares appropriate work-related information.

- Meets Expectations
- Needs Improvement

Maintains a positive profile for the library in the community

- Meets Expectations
- Needs Improvement

**Comments:**

**Personal effectiveness**

Pursues the library's Plan of Service with energy and commitment

- Meets Expectations
- Needs Improvement

Manages own time well to meet competing priorities

- Meets Expectations
- Needs Improvement

Acts independently within established guidelines

- Meets Expectations
- Needs Improvement

**Comments:**

### **SECTION 3: WAY FORWARD**

This section should be developed jointly by the evaluator(s) and the Library Manager after the above sections have been shared and discussed.

**Remember:**

- The key objectives for the next period should be linked to the Library's strategic priorities.
- When completing the training and development plan, consider activities such as coaching, mentoring by someone within the field, PRL workshops, courses, conferences, etc.

**Job description:** Does the job description still reflect the current duties and responsibilities of the Library Manager? Does it need updating? If yes, how will this be done (please specify)?

<b>Key Objectives for Next Period</b>		
Key objectives	Timelines	Performance indicators

**What major difficulties can the Library Manager potentially face in progressing toward achievement of these objectives?**

**What other resources are needed to achieve these objectives?**

<b>Personal training and development plan</b>				
Training or Development needs	Action(s)	Timeline	Responsibility	Estimated budget

**Library Manager's Comments**

**Evaluator's Comments**

**Signatures:**

\_\_\_\_\_

**Chair or other Board Representative**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Library Manager**

\_\_\_\_\_

**Date**

## Performance Appraisal – Library Assistant/Programmer/Assistant Manager

**Date of the appraisal:**

**Name of the Library Assistant:**

**Name of the evaluators:**

**Period of this evaluation:**

### **SECTION 1: PERFORMANCE EVALUATION - COMMENTS**

**Evaluate the performance area as “meets expectations” or “needs improvements” then provide comments on the performance of the Library Assistant (i.e. what has the library assistant done well, what could be done better, list achievements including examples where possible.**

#### **Customer Service**

Maintains a good customer service orientation. Provides consistent, quality service to all customers.

- Meets Expectations
- Needs Improvement

Meets customer expectations in a timely manner and delivers what has been promised.

- Meets Expectations
- Needs Improvement

Listens to customers and extracts details which make a difference to assisting the customer and/or improving library services for all.

- Meets Expectations
- Needs Improvement

**Comments:**

**Communication:**

Communicates effectively and is able to handle situations with the public with tact.

- Meets Expectations
- Needs Improvement

Clearly expresses ideas. Readily shares appropriate work-related information.

- Meets Expectations
- Needs Improvement

Maintains a positive profile for the library in the community

- Meets Expectations
- Needs Improvement

**Comments:**

**Personal effectiveness**

Pursues the library's Plan of Service with energy and commitment

- Meets Expectations
- Needs Improvement

Manages own time well to meet competing priorities

- Meets Expectations
- Needs Improvement

Is able to take direction, is willing to learn and responds positively to constructive criticism.

- Meets Expectations
- Needs Improvement

Demonstrates the ability to solve problems and exercise initiative.

- Meets Expectations
- Needs Improvement

**Comments:**

### **SECTION 3: WAY FORWARD**

**This section should be developed jointly by the Library Manager and the library assistant after the above sections have been shared and discussed.**

**Remember:**

- **The key objectives for the next period should be linked to the Library's strategic priorities.**
- **When completing the training and development plan, consider activities such as coaching, mentoring by someone within the field, PRL workshops, courses, conferences, etc.**

**Job description:** Does the library assistant job description still reflect the current duties and responsibilities of the library assistant? Does it need updating? If yes, how will this be done (please specify)?

	<b>Key Objectives for Next Period</b>	
Key objectives	Timelines	Performance indicators

**Personal training and development plan**

Training or Development needs	Action(s)	Timeline	Responsibility	Estimated budget
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**Library Assistant's Comments**

**Library Manager's Comments**

**Signatures:**

\_\_\_\_\_  
**Library Assistant:**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Library Manager:**

\_\_\_\_\_  
**Date**

# Position Description – Board Member

**Position:** Town of Eckville Library Board Member

## **Position Summary:**

The Town of Eckville Library Board is responsible for the delivery of Municipal Library services that meet the needs of the local community and build community capacity. A firmly held belief that the Municipal Library is essential and uniquely important to the life of the local community is critical to this position. Members of the library board should have the ability to represent the board in public forums as necessary, to act as an advocate for library services, and to reflect the concerns of the public at library board meetings. The position of library board member is a volunteer commitment of service.

## **Responsibilities**

Members of the library board are responsible for:

- Providing local governance and oversight of the Eckville Municipal Library.
- Developing a long-range plan for commitment of resources, ensuring the library is responsive to the needs of the community.
- Advocating on behalf of the library and communicating the value of public libraries to funders, decision makers and the general public.
- Developing an annual budget in cooperation with the Library Manager and submitting it to Town Council.
- Ensuring suitable premises, furnishing and equipment is provided for the library.
- Selecting and appointing a Library Manager to oversee management and day-to-day operations of the library. Participating in the evaluation of the Library Manager's performance.
- Measuring and evaluating results and outcomes to determine if services are being delivered effectively.
- Developing and revising policies and bylaws for the Eckville Municipal Library.

## **Duties:**

- Members of the library board are required to hold and attend meetings that are open to the public.
- Members should prepare for board meetings by reading materials sent out in advance of the meeting. Members will participate appropriately in library board meetings.
- Members may serve on committees as assigned by the Board Chair.
- Members will review monthly financial statements in the context of the annual budget and approve reasonable expenditures that are within the total approved budget.
- Members will participate in continuing education activities, such as attending conferences and workshops as time and budget permits.
- Members will listen to the community - acting as the library's eyes and ears.

- Members will avoid conflict of interest; act honestly, in good faith and in the best interests of the library.
- Members will support basic library tenets such as intellectual freedom and the public's right to information.
- Members will promote the library within the community and encourage the public to get and renew library cards, showing enthusiasm for their library and educating others on what the library can provide.
- Members will seek to stay updated on the library policies and bylaws, and be aware of the Library Act and Regulations, Plan of Service, and other library related information as included in their orientation binder.

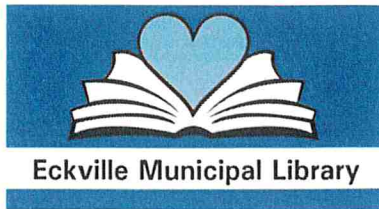
**Appointments:**

Appointments to the board follow the guidelines set in the Alberta Libraries Act.

**Qualifications:**

- Ability to seek and listen to input from all stakeholders.
- Ability to approach people and problems with an open mind.
- Ability to think clearly, question objectively and plan creatively.
- Willingness to become more knowledgeable about library services and standards of operation.
- A resident of the local community or surrounding counties.
- Not employed by the Eckville Municipal Library.

The Alberta Library Trustees' Association maintains a website with a Trustee Learning section that contains many useful resources that may assist Local Society members in performing their roles. See: <http://www.librarytrustees.ab.ca/trustee-learning/>



Po Box 492  
5855-51 Ave  
Eckville AB  
T0M 0X0  
[eckvillelibrary@prl.ab.ca](mailto:eckvillelibrary@prl.ab.ca)

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

Dear \_\_\_\_\_

We are pleased to offer you the position of Library Assistant and Clerk for the Eckville Municipal Library.

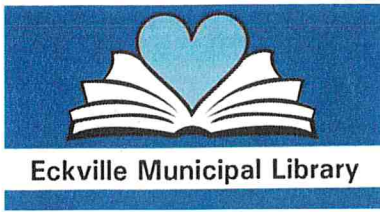
Your hours would be \_\_\_ hours per week. Your wage will be \_\_\_\_ per hour. Please submit a completed and current Criminal Record Check and Vulnerable Sector Check before the commencement of the position. This is a part-time position and does not have benefits. Occasionally additional shifts may be required to cover operational needs of the library. Your supervising employer is \_\_\_\_\_, Eckville Municipal Library Manager.

Your employment will be subject to a probationary period of three (3) months from the date you commence employment with Eckville Municipal Library. You will also be required to complete Standard First Aid training if your training is not current. The library will cover the cost of the Standard First Aid training or recertification, if needed.

Pay is monthly with the submission of a monthly timesheet. Required deductions are taken from your monthly pay cheque, and vacation pay is at 4%.

Please sign and return the enclosed copy of this letter to indicate your acceptance of this offer. By signing this letter, you agree to abide by all policies and regulations set by the Town of Eckville Library Board and to follow strict confidentiality regarding the library operations.

Your responsibilities are outlined in the attached job description.



We are happy to welcome you to our library team and look forward to working with you. If you have any questions or concerns, please contact myself \_\_\_\_\_.

Sincerely,

\_\_\_\_\_

Eckville Municipal Library Manager

If you wish to accept this offer, please indicate your agreement with the above conditions by signing below:

Name (printed): \_\_\_\_\_

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

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