Parkland Regional Library System

PARKLAND REGIONAL LIBRARY SYSTEM OUTLET POLICIES AND BYLAWS

2027

Contents

2 DEFINITIONS 4

3 OUTLET BYLAWS 7

4 GENERAL POLICIES 10

4.1 Privacy Management Program (PMP) 11

4.2 Waiving of Fees and Fines 14

4.3 Conditions Under Which Library Materials are Normally Lent 15

4.4 Hours of Opening 16

4.5 Library Facilities 17

4.6 Internet Access and Use 18

4.7 Unattended Children 20

5. INFORMATION AND RECORDS 21

5.1 Confidentiality of Patron Information 22

5.2 Personal Information Banks (PIB) 23

5.3 Records Management 24

5.4 Records Retention Schedule 25

6. MANAGING PROVINCIALLY RESTRICTED WORKS 28

6.1 Purpose 28

6.2 Definitions 28

6.3 Policy statements 29

7. COLLECTIONS 30

7.1 Provision of Materials to Personal Unable to use Conventional Print or in Languages other than English 31

7.2 Resource Sharing 32

7.3 Selection, Acquisition and Disposition of Materials 33

7.3.1 Request for Reconsideration of Library Materials (FORM) 36

8. FINANCE POLICY 38

8.1 Finance Policy 39

9. HUMAN RESOURCES 42

9.1 Occupational Health and Safety 43

9.2 Personnel Policy 45

9.3 Time Keeping and Leave 47
9.4 Conduct, Terminations, and Grievance Procedure 50
9.5 Orientation and Continuing Education 54
9.6 Working Alone Policy 55
9.7 Workplace Violence and Harassment Policy 57
10. APPENDIX 60
10.1 Sample Job Description – Library Manager 61
10.2 Sample Job Description – Library Assistant 64
10.3 Sample Position Description – Local Society Member 66
10.4 Sample Offer Letter – Library Manager or Library Assistant 68
10.5 Sample Offer Letter – Library Volunteer 70
10.6 Sample Performance Appraisal – Library Manager 72
10.7 Sample Performance Appraisal – Library Assistant 77
10.8 Protection of Privacy Act - Delegation Tables 80
10.9 Processes to Comply with Section 5.1 of the Libraries Regulation 83

2 DEFINITIONS

Board
Refers to the Parkland Library Board, which serves as the municipal library board (governing board) for library service points (outlets).

Caregiver
Refers to a person age 12 years or older to whom the parent or guardian has given responsibility for the care of the child or children.

Employee
Refers to those full-time, part-time, casual and temporary persons who are paid by a Local Society and are responsible for library service in a library service point (outlet).

Child or Children
Refers to a person or persons under the age of twelve years.

Guardian
Refers to a person who has legal responsibility for the care and custody of a youth.

Harassment
Refers to unwelcome verbal or physical conduct because of race, religious beliefs, colour, gender, physical or mental disability, age, ancestry, place of origin, marital status, income or 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.

Hazard
Refers to a situation, condition or thing that may be dangerous to the safety or health of individuals.

Library Manager
Refers to the employee or volunteer appointed by the Local Society with responsibility for managing day-to-day library operations.

Library Record
Refers to a record in any form that is maintained by the library and that contains any of the following types of information:

- Information required in order to use the library or borrow materials.
- Information that identifies an individual as having requested or obtained specific materials or materials on a particular subject;

Information that is provided to assist library staff to answer a specific question or to provide information on a particular subject.

Library Staff
Refers to persons who are responsible for library service in a library service point and includes both paid employees and volunteers.

Local Society
Refers to the local organization responsible for the operations of the library service point.

Outlet
Refers to the library service point in a local municipality where the Parkland Library Board is the governing board.

Parent
Refers to a person who has legal responsibility for the care and custody of a youth.

Patron Information
Refers to personally identifiable information about an individual who has used any library service or borrowed any library materials

Personal Information
Refers to information that is organized or retrievable by the name of an individual or by an identifying number, symbol or other particular assigned to an individual.

Staff Member
Refers to persons who are responsible for library service in a library service point and includes both paid employees and volunteers.

Volunteer
Refers to persons who are responsible for library service in a library service point and who are unpaid. Volunteers shall be bound by the same standards of conduct and can expect in return the same treatment and access to opportunities as paid employees, but without pay.

Working Alone
Refers to work or travel in isolation from contact with others, where assistance is not readily available in an emergency. Workers are considered to be working alone whenever they travel on library business (e.g., driving to meetings, delivering or picking up material, etc.)

Workplace Violence

Refers to the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical injury, whether work related or at a work site.

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 under the circumstances.

3 OUTLET BYLAWS

The Parkland Library Board enacts the following bylaws for outlet libraries.

3.1 Borrower's Cards

Any resident living in a county where an outlet library is located is eligible to apply for a borrower's card from that outlet library.

Library staff may issue a borrower's card to a person who has made proper application and paid any applicable fee(s).

3.2 Fees and Fines

Borrower's card fees are as follows:

- Individual and family: Free (donations accepted)
- Institutional: $15.00
- Non-Resident/Temporary* $60.00/year or $5/month*

A borrower's card shall be issued to each borrower. It shall be valid for one year from date of issue.

*Temporary cards offer the same service levels as non-resident cards but can be acquired in increments of as little as one month.

Patrons will be notified regarding overdue library materials. After the third notification, overdue library materials will be assumed lost and the patron shall be charged total replacement cost of the items

Fees are as follows:

- B/W printing/copying - .20 per page
- Colour printing/copying - .50 per page
- Laminating - $1 per page
- Faxing - .25 per page
- Library Cards – Free

Overdue fines - .25 per day (to the maximum accumulation of fines allowed by the integrated library system)

3.3 Responsibilities of a Borrower

A borrower's card may only be used by the person to whom it has been issued.

A borrower shall notify library staff of any change to name, address, email address and/or telephone number.

A borrower should take proper care of any library item entrusted to their care and will be asked to compensate the library for any library items damaged or lost while in their possession.

A borrower should return to the library or renew any library item in their possession, on or before the due date.

3.4 Loan of Library Resources

In accordance with the *Libraries Act* there shall be NO CHARGE for the use of library resources on library premises or borrowing library resources normally lent by the library. There shall also be no charge for consultations with members of the library staff or for receiving basic information service.

3.5 Borrowing Periods

Patrons will be subject to the loan periods for physical materials as set within the integrated library system.

Library staff shall be allowed discretion in setting such loan periods and number of items lent under extenuating circumstances as deemed in the best interest of patron convenience and library collection maintenance.

3.6 The Terms and Conditions under which Borrowing Privileges may be Suspended or Forfeited

Abuse of borrowing privileges, causing disturbances on library premises, mutilation or destruction of library materials or premises, or other actions considered inappropriate by the Library Manager, may result in withdrawal of borrower's card privileges or imposition of penalties, as provided for in the *Libraries Act*.

If library materials are damaged while in the possession of the borrower, the replacement cost of the damaged materials will be applied to the borrower's account. If an overdue item is considered lost, the borrower will be charged the replacement cost of the item. However, as per the policy on waiving of fines, fines may be waived at the Library Manager's discretion.

3.7 Access to the Public Library Portion of the Building

The portion of the building used for public library purposes is open to any member of the public free of charge during the hours of opening as set by the Local Society.

3.8 Conduct in the Library Building

Any person using the library building shall conduct themselves so as not to disturb other library users. Individuals who disturb other patrons may be asked to leave the facility.

Unattended minors creating a disturbance shall be dealt with according to the Unattended Children policy as if in the event of an emergency situation.

3.9 Protection of Privacy

As a public body under the Protection of Privacy Act (POPA), the Board allows access to its records while ensuring the protection of privacy of individuals' personal information.

The Board designates the local library manager as the Head, in accordance with POPA. The Head may delegate specified responsibilities in writing of the Act.

Revision history	Date adopted	November 2008
	Date revised	November 2015; September 2020; February 2023; November 2025

4 GENERAL POLICIES

4.1 Privacy Management Program (PMP)

Parkland Regional Library System outlet libraries will only collect personal information if the information is necessary for an operating program or activity of the outlet library. Library employees and volunteers will not inappropriately disclose any private information gathered in the due course of their employment. Parkland Regional Library System's outlet libraries will make their Privacy Management Program available upon request.

4.1.1 Designation of a privacy officer Section 6(1)a (MIN)

The outlet library manager will appoint a privacy officer who is responsible for compliance with the *Protection of Privacy Act (POPA)*

4.1.2 Correction of Personal Information Section 7

An individual who believes there is an error or omission in their personal information held by an outlet library may request that their information be corrected, in accordance with guidelines outlined in Section 7 of the *POPA.*

4.1.3 Notification of Incident or Loss of Personal Information Section 10(2)

If an incident occurs involving the loss of, unauthorized access to, or unauthorized disclosure of personal information in the outlet library's custody where there is real risk of significant harm to an individual as a result of that loss, the outlet library will give notice to

a) the individual
b) Parkland's Privacy Officer
c) the Commissioner
d) the Minister

4.1.4 Request for Review Section 38(2)

If a complaint regarding personal information about an individual has been received by Parkland or one of Parkland's outlet libraries, a request for review cannot be delivered to the Commissioner unless Parkland's outlet library does not respond to the complaint within 30 business days of receiving the complaint.

4.1.5 Creation, Use, and Disclosure of Personal information Section 6(1) ii (MIN)

Parkland outlet libraries may create and use non-personal data for statistics to assist in decisions about member library services. The outlet library will ensure that individuals cannot be re-identified.

4.1.6 Personal Information in Automated Systems Section 6(1) iii (MIN)

Parkland Regional Library System or its outlet libraries do not use automated systems to generate content or make decisions, recommendations, or predictions.

4.1.7 Security Classification System Section 6(1) c (MIN)

High-sensitivity information is defined in the (Ministerial) Regulations to include personal information related to biometric, financial, or personal information regarding a minor, senior, or vulnerable individual. Any high-sensitivity information will be protected with additional safeguards.

4.1.8 Mandatory Training Section 6(1) d (MIN)

Outlet library staff will be trained annually regarding their responsibilities under *POPA.*

4.1.9 Review of Privacy Management Program Section 6(1) e (MIN)

The outlet library Privacy Management Program will be reviewed and updated, if needed, every three years.

4.1.10 Privacy Impact Assessments Section 7(1) (MIN)

Outlet libraries will conduct a Privacy Impact Assessment (PIA) whenever there is new or changes to any administrative practice, program, project, or service that will involve the collection, use, or disclosure of personal information if one or more of the following apply:

a) the loss of personal information could result in significant harm
b) one or more of the factors requiring the submission of a PIA to the Commissioner apply. See Section 7(5) (MIN)

The outlet library will submit a copy of any PIA to the Commissioner, if required by guidelines outlined in the (Ministerial) Regulation or by specific request of the Commissioner.

A Privacy Impact Assessment must:

- include a summary of the purpose of the collection, use, or disclosure of personal information for the new, or substantial change to an existing, administrative practice, program, project or service
- identify the types of personal information that will be collected, used or disclosed and reasonable security arrangements in place to protect that personal information.
- identify the legal authorities for the collection, use, or disclosure of the personal information
- identity of any privacy risks and mitigation strategies respecting the personal Information
- identify the administrative, physical, and technical safeguards in place to protect the personal information
- describe accuracy, correction, and retention procedures that will be implemented to ensure the personal information is accurate and complete

Completed PIAs will be retained for six years. See 5.4 Records Retention Schedule.

4.1.11 Consent to Gather Personal Information Section 6(2) iv (MIN)

Parkland outlet libraries will require written or electronic consent for the gathering of personal information. If the information is to be used to make a decision that directly affects the individual, the outlet will retain the records for one year, or the amount of time agreed to in writing by

a) The individual
b) The Library Manager, or the "Head"
c) The Outlet Library Records Retention Schedule

4.1.12 Manner of Collection Section 5(2)

Parkland Outlet libraries will collect personal information directly from the individual the information is about. A collection notice will be provided at the time of collection and can be provided either in writing, or verbally during an in-person conversation. The collection notice must include:

a) The purpose for which the information is collected
b) The specific legal authority for the collection
c) The contact information to which the individual may direct the individual's questions about the collection

4.1.13 Administrative, Technical, and Physical Safeguards Section 6(2) b (MIN)

1. *Administrative Safeguards:* Parkland Regional Library System outlet libraries will restrict access to personal information to those who need it for the regular duties of their employment.
2. *Physical Safeguards:* Personal information will be locked in regular or fire-proof filing cabinets depending on the Security Classification of the information.
3. *Technical Safeguards:* Parkland will employ firewalls and restriction to electronic access to personal information within the SuperNet.

4.1.14 Delegation by Head of Public Body Section 55

See APPENDIX 9.8 – Protection of Privacy Act Delegation Tables

Revision history	Date adopted	November 2008
	Date revised	November 2015; February 2023; November 2025

4.2 Waiving of Fees and Fines

The Parkland Library Board recognizes that in some cases the payment of fines and fees will create a hardship for library patrons. This policy gives library staff the discretion to waive fines and fees when payment would create a hardship or when library staff consider it to be in the best interests of library service.

Exception

Libraries may not waive fees levied on damaged or lost items belonging to other libraries without permission from the Manager of that Library.

Revision history	Date adopted	November 2008
	Date revised	November 2015; November 2023

4.3 Conditions Under Which Library Materials are Normally Lent

Parkland Regional Library System Service Points 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.

Materials Available for Loan

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

Materials with Restricted Borrowing Privileges

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

Revision history	Date adopted	November 2008
	Date revised	November 2015

4.4 Hours of Opening

The Parkland Library Board sets this policy to encourage Local Societies to set accessible hours of service at library service points (outlets).

Responsibility for Setting Hours

The Local Society will be responsible for setting hours for their library service point (outlet).

Hours of Operation

Hours of operation in each library service point shall reflect the needs of the community. Local Societies should carefully consider selecting hours that are convenient for a variety of people to visit the library (i.e., including evenings, weekends, or both).

Minimum Hours

No library service point may drop below five hours open to the public per week.

School-housed Libraries

Library service points located in schools will offer library service outside of school hours including evenings or weekends or both, and during the summer.

Reporting Changes to Hours

Library service points must report their hours and changes in hours to Parkland Regional Library System.

Library Closures

Library service points may choose to close on statutory holidays or remain open in compliance with Alberta Employment Standards legislation.

At the discretion of the Library Manager, library service points may close during civic holidays, community celebrations, during power failures, during extreme weather conditions, or any other occurrence where the safety of workers and patrons is threatened.

Library service points may also close when necessary, so that workers may attend a continuing education event, or take a vacation (i.e., where there is no one to provide coverage for the absence).

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

Revision history	Date adopted	November 2008
	Date revised	November 2015

4.5 Library Facilities

The Parkland Library Board recognizes the need to maximize access to the library service point and sets this policy for requests to use the facility by outside persons or organizations.

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 Public Library Access

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

Fees for use of Facility

The Local Society reserves the right to assign fees for use of library service point facilities and/or equipment. Fees will be arrived at in consultation with the Local Society and the owners of the facility where applicable.

Use of Additional Non-Library Space

Where the Local Society has access to additional non-library space at the library facility, permission to rent or use the space and any associated charges for its use are at the sole discretion of the Local Society.

Revision history	Date adopted	November 2008
	Date revised	March 2012; November 2015

4.6 Internet Access and Use

Intellectual Freedom and Access to Information

The library provides unfiltered public access to the Internet as a means of expanding information access to the widest variety of resources to all members of society. We uphold the principles of intellectual freedom and the public's right to know by providing people of all ages with access to information which reflects all points of view. This may include resources that some may consider controversial or offensive.

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.

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.

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. As with all public networks, users are at risk of having their information intercepted and viewed by others. Bandwidth limits on wireless access may be imposed.

Time Limits

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

Failure to Comply

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

Revision history	Date adopted	November 2008
	Date revised	March 2012; November 2015

4.7 Unattended Children

The purpose of this policy is to provide guidelines for library staff in providing services to children, as well as to outline parent/guardian responsibilities for the conduct and safety of their children in the library.

Parental or Guardian Responsibilities

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

- Parents or guardians 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 8 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.

If a child is left unattended at the library at closing time or in the event of an emergency situation, the library staff 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.

Revision history	Date adopted	November 2015
	Date revised	

5. INFORMATION AND RECORDS

5.1 Confidentiality of Patron Information

The Parkland Library Board supports its patrons' right to privacy and protects the confidentiality of patron information in accordance with the Protection of Privacy Act (POPA).

Sharing Personal information with Third Parties

All library staff and members of the Local Society at library service points for which Parkland Regional Library System is the governing board, shall hold in strict confidence any information relating to the patrons' use of the library, its services and resources.

Exceptions

Patron information will be only be shared:

- When required by a court order
- For library administration purposes including information shared between libraries to facilitate interlibrary loans, collect fines, retrieve overdue materials and other related business

At the written request or with the written consent of the individual who is the subject of the record or information.

Patron Access to Personal Information

Upon request, a library user will be given access to all information concerning their records that the library has on file.

Parental Access to Minor Child's Information

Where a parent or guardian requests access to the personal information of their minor children, the library will need to consider whether the parent or guardian is acting in place of their minor children, with the age of the child being one consideration.

If that is not the case, consider whether it would be an unreasonable invasion of the child's privacy under POPA to disclose the information. Should a situation arise where a parent asks to access a mature child's library records, contact the Director of Parkland Regional Library System (or their designate).

Revision history	Date adopted	November 2008
	Date revised	November 2015; November 2025

5.2 Personal Information Banks (PIB)

The Protection 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.

Library Service Points

The following Personal Information Banks may exist at library service points (outlets) for which Parkland Library Board is the governing board:

- Borrower records contained in the integrated library system (the system used to circulate library resources and maintain patron records including contact information, information on fines, overdue records, materials signed out, materials requested and membership status).
- Interlibrary loan records
- Receipts for borrower card fees, fines and program registrations, etc.
- Expression of concern forms
- Registrations for programs, summer reading club, etc.
- Local staff and volunteer contact lists
- Parkland Regional Library System contact list

Personnel files for both employees and volunteers.

Library Service Point PIB Directory

Each Local Society is responsible to create a directory of its PIBs which includes:

- The title and location of the PIB
- A description of the kind of personal information and the categories of individuals whose personal information is included
- The authority for collecting the personal information in the PIB (generally the *Libraries Act, Libraries Regulatio*n and *POPA*)

The purpose for which the personal information is collected or compiled and the purposes for which it is used or disclosed.

Confidentiality

As PIBs contain personal information, Parkland Regional Library System's Confidentiality of User Records Policy and Records Management Policy must be abided by with respect to PIBs.

Revision history	Date adopted	November 2008
	Date revised	November 2015; November 2025

5.3 Records Management

The storage of files held by Parkland Regional Library System's library service points is to be kept to the legal minimum while allowing for the efficient operation of the organization and the preservation of the historical record of the organization.

Records Retention Schedule

Parkland Regional Library System's library service points shall keep an orderly and timely record of their business so that their records are compliant with federal rules and regulations. The *Income Tax Act* of Canada is cited as the authority for the retention of records. See attached Records Retention Schedule.

Essential Records

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).

Procedures

Each year, records from library service points of a non-financial nature will be recycled. Records containing personal information or other information of a confidential nature will be destroyed (i.e., shredded).

Library service points shall retain records as outlined in the Records Retention Schedule for outlet libraries.

Records deemed vital will be retained only after the implications of confidentiality, security and safe storage have been considered.

Due to the costs associated with housing and handling files, file storage shall be kept to a minimum.

Revision history	Date adopted	November 2008
	Date revised	November 2015

5.4 Records Retention Schedule

The records as set out are: **De**stroyed – 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

Records are held as: **E**lectronic – the record shall be retained electronically
Hardcopy – the original document is retained
ILS – information is retained only in Integrated Library System

Subject	Description	Format	Years Kept	Action
Accounting/Financial Records	Bank Deposit Books	E/H	7	De
	Bank Reconciliations	E/H	7	De
	Bank Statements	E/H	7	De
	Cancelled Cheques	E/H	7	De
	Cash Receipts Journal	E/H	7	De
	Cheque Register	E/H	7	De
	Invoices	E/H	7	De
	Petty Cash (Vouchers)	E/H	7	De
	Purchase Orders	E/H	7	De
	Receipts	E/H	7	De
	Receivables/Paid Invoices	E/H	7	De
	Payroll	E/H	7	De
	EI Records	E/H	7	De
	Garnishees	E/H	7	De
	Income Tax Deductions	E/H	7	De
	Individual Earnings Records	E/H	7	De
	Journal	E/H	7	De
	T4 Slips/Summaries	E/H	7	De
	Time Sheets-Daily/Overtime	E/H	7	De
	Time Sheets-WCB	E/H	7	De
	WCB Annual Report	E/H	7	De
Agendas	Part of Minutes	E/H	P	
Annual Reports		E/H	P	
Budgets		E/H	P	
Bylaws		E/H		Re
Contracts		E/H		Re

Subject	Description	Format	Years Kept	Action
Correspondence	Historical	E/H	At your discretion	
Deeds or Agreements for Library Space		E/H	P	
Employees and Volunteers	Contact Lists	E/H	Current	Re
	Interview Notes	E/H	1	De
	Job applications (hired)	E/H	7	De
	Job applications (not hired)	E/H	1	De
	Job Descriptions	E/H	Current	Re
	Personnel files	E/H	7 yr after they leave	De
	Solicited Resumes	E/H	1	De
	Staff Appraisals	E/H	7 yr after they leave	De
	TD1 Forms	E/H	7 yr after they leave	De
	Termination	E/H	7 yr after they leave	De
	Unsolicited Resumes	E/H	1	De
	WCB Claims	E/H	7 Yr after they leave	De
Financial Statements		E/H	7	De
Grant Applications		E/H	7	De
Interlibrary Loan/transit records			Max. 1 yr	De
Inventory	Capital Assets (after superseded)		7	De
Legislation		E/H	Current	Re
Media Releases		E/H	As needed	
Minutes	Local Society	E/H	P	
	Local Advisory Committee	E/H	P	
Newspaper Clippings		E/H	At your discretion	
Overdue/fine notices			Max. 1 yr	ILS
Parkland Contact List		E/H	Current	Re
Patron Records held in ILS	Expired with fees/fines attached under $25		2	ILS
	Expired with fees/fines attached over $25		7	ILS
Policies	After superseded	E/H		Re
Project Applications to Province	STEP, YCW, etc.	E/H	7	De

Subject	Description	Format	Years Kept	Action
Privacy Impact Assessments (PIA)	See 4.1.10 Privacy Impact Assessments	E/H	6	De
Publications	Special Reports or documents with historical value	E/H	At your discretion	
Request for Reconsideration of Library Materials		E/H	1	De
Vendors	Correspondence	E/H	7	De
	Warranties		Until Expired	De
Workshops	Librarians/Library Managers/Trustees		7	De
	Training and Development		7	De

Revision history	Date adopted	November 2008
	Date revised	November 2015, September 2020; November 2025

6. MANAGING PROVINCIALLY RESTRICTED WORKS

Omnibus governance policy under Part 5.1, Libraries Regulation (age-based restrictions)

6.1 Purpose

This policy establishes how The Parkland Library Board ("the Board") governs the Parkland Outlet Libraries' compliance with Part 5.1 of the Libraries Regulation ("the Regulation"), in effect January 1, 2027.

This policy is the Board's single governance instrument for Part 5.1. It amends no other Board policy. The Board's foundational policies, including [list applicable policies, e.g.: collection development, intellectual freedom, privacy, unaccompanied minors and acceptable use], remain in force unchanged, and where an existing policy already addresses a matter, that policy continues to govern.

This policy states principles and accountabilities. Operational procedures form no part of this policy.

6.2 Definitions

Authorization
means a parent's approval for a minor patron to access provincially restricted works, provided to the Board and recorded on the minor patron's account

Library Manager
means the [manager of an Outlet Library]

Minor Patron
means a patron aged 15 years or younger

Parent
means a parent or legal guardian

Provincially Restricted Work (PRW)
means a work in a category to which Part 5.1 of the Libraries Regulation applies (literary materials, video games and video recordings) that contains a qualifying depiction

Qualifying Depiction
means a visual depiction of a sexual act within the meaning of s. 35.1(d) of the Regulation

6.3 Policy statements

The Board acknowledges that, under sections 35.2 and 35.3 of the Regulation, the Library is required to restrict access to provincially restricted works and implement the required age-based access authorizations.

The Board directs the Library Manager to implement the requirements of Part 5.1 of the Libraries Regulation by developing policies and procedures that address:

(a) Identification of Provincially Restricted Works.
(b) Location and Access of Provincially Restricted Works
(c) Age Determination and Authorization Verification.
(d) Card Issuance.
(e) Internet Use on Library Computers.
(f) Video Gaming on Library Equipment.
(g) Interlibrary Loan and Digital Collections.
(h) School-Housed Service Points

Details on operational methods and processes [the Outlet Library] is using for implementation to comply with the requirements in sections 35.4 to 35.6 of the *Libraries Regulations* are outlined in Appendix A.

6.3.1 Parents and guardians remain responsible for their children's use of the library.

6.3.2 Staff are prohibited from discussing the permission status of any patron with a third party other than the minor patron's parent.

6.3.3 Staff and volunteers who apply this policy act on the Board's direction, and the Board supports them in doing so. Any indemnity is provided under the Board's existing policies and insurance.

6.3.4 Responsibility for the content or material used in third-party room bookings rests solely with the hosting organization.

6.3.5 All inquiries related to government-appointed inspectors will be directed to the Library Manager or designate.

6.3.6 If Part 5.1 of the Libraries Regulations is amended or repealed, this policy is amended or repealed accordingly.

Revision History	Date adopted	November 19, 2026
	Date revised	

7. COLLECTIONS

7.1 Provision of Materials to Personal Unable to use Conventional Print or in Languages other than English

The Parkland 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.

The Board further believes that those who desire material in a language other than English are entitled to assistance in obtaining this material.

Intent

Library service points for which Parkland Regional Library System is the governing board shall endeavor to provide materials in a form appropriate to the user who is unable to use conventional print or who desires material in a language other than English, from whatever source is available.

Sources

Sources may include, but are not limited to: interlibrary loan, collections of eContent, the Parkland Regional Library System large print and audiobook collection, and organizations established to ensure that print disabled patrons have access to library materials (i.e., the Centre for Equitable Library Access (CELA) and the National Network for Equitable Library Services (NNELS).

Revision history	Date adopted	November 2008
	Date revised	May 2014; November 2015

7.2 Resource Sharing

The Parkland 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 fulfill patron requests regardless of who the patron is or why the patron wishes the material.

Participation

Parkland Regional Library System's public library service points participate in the provincial resource sharing network as defined in applicable agreements and legislation.

Availability

Parkland Regional Library System is set-up as one library system with all materials equally accessible to Parkland Regional Library System libraries and patrons.

Restrictions on Resource Sharing

Library service points (outlets) will make available the broadest range of materials for interlibrary loan with the following exceptions:

- Special equipment,
- Materials limited by licensing agreements,
- Materials designated as non-circulating.

Revision history	Date adopted	November 2008
	Date revised	November 2015

7.3 Selection, Acquisition and Disposition of Materials

To provide guidelines for the selection, acquisition and disposition of library resources including gifts and donations.

Statement on Intellectual Freedom

The Parkland Library Board affirms its support for the **Canadian Federation of Library Association's "*Statement on Intellectual Freedom and Libraries".***

Selection of Materials

The Local library manager is responsible for overseeing the selection of materials, following this policy. The library manager encourages input from community members, library staff, and Parkland Consulting staff.

The library recognizes its obligation to provide a balanced collection that is responsive to the needs of the local community and surrounding area. In selecting materials, library managers will seek to satisfy the recreational, cultural, informational and educational needs of the community.

Selection decisions pertaining to all materials are based upon the following criteria:

- favorable attention from reviewers, critics or the public (award winners or inclusion in bibliographies)
- member demand and anticipated demand
- relationship to the library's existing collection,
- relevant to community needs and interests,
- contains accurate information and objective opinion,
- authority, reputation or qualifications of the author, illustrator, publisher or producer,
- literary merit and contribution to the field of knowledge
- representation of diverse points of view
- suitable format for library use,
- suitable subject and style for the intended audience
- purchase price and other budgetary considerations, as well as physical space allowances,
- language – materials in languages other than English or French will not normally be purchased.

Collection items do not have to meet all selection criteria to be acceptable. The presence of a book, periodical or other material, regardless of its format, in the library does not indicate an endorsement of its content.

Censorship

The Parkland Library Board, as the governing board, does not interpret its function or that of its administrators to be the supervisor of public morals. It believes in freedom of the individual and the rights and obligations of parents to develop, interpret and enforce

their own code of acceptable conduct and choice of reading materials upon their own household.

There is a possibility that an item, or items, may be regarded by some as unpleasant or offensive, or in political opposition to local beliefs. If the public library is to fulfill its obligation to its community, it must include materials of varied points of view, even those which may be regarded by some as controversial. The library will, as far as possible, collect materials on all sides of controversial issues, including representation of unpopular or unorthodox positions without censorship or bias, providing the materials give evidence of a sincere desire to be factual.

Gifts and Donations

Library service points where Parkland Library Board is the governing board are pleased to accept gifts and donations that contribute to the accomplishment of its goals. For addition to the collection, gifts and donations must meet above noted general selection criteria and guidelines, and be added at the discretion of the Library Manager.

If accepted, materials become the property of the library. Material donations are accepted with the understanding that the material may be disposed of as per the collection policy, including adding donations to the local library book sale. Tax receipts are not issued for donations of materials.

All donated materials that are added to the collection will be entered into the Integrated Library System and made available for request by patrons of other libraries. Special consideration for reference status may be assigned to items of an historical nature, such as local histories, after review by the library manager and/or staff at Parkland Regional Library System.

Materials that **are accepted** as donations include:

- Reference works that are less than two years old
- Children's and Adult fiction that is less than five years old and in good condition
- Non-fiction that is less than five years old, contains current and relevant information and is in good condition
- Current DVDs and audio CDs if they are in their original cases and have copyright statements that allow for use under normal circumstances
- Magazine subscriptions.

Materials **not accepted** as donations include:

- Encyclopedias, textbooks or Reader's Digest Condensed Books,
- Dated information (old travel guides, medical and science books),
- Materials in poor condition (torn, stained, musty, yellow pages),
- Old magazines or loose issues of a magazine,
- VHS, cassette tapes, computer software applications,
- Consumables (e.g., workbooks),

- Smaller than 13 cm (standard book pocket size) **Board Books excluded,**
- Materials that cannot be shelved (e.g., ephemera, toys),
- Materials that contravene copyright law,
- Other – as determined by the local Library Manager and/or Parkland Regional Library

Monetary Donations

The library service points where Parkland Regional Library System is the governing board have no Charitable Numbers. They are a non-profit organization as defined by the Libraries Act. Donations of cash or cheque(s) may be made at the circulation desk in the library, or by mail.

Gifts to Library Staff

Library staff must not accept any gifts, gratuity or other favours which may be intended, or perceived to be intended as being provided in exchange for a favour or advantage. Library staff may accept a gift, favour or service if it is the normal exchange of gifts between friends; the normal exchange of hospitality between people doing business together; tokens exchanged as part of protocol; the normal presentation of gifts to people participating in public functions.

Deselection and Disposal of Library Materials

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

Withdrawn library materials should be disposed of at frequent intervals so that they do not accumulate beyond a reasonable quantity. Materials belonging to the library may, at the Library Manager's discretion, be placed into the library's book sale. Materials which are not so disposed of shall be recycled or disposed of permanently.

Notwithstanding the discretion of the local Library Manager, Parkland Regional Library System staff is the final authority with respect to deciding what materials are deselected and how these items are to be disposed of.

Revision history	Date adopted	November 2008
	Date revised	November 2015; February 2016; September 2020

Parkland Regional Library System

7.3.1 Request for Reconsideration of Library Materials (FORM)

1 Request Initiated by

Last Name First Name Middle Initial

Address (Street)

(City) (Province) (Postal Code)

Telephone: E-mail

I bring this request forward on behalf of: ☐ Myself ☐ Group/Organization:

2 Material to be Reconsidered

Title

Author/Performer Publisher (if known)

Type of material:

☐ Book ☐ DVD/Video ☐ Magazine ☐ CD ☐ Other

Details:

What brought this resource to your attention?

What do you object to in this resource? (Please be specific, supply page numbers/tracks/scenes. Use extra sheets if needed)

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 Director at Parkland Regional Library System, 5040 – 56 Avenue, Lacombe, AB T4L 1G1 or at 403-782-3850.

Revision history	Date adopted	November 2008
	Date revised	November 2015

8. FINANCE POLICY

8.1 Finance Policy

The Parkland Library Board upholds the principles of responsible financial planning, efficient procedures for the smooth operation of financial practices and accurate records of all accounts.

Accounting Records

The Parkland Library Board mandates that the Local Society keep distinct and regular accounts of receipts, payments, credits, assets and liabilities for the library service point. All accounts and records shall be retained for a minimum of seven years.

Banking

The Local Society will ensure the library service point shall have its own bank account pertaining only to public library funds. With the exception of petty cash, all money used to operate the library must be kept in the library bank account. Account information must be supplied to Parkland Regional Library System as needed and when requested.

Budget

A budget for the upcoming calendar year will be prepared by the Local Society and sent to Parkland Regional Library System no later than December 1st of the year prior to the budget year.

The Library Manager may make purchases approved in the budget. Prior approval is required from the Local Society for items not contemplated in the budget or if a purchase against a budget line will create an over-expenditure. A few budget lines are not controllable such as utilities, therefore prior approval is not required. However, it is the responsibility of the Local Society to review spending reports at regular meetings to monitor expenditures.

Dissolution and Assets

In the event that dissolution of a library service point is considered, that decision will be taken in consultation with the rural municipal authority in which the service point resides.

Assets lodged in the service point will be disposed of by a joint committee of Parkland Regional Library System and the rural municipality in which the service point is located and in accordance with the *Libraries Act* where applicable.

Fees and Fines

Parkland Library Board allows all fees and fines collected for their own memberships and materials to remain with the library service point under the control of the Local Society to assist in sustaining local library operations. Fees and fines must be shown in the mid-year financial statements and in the annual financial report.

Year-end Financial Reports

The Local Society shall have a written financial report completed no later than March 31st of the year following the financial report year for the library service point. A qualified individual or firm selected by the Local Society, or two members of the Local Society appointed by that society, shall conduct the financial report. Parkland Regional Library System staff must be informed of who is conducting the financial report and reserves the right to disqualify the appointment of said individuals.

Financial Statements

The Local Society will prepare and submit a mid-year financial statement for the library service point to Parkland Regional Library System by July 31st of each year.

Fiscal Year

The fiscal year of the Parkland Library Board and its library service points for which it is the governing board shall be January 1 to December 31, both dates inclusive, as mandated by legislation.

Funding

The only money that Parkland Regional Library System provides to library service points for which it is the governing board are:

- The rural library service grant which is allocated to the service point at the discretion of the responsible municipality
- Book allotment which is also allocated to the service point at the discretion of the local municipality
- PRLS book allotment for library service points is calculated at the current allotment rate multiplied by a population of two hundred (200)

Two hundred dollars ($200) in matching funds annually when a Local Society provides two hundred dollars ($200) in funds for the operation of the library service point.

General Purchasing of Supplies and Services

Purchasing of library materials, supplies and services will take place within the approved budget established by the Local Society.

When making purchases, consideration will be given to local or regional suppliers whenever possible.

Grant Applications

Parkland Library Board may apply for grants on behalf of its service points. The Local Society may also apply for grants on behalf of the library service point it operates. However, any equipment or library resources purchased through grant funds become the property of Parkland Regional Library System.

Petty Cash Funds
The Local Society will determine if the library service point will maintain a petty cash float and determine the amount of this float. The petty cash balance will be included on all financial statements.

Recordkeeping
The Local Society will ensure that accurate and complete bookkeeping records are kept for the library service point.

Security of Financial Records
Financial records will be kept by authorized personnel in a secure location. The name of this person with their contact information will be kept by the Local Society and available on request to Parkland Regional Library System staff.

Signing Officers
The Local Society is responsible for appointing signing officers. For public library service points housed in a school, none of the signing officers of the Local Society shall be employees or trustees of the school authority.

Non-Compliance
The Local Society must comply with the timelines and provisions of the Finance Policy in its entirety. When Parkland Regional Library System becomes aware of non-compliance with this Finance Policy, written notification will be given to the staff of the library service point and to the Local Society. With written notification of non-compliance, Parkland Regional Library System will have the right to cease all association and responsibility for the library service point. If it so chooses, the Parkland Library Board will cease to be the governing board.

Notwithstanding the above statement, should Parkland Regional Library System become aware of non-compliance with legislation or its policies at any of its library service points, Parkland Regional Library System will work in good faith with all the parties involved to help its library service points achieve compliance.

Revision history	Date adopted	November 2008
	Date revised	November 2015

9. HUMAN RESOURCES

9.1 Occupational Health and Safety

The Parkland Library Board is committed to protecting the health and safety of library staff, patrons and visitors at its library service points. It will ensure this by developing policy and procedures in accordance with Occupational Health and Safety (OH&S) legislation.

Parkland Regional Library System Responsibilities

The Parkland Library Board will provide assistance:

- With a formal hazard assessment to be carried out at each library service point, unless an assessment is conducted by another party
- By providing a safety policy with procedures for when library staff must work alone
- By providing a safety policy with procedures addressing violence in the library service points.

The Director will report all serious incidents to the Parkland Library Board throughout the year. Serious incidents include, but are not necessarily limited to, the following:

- Any injury or accident that results in death
- Any injury or accident that results in a worker being admitted to a hospital
- Any unplanned or uncontrolled explosion or fire that causes a serious injury or that has the potential of causing a serious injury
- Any work-related incident that results in a library staff person missing his or her next scheduled work day
- Any work-related incident that results in a library staff person having their normal duties modified to accommodate an injury or illness caused by the incident
  Any work-related motor vehicle (vehicles owned by the service point or any staff vehicle being driven on library business) incident in which a staff member suffers any injury or, in which, any vehicle damage exceeds two thousand dollars is sustained.

Local Society Responsibilities

As stated in the contract between Parkland Regional Library System and the Local Society responsible for the day-to-day operations of the service point, it is the responsibility of the Local Society to appoint a library manager and to provide a facility to house the library. Parkland Regional Library System staff may advise local library staff and the Local Society of OH&S legislation and violations. Parkland Regional Library System will ensure that an electronic copy of the Alberta OH&S Policy is readily available for reference by the library staff. Under OH&S the Local Society is further responsible for:

- Setting an example and providing leadership in the development of a health and safety program

- Carrying out the employer and, when applicable, the prime contractor responsibilities set out in the Alberta OH&S legislation
- Providing proper equipment and training for library staff
- Creating any required operational Health and Safety policies/procedures and Safe Work Practices
- Developing and delivering a Health and Safety orientation
  Communicating the service point's Health and Safety Policy and procedures to all library staff.

Library Staff Responsibilities

The responsibility for health and safety lies with all library staff in the performance of their duties. Library staff 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 towards improved health and safety at work.

Library staff will report all known health and safety hazards to the Local Society who in turn will notify Parkland Regional Library System.

Library staff will report all accidents and violations of the Alberta OH&S legislation to the Local Society who will report these to Parkland Regional Library System.

Contractor Responsibilities

Contractors are responsible for:

- Carrying out the employer and, when applicable, the prime contractor responsibilities set out in the Alberta OH&S legislation.
- Following any Service Point health and safety policy/procedures that are applicable to their work.

Revision history	Date adopted	November 2008
	Date revised	November 2015; September 2020

9.2 Personnel Policy

The Parkland Library Board recognizes that providing library staff for library service points is the responsibility of the Local Society. This policy applies to both employees and volunteers.

This policy is intended to provide clearly understood guidelines and expectations related to the working conditions for library staff in service points (outlets).

Where this policy is silent, Alberta's *Employment Standards Code* and *Regulation* will be followed as mandated by law.

Recruitment, Continuing Education, Appraisal, Wages

Recruitment

Parkland Regional Library System upholds the principle of selecting the most qualified and suitable candidate to fill positions that become available. The system supports fair employment practices consistent with legislation. The Chair of the Local Society (or designate) is responsible for hiring the library manager. The library manager will be responsible for hiring additional employees and volunteers. Library staff may include a library manager, general library assistants, support people such as janitorial staff and others as needed.

Appointment

A written offer specifying terms of the appointment shall be given to an individual beginning work in an outlet library with an appropriate job description. Employment or a volunteer appointment is conditional on acceptance of the terms contained. See sample offer letter in the appendix to this section.

Orientation & Continuing Education

The Chair of the Local Society (or designate) or the Library Manager will give new staff an orientation of the library including an overview of the outlet library's mission, goals and objectives, services and organization. New library staff should also be provided with an orientation package as outlined in the Orientation and Continuing Education policy.

Probationary Period

Each newly hired staff member should serve a probationary period of three months as allowed in *Employment Standards* legislation.

When a staff member has completed their probation successfully, they will receive a letter confirming that the probationary period has ended.

Performance Appraisals

Supervisors and staff members are strongly encouraged to discuss job performance and goals informally in an ongoing dialogue throughout the year. 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 staff member'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 Local Society and Library Manager (either on the work anniversary or during the first month of each year).

The appraisal should take into account the staff member's ability to perform the tasks listed in the job description and the completion of any goals set. The appraisal process should also include a review of the incumbent's job description for possible changes.

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 section.

Wages and Salaries

The Local Society 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*.

Payroll Deductions

It is the responsibility of the Local Society to ensure that payroll deductions required by law, including Income Tax, Canada Pension and Employment Insurance are taken from each pay cheque and remitted appropriately.

9.3 Time Keeping and Leave

Recording of Time Worked

Library staff, in consultation with the Local Society, must record the time worked by filling out a time sheet, or using an agreed upon time log. It is the responsibility of the Local Society to ensure these records are appropriately maintained. 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, staff members are expected to be prompt and regular in their attendance.

Library staff 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 Local Society (or designate) at least one (1) hour prior to the start of the scheduled shift.

When a staff member is returning to work after an illness of over three working days, a medical note from a doctor may be required.

An absence of three consecutive workdays, without contacting the individual designated to authorize absences, shall be considered justification for termination, unless it is subsequently shown by the staff member that special circumstances prevented them from reporting to work.

Types of Leave

A written request must be presented in advance of the date of leave except in emergencies. The granting of paid leave to employees shall be at the discretion of the Local Society.

Bereavement Leave

Full-time and part-time employees may request unpaid bereavement leave of three days per year of a relative as stated below and as defined by the *Employment Standards Code.* This includes:

- Spouse, adult interdependent partner or common-law partner
- Children (and their partner/spouse)
- Parents, stepparents and/or current or former guardians (and their partner/spouse)
- Siblings, half-siblings, stepsiblings (and their partner/spouse)

- Grandchildren, step-grandchildren (and their partner/spouse)
- Grandparents, step-grandparents
- Aunts, uncles, step-aunts, step-uncles (and their partner/spouse)
- Nieces, nephews (and their partner/spouse)
- Current or former foster children (and their partner/spouse)
- Current or former foster parents
- Current or former wards
- A person the employee isn't related to but considered to be a close relative.

Citizenship Ceremony Leave
Citizenship ceremony leave shall be granted in compliance with the *Employment Standards Code* and relevant federal statutes.

Compassionate Care Leave
Compassionate care leave will be granted in compliance with *Alberta Employment Standards.* The granting of paid compassionate leave to employees shall be at the discretion of the Local Society.

Critical Illness Leave
Critical illness leave provides job-protected leave to provide care and support for a critically ill child or family member and shall be granted in compliance with the *Employment Standards Code* and relevant federal statuses.

Death or Disappearance of a Child Leave
Death or disappearance of a child leave shall be granted in compliance with the *Employment Standards Code* and relevant federal statutes.

Domestic Violence Leave
Domestic violence leave shall be granted in compliance with the *Employment Standards Code* and relevant federal statutes.

Leave of Absence
Leave of absence without pay may be granted at the manager or the director's discretion provided satisfactory arrangements can be made for the performance of an employee's duties. A leave of absence may be granted following the use of:

- Accumulated overtime hours.
- Vacation days/hours.

Long-term Illness and Injury Leave
Eligible employees shall be granted up to 16 weeks of leave due to illness, injury or quarantine as in compliance with the *Employment Standards Code* and relevant federal statuses.

Maternity and Parental Leave
Maternity and Parental leave should be granted in compliance with Alberta's *Employment Standards Code* and other relevant legislation.

Personal and Family Responsibility Leave
Employees are eligible for up to five days of protected leave, as defined by *Employment Standards Code* for personal and family responsibility leave.

Reservist Leave
Reservist leave shall be granted in compliance with the *Employment Standards Code* and relevant federal statutes.

Sick leave
The period of time a staff member is absent from work due to illness, disability, exposure to a contagious disease, being under the treatment of a physician, chiropractor or dentist, or because of an accident. The granting of paid sick leave to employees shall be at the discretion of the Local Society.

Jury Duty
Library staff should be granted leave of absence without loss of pay for the purpose of jury duty or if summoned to appear in court. Any remuneration awarded by the court shall be refunded to the Local Society by paid employees. Upon being served with notice to appear in court, the staff members should immediately notify the Library Manager or Local Society Chair (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 Parkland Staff and to the local community.

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

9.4 Conduct, Terminations, and Grievance Procedure

Confidentiality

Library staff and members of the Local Society shall keep confidential and shall not, during the continuance of their employment or any time after the termination thereof, release information related to library patrons as per the policy on Confidentiality of Patron Information.

Conflict of Interest

A conflict exists where a member of the Local Society or staff member'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 a staff member has a personal interest in a matter, the staff member must advise the chair of the Local Society (or designate) immediately.

Where a member of the Local Society has a potential conflict of interest, they shall disclose to the Director of Parkland Regional Library System (or designate), through the board chair (or their designate), the nature of the conflict prior to engaging in the activity.

Personal Appearance

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

Public Statements and Social Media

The Chair of the Local Society (or designate) or the library manager, with the Society's approval, shall have responsibility for public statements, news releases and/or social media on behalf of the Local Society. Parkland Regional Library System consultants or other staff may be called upon to assist with any media or advocacy activities.

Representatives of the Local Society who speak or write publicly are responsible for ensuring that they do not release confidential information.

Parkland Regional Library System is to be kept informed of all public statements originating from the Local Society or staff regarding an outlet library.

Discipline and Termination of Staff Members

Library staff shall perform their assignments within the specifics of the position description.

Staff members who consistently fail to conform to the specifics of their position description or exhibit inappropriate behavior or poor performance shall be required to meet with the Library Manager and Chair of the Local Society. Library Managers not

performing to the specifics of their position will meet with the Chair of the Local Society (or designate) and one other impartial member of the Local Society.

This meeting will attempt to identify the problems, find ways to improve the situation and suggest adequate solutions, concluding with a recommended course of action and an appropriate time frame in which the staff member will be expected to improve to the satisfaction of the Local Society. Details of the meeting will be documented, signed by all parties as a correct representation of points discussed and placed in the personal file of the staff member.

If the situation persists, a verbal warning will be given to the staff member by the Chair of the Local Society (or designate). This warning will be supported by written documentation provided to the staff member. A signed copy of this documentation will be placed in the individual's personnel file with a copy sent to the Director of Parkland Regional Library System.

If the staff member's inappropriate behavior or performance continues, they shall be dismissed. Dismissal shall only occur when efforts to correct the problem have failed.

Dismissal shall take place only after consultation with the Director of Parkland Regional Library System (or designate) so that legal counsel can be obtained if necessary.

Resignation and Termination

Resignations and terminations must be conducted within the boundaries established within the *Employment Standards Code*.

Termination for Cause

Employment may be terminated for cause and without notice after consultation between the Chair of the Local Society and the Director of Parkland Regional Library System (who may seek legal counsel) for the following breaches:

- Gross misconduct or insubordination
- Harassment or mistreatment of team members or library patrons whether sexual, racial, or of any other nature
- Working while under the influence of alcohol or mind-altering drugs
- Theft and/or misappropriation of funds
- Misrepresentation of personal information
- Illegal, violent or unsafe actions
- Actions that violate POPA, OH&S or other relevant legislation
- Failure or inability to project a positive image of the services of the library service point.

An employee dismissed for cause will forfeit any special privileges or benefits and will only receive wages and vacation pay according to Alberta's *Employment Standards Code*. All monies owing should be paid out and a copy of the employee's completed

Record of Employment (ROE) provided at the time of dismissal.

An employee dismissed for cause should be advised in writing of the reasons for the dismissal.

Medical Termination

Employees may be terminated by the Chair of the Local Society (or designate) when an employee is unable to continue work for health reasons, if this action is supported by a medical recommendation. Employers are required to accommodate employees to the point of undue hardship. The Director of Parkland Regional Library System must be consulted prior to action being taken in order to obtain legal counsel.

Grievance and Complaint Procedure

A grievance is defined as any difference arising out of the interpretation, application, administration or alleged violation of any policy affecting library staff. Grievance is a term with legal meaning, and must be dealt with as per the procedure mandated below.

Complaints differ from grievances and may result from any condition of employment that the staff member feels are unjust or inequitable. An informal complaint may be brought to the attention of the Chair of the Local Society (or designate) at any time. Serious complaints, submitted in writing, are subject to the same resolution process as grievances.

This procedure ensures that an effort is made to settle grievances in a fair and expeditious manner. A staff member 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 Local Society (or designate) within seven (7) calendar days from the day the incident comes to the attention of the staff member. The grievance must include the following information:
    a. Name(s) of the aggrieved
    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 Local Society (or designate) will review the grievance, decide whether the remedy or correction requested is appropriate given the circumstances and respond in writing to the staff member 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 Local Society, they may appeal directly to membership of the Local Society. The decision of the membership of the Local Society must be returned within thirty (30) working days.
    a. The decision of the Local Society is final
    b. Whenever a grievance or complaint is lodged by a staff member at a

Parkland Regional Library System outlet, PRLS' Director (or their designate) must be informed as soon as possible after the grievance or complaint is received by the Local Society. PRLS is to be kept informed by the Local Society throughout the grievance or complaint process through its conclusion.

If the Chair of the Local Society fails to comply with these procedures, the grievance may be submitted to the membership of the Local Society by the grievor.

If the grievor fails to comply with the procedures, the grievance shall be considered abandoned. An abandoned grievance will not prejudice staff members in any future grievance of a similar nature.

Accident Reporting

The Local Society is required to have workers' compensation insurance for workers, both paid and unpaid. Not-for-profit volunteers can be covered through a special request to the *Workers' Compensation Board*. The Local Society and all library staff are expected to conform to *Workers' Compensation Board (WCB) Regulations* regarding accident reporting.

When a staff member suffers an injury of any kind, they shall seek first aid assistance or medical treatment if necessary. The staff member shall then immediately report it to the Library Manager (where applicable) or Chair of the Local Society, who will complete the necessary Workers' Compensation report and file it according to the requirements. The Director of Parkland Regional Library System should be notified of all WCB reports.

It is the Chair of the Local Society's responsibility to see that the employer and employee (or volunteer) WCB Accident Reports are submitted to the WCB within 72 hours of the time that the accident is reported to ensure prompt action from the Workers' Compensation Board. All further WCB communications will be managed by the Chair of the Local Society or the Library Manager as appropriate.

Revision history	Date adopted	November 2008
	Date revised	March 2012, November 2015, September 2020

9.5 Orientation and Continuing Education

Recognizing the importance of orientation and continuing education to the optimal functioning of the library service point, the Board sets this policy for Local Society members and library staff.

Orientation

On the appointment of new members to the Local Society, or the appointment of a new library manager, the Local Society Chair (or their designate) shall provide information and particulars to Parkland Regional Library System. The Local Society Chair (or their designate) shall ensure that new library managers and new members of the Local Society are provided access to an orientation package containing:

- bylaws and policies for the library service point
- copy of Agreement between Parkland Regional Library System and the County and, if appropriate, a copy of the Agreement between Parkland Regional Library System and the School Division
- copy of Agreement between Parkland Regional Library System and Local Society
- copies of the current *Libraries Act* and *Libraries Regulation*
- copies of current *Public Libraries Services Branch* policies
- copies of financial statements and budget
- a copy of the latest annual report.

Continuing Education

At the Director's discretion, Parkland Regional Library System will pay one set mileage amount to the library service point when staff or volunteers from the library service point attend workshops, training sessions, and other meetings. Brownfield and Water Valley will each receive a flat rate of $60, and Spruce View will receive $30 to cover fuel costs for travel.

The Local Society 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 and memberships in library associations. Continuing education activities shall be of benefit to the library.

Requests for continuing education shall be made in writing to the Chair of the Local Society. The Local Society may set a maximum amount payable for continuing education activities, depending upon options for transportation and accommodation.

Revision history	Date adopted	November 2008
	Date revised	November 2015; September 2020; November 2025

9.6 Working Alone Policy

To ensure Local Societies assess the workplace and take measures to minimize risks when staff members are working alone. To ensure individuals working alone have a way to communicate with persons capable of responding to an emergency situation. To ensure library staff and members of the Local Society understand and meet their obligations under this policy and Alberta's Occupational Health and Safety legislation.

Hazard Assessment

Each Local Society must conduct a hazard assessment at their library identifying existing and potential hazards. Local Societies shall involve affected workers in conducting the assessment. A report should be prepared outlining methods used to control or eliminate identified hazards.

The hazard assessment shall be reviewed on an annual basis and repeated whenever work processes change, the worksite is altered significantly or if the reporting system is found not effective. The Local Society shall provide Parkland with their updated hazard assessment when they provide their mid-year financials in March each year.

Hazard Control

Following from the hazard assessment being conducted, each Local Society shall implement practices and procedures to eliminate or control hazards. Controls previously identified include:

- Individuals working alone outside of library hours must keep all doors into the library locked
- The library should be arranged to provide adequate sightlines throughout. Workers 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 and secure
- 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, Local Society Chair) shall be posted where visible
- Checks must be made to ensure outside lights are working properly
- The Local Society 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 an offending individual 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 chairperson or designated alternate of the Local Society and, if necessary, local law enforcement or other emergency service as appropriate
- Workers shall report to the Chair of the Local Society and the Director of Parkland Regional Library System (or their designate) any serious situation which occurs while the individual is working alone.

Communication

The Local Society shall develop a *Working Alone Plan* that provides for an effective communication system between the worker and persons capable of assisting in an emergency, illness or injury. The *Plan* shall also establish a procedure for communications when traveling.

The *Plan* shall include a designated contact person responsible for ensuring contact with library staff at predetermined intervals, no less than every four hours. There shall be a process for recording that communication.

Training

The chairperson of the Local Society, or their designate, shall review this policy during worker orientation, ensuring the worker is aware of the hazards of working alone and procedures meant to control hazards. Copies of this policy and *Working Alone Plan* shall be available to workers.

Review

Workers shall inform the chair of the Local Society of any safety concerns they may have. Concerns deemed significant should be reported to the Director of Parkland Regional Library System (or their designate) as soon as possible.

This policy constitutes a minimum *Working Alone Policy.* A Local Society may institute additional reasonable procedures and controls.

Revision history	Date adopted	November 2008
	Date revised	March 2012; November 2015; September 2020

9.7 Workplace Violence and Harassment Policy

The Parkland Library Board and Local Societies are 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.

The purpose of this policy is to ensure that:

- Individuals understand that workplace violence and harassment are considered serious offences and will not be tolerated
- Those subjected to acts of workplace violence or harassment have access to assistance in order to pursue a complaint
- Those subjected to or aware of workplace violence are advised of available recourse.

The Parkland Library Board and Local Societies are committed to:

- Investigating reports of workplace violence or harassment in an objective and timely manner
- Taking necessary action to respond to those incidents
- Providing support for complainants.

Prohibited Conduct

No staff member 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

Each library service point shall develop operational procedures that document the steps to take by a staff member when they are 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.

Assistance many be requested from the local Library Manager, Local Society Chair, another member of the Local Society, Parkland Regional Library System consultant, Director or Board Chair.

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.

The 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 Chair of the Local Society with a copy sent to the Director of Parkland Regional Library System. A formal complaint should follow the Grievance and Complaint Procedure found in section 8.10.

Using content from their personal record of the incident, the complainant shall prepare a formal written report of the incident and shall give it to the Chair of the Local Society, who will normally investigate the incident and ensure the provisions of Alberta's *Occupational Health and Safety Act* are applied to the incident.

If the alleged offender is the Chair of the Local Society, the formal report shall be given to the other members Local Society who shall investigate the incident.

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 a library service point and the Local Society shall take such action as is warranted.

The following are possible options for corrective actions, in addition to discipline in accordance with Parkland Regional Library System Service Points 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.

The Chair of the Local Society (or Local Society) will inform the Director of Parkland Regional Library System of what actions were taken.

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.

Revision history	Date adopted	November 2008
	Date revised	November 2015; September 2020

10. APPENDIX

10.1 Sample Job Description – Library Manager

Position Title: Library Manager
Reports to: Local Society and to the Parkland 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 all Parkland Library Board policies and bylaws for library service points, and works with regional library staff for the purpose of delivering cost-effective, quality public library service to public library patrons.

Major Responsibilities:
Community and Public Services:

- Provides outstanding customer service by creating a welcoming environment for library users. Assists library clients by recommending resources based on their interests where possible.
- Answers client's reference questions using the most appropriate method available and assists 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 in the library service point. The library manager (or delegate) selects and orders new materials for the library collection in accordance with the library's collection policy and keeping in mind local 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.
- Orders, receives and evaluates new materials. Keeps accurate order files.
- Adds book information to the regional database for books acquired locally if there is an existing record. Sends item in to Parkland Regional Library System for processing if it is the first copy of a book to be added in the region.

Financial:

- Administers Library funds according to the approved budget.
- Maintains records of financial transactions and ensures invoices are forwarded to the Treasurer in a timely fashion.
- Provides regular financial reports to the Local Society, so that they can examine this information at Local Society meetings.
- Assists in the preparation and review of the budget in order to provide information and advice.
- Ensures effective administrative processes are in place to manage the library's funds (accounts receivable, accounts payable, petty cash, etc.)

Responsibilities to the Local Society:

- Provides regular reports to the Local Society on all matters essential to the effective functioning of the library service point and Local Society.
- Provides prompt and accurate information and advice to the Local Society, based on knowledge and experience.
- Attends meetings of the Local Society and participates in Local Society activities as necessary.

Administration:

- Provides orientation, training and supervision to other library staff as needed.
- Orders library supplies.
- Assists with fund raising activities as needed.
- Ensures the appearance of the library is client ready by ensuring it is clean, safe and welcoming.
- 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 Public Library Services Branch and for reports required by Parkland Regional Library System and other bodies as required.
- Deals with correspondence and communicates with patrons, staff at other libraries, Parkland Regional Library System staff, suppliers and others as needed.

Position Requirements:

The Library Manager is the face of the Public 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.
- Familiarity with standard office and bookkeeping procedures.
- Library training and/or experience would be an asset.
- Comfortable learning, using and demonstrating new technology and computer applications and mobile devices.
- Able to assume responsibility and work independently within established guidelines.
- Physically capable of performing duties related to the position.

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.

Revision history	Date adopted	November 2008
	Date revised	November 2015, 2023

10.2 Sample Job Description – Library Assistant

Position Title: Library Assistant
Reports to: Library Manager

Position Summary: Library Assistants assist 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 service point.

Major Responsibilities:
Library Assistants are important to the functioning of a well-run library service point (outlet). It is because of their help that the library is able to better serve clients and operate smoothly.

Library Assistants may be asked to perform basic library functions such as the following:

- Circulating and shelving books according to the appropriate library standards.
- 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.

At the discretion of the library manager, the library assistant *may* also be asked to

- 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 book selection.
- Assist the library manager with promotion and/or fundraising initiatives.
- Assist with other library projects as appropriate.

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 who are volunteers will be bound by the same standards of conduct as paid employees and can expect in return the same treatment and access to opportunities. For further information, please refer to the Personnel Policy.

Revision history	Date adopted	November 2008
	Date revised	November 2015

10.3 Sample Position Description – Local Society Member

Position: Local Society Member

Position Summary: As per the contract between Parkland Regional Library System and the Local Society, the Local Society is responsible for the delivery of public library services that meet the needs of the local community and build community capacity. A firmly held belief that the public library is essential and uniquely important to the life of the local community is critical to this position. Members of the Local Society should have the ability to represent the Local Society in public forums as necessary, to act as an advocate for library services, and to reflect the concerns of the public at Local Society meetings. The position of Local Society Member is a volunteer commitment of service.

Responsibilities:
Members of the Local Society are responsible for:

- Providing local governance and oversight of the library service point.
- 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 Parkland Regional Library System.
- 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 service point. 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 local procedures to supplement Parkland Library Board's policies related to library service points (outlets).

Duties:

- Members of the Local Society are required to hold and attend meetings that are open to the public.
- Members should prepare for Local Society meetings by reading materials sent out in advance of the meeting. Members will participate appropriately in Local Society meetings.
- Members may serve on committees as assigned by the Local Society 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 Parkland Regional Library System workshops and activities as time 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.

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 county.
- Not employed by the Local Society.

The Alberta Library Trustees' Association maintains a website that contains many useful resources that may assist Local Society members in performing their roles.

Revision history	Date adopted	November 2008
	Date revised	November 2015; September 2020

10.4 Sample Offer Letter – Library Manager or Library Assistant

March 1, 2023

[Name and Address of Successful Candidate]

Dear [Name of successful candidate]:

We are happy to offer you the position of [Library Manager or Library Assistant] with the [name of library service point]. This position will commence on [date]. The rate of pay for this position will be [pay rate]. You will receive your payments [frequency i.e. monthly].

Duties:
You agree to diligently, efficiently and faithfully perform all duties which may be prescribed from time to time by the Local Society for [name of library service point] or by the Parkland Library Board, including, but not limited to, those set out in the job description and the plan of service.

Hours:
Your hours of work will be [provide hours here]. In the event that these hours change in responding to the needs of the community, you will be provided with a minimum of one month's notice.

Benefits:
In addition to your salary, you will be provided with the following benefits:

- [List benefits here – paid vacation, blue cross, etc.]

Term:
Notwithstanding the date upon which you may accept this offer, your employment in this position shall be deemed effective as of the date of this letter and will continue until terminated in accordance with the terms set out below.

Probation:
All library staff must successfully complete a probationary period of three months. Your probationary period runs from [insert 3-month date range], in compliance with the limits established by Alberta's *Employment Standard Code*. This period gives you the opportunity to understand the mission and goals of the library service point, and to demonstrate satisfactory performance.

Termination by you:
You may terminate your employment at any time by providing to the Local Society notice in writing to that effect. We request a minimum of two weeks' notice, given your position. The Local Society may decide, in its sole discretion, to waive your notice period as defined by Alberta's *Employment Standards Code*.

Set off:
In the event that your employment is terminated either by you or by the Local Society, you agree that the Local Society has the right to set off against or deduct from your

salary or other entitlements (including, but not limited to, any vacation pay or general holiday pay you are entitled to at law, or salary in lieu of notice payable in accordance with this offer) any sum of money that is owing at the time of termination.

Overtime:
You agree that, instead of overtime pay, the Local Society will provide, and you will take time off in lieu of overtime payment. This time off will be accrued and taken in accordance with the personnel policy and Alberta's *Employment Standards Code*.

Other Terms and Conditions:
You agree that the Local Society and Parkland Library Board have the right to enact policies and procedures governing its staff members, and you agree to be bound by all such policies and procedures, except where they specifically contradict the terms of this offer letter.

Independent, Legal and other Professional Advice:
You acknowledge that prior to executing this offer letter you have been advised by the Local Society to obtain independent legal or other professional advice. By signing this offer letter, you confirm that you have had the opportunity to seek advice and have either:

1. Obtained independent legal or other professional advice; or
2. Waived the right to obtain independent legal or other professional advice.

Please review and consider the above provisions carefully. If you would like to accept this position on the above terms and conditions, please sign this letter in the location indicated below and return it to me. We look forward to working with you.

Yours truly,

[Name of Local Society Chair], Local Society Chair
[Name of Library]

I have read and considered the above provisions, and accept these provisions as the terms and conditions of my employment with the [name of local library here].

Agreed to and accepted this __[day]__ day of __ [month, year] ____.

_____
[Name of successful candidate]

10.5 Sample Offer Letter – Library Volunteer

March 1, 2023

[Name and Address of Volunteer Candidate]

Dear [Name of volunteer candidate]:

Volunteers are important in the operation of the [name of local library]. It is because of your help that we are better able to serve our members and ensure the smooth operation of the library. We are happy to offer you a position as Library Volunteer. This position will commence on [date].

Duties:
You agree to diligently, efficiently and faithfully perform all duties which may be prescribed from time to time by the Local Society for [name of library service point] or Library Manager, including, but not limited to, those set out in the volunteer job description.

Hours:
Your hours of work will be [provide weekday hours to be worked here]. In the event that these hours change, you will be provided with a minimum of one month's notice.

Probation:
All volunteers must successfully complete a probationary period of three months. Your probationary period runs from [insert 3-month date range]. This period gives you the opportunity to understand the mission and goals of the library service point, and to demonstrate satisfactory working relationships.

Termination by you:
You may cease volunteering at any time by providing to the Local Society and/or Library Manager notice in writing. We ask that you provide us with two weeks' notice.

In the event that your volunteer arrangement is terminated by you or by the Local Society and Library Manager, you agree to return any library property in your possession, including keys and passwords.

Other Terms and Conditions:
You agree that the Local Society and Parkland Library Board have the right to enact policies and procedures governing library staff, and you agree to be bound by them.

If you would like to accept this volunteer position, please sign this letter in the location indicated below and return it to me.

Yours truly,

[Name of Library Manager], Library Manager
[Name of Library]

I have read and considered the above provisions, and accept these provisions as the terms and conditions of my volunteer agreement with the [name of library here].

Agreed to and accepted this __[day]__ day of __ [month, year] ____.

_____
[Name of successful candidate]

10.6 Sample 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 patrons.

- ☐ Meets Expectations
- ☐ Needs Improvement

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

- ☐ Meets Expectations
- ☐ Needs Improvement

Listens to patrons and extracts details which make a difference to assisting the patron 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 Local Society at regular meetings.

- ☐ Meets Expectations
- ☐ Needs Improvement

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

- ☐ Meets Expectations
- ☐ Needs Improvement

Comments:

Local Society/Staff Relations

Ensures Local Society is provided relevant and useful information and reports.

- ☐ Meets Expectations
- ☐ Needs Improvement

Responds promptly to the Local Society's requests for specific information or action.

- ☐ Meets Expectations
- ☐ Needs Improvement

Communicates clearly, openly and honestly with the Local Society.

- ☐ 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 Local Society's strategic priorities.
- When completing the training and development plan, consider activities such as coaching, mentoring by someone within the field, PRLS 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)?

Key Objectives for Next Period		
Key objectives	Timelines	Performance indicators
1.		
2.		
3.		
4.		
5.		

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?

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

Library Managers Comments

Evaluator's Comments

Signatures

_____ _____

Chair or other Board Representative Date

_____ _____

Library Manager Date

10.7 Sample Performance Appraisal – Library Assistant

Date of Appraisal: _____

Name of Library Assistant: _____

Name of Evaluators: _____

Period of 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 patrons.

- ☐ Meets Expectations
- ☐ Needs Improvement

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

- ☐ Meets Expectations
- ☐ Needs Improvement

Listens to patrons and extracts details which make a difference to assisting the patron 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

Acts independently within established guidelines

- ☐ 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, PRLS 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)?

Key Objectives for Next Period		
Key objectives	Timelines	Performance indicators
1.		
2.		
3.		
4.		

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

Library Assistant's Comments

Library Manager's Comments

Signatures:

_____ _____

Library Assistant Date

_____

Library Manager Date

10.8 Protection of Privacy Act - Delegation Tables

Duty, power or function of Head	Section reference	Retained by Head	Delegated to Privacy Officer
Collection, Correction, Protection of Personal Information			
Authority to set aside collection requirements	5(3), (4)	X	
Authority to decide on requests for correction of personal information	7(1)	X	
Duty to correct, annotate or link personal information, duty to notify previous recipients	7(3), (4)	X	
Duty to give notice to individual requesting correction	7(7)	X	
Authority to transfer a request for correction	8	X	
Duty to ensure protection of personal information by making reasonable security arrangements	10(1) Regulation (MIN) 2,3	X	
Duty to notify the affected individual when there exists a significant risk of harm	10(2) Regulation (MIN) 4	X	
Duty to ensure protection of data derived from personal information	20	X	
Duty to ensure protection of data derived from non-personal data	24	X	
Use and Disclosure of Personal Information			
Establishing rules for electronic consent	Regulation 2(4)(a)	X	
Establishing rules for oral consent	Regulation 2(5)(a)	X	
Authority to disclose to guardian of a minor	54(1)(e)	X	
Authority to disclose to relative or adult interdependent partner of deceased individual	13(1)(s)	X	

Authority to disclose to avert imminent danger to health or safety	13(1)(cc) Regulation 1(1)(b)	X	
Authority to approve conditions for disclosure for research and statistical purposes and for administration of research agreements	15	X	
Reviews and Complaints			
Authority to ask the Commissioner for advice	28(1)	X	
Authority to require Commissioner to examine original record on site	29(4)	X	
Right to make representations to the Commissioner	41(6),(8)	X	
Duty to comply with Commissioner's Order	44	X	
General Provisions			
Duty to publish a directory of the body's personal information banks and keep it current	57(2),(5)		X
Duty to record uses or disclosures of personal information not included in directory	57(4)	X	

Delegation Table - Administrative Responsibilities in the Protection or Privacy Act and Regulation that May be Assigned

Duty, power or function or public body	Section reference	Retained by Head	Delegated to Privacy Officer
Collection, Accuracy and Retention of Personal Information			
Establishing controls over the collection, use, and disclosure of personal information	2(a)	X	
Authorizing routine correction of personal information	2(b)	X	
Ensuring authorized purpose of collection	4	X	
Assuring proper collection and notification	5	X	

Assuring accuracy of personal information	6(a)	X	
Applying retention standards	6(b)	X	
Use and Disclosure of Personal Information			
Assuring appropriate uses	12	X	
Assuring appropriate purposes of data matching	17	X	
Assuring appropriate uses of data derived from personal information	18	X	
Assuring appropriate purposes of disclosure of data derived from personal information	19	X	
Assuring appropriate purposes for creation of non-personal data	21 Regulation (MIN) 5(1)	X	
Assuring appropriate use and disclosure of non-personal data	22, 23 Regulation (MIN) 5(2)	X	

10.9 Processes to Comply with Section 5.1 of the Libraries Regulation

The following information outlines details regarding the method and processes that [the Outlet Library] will utilize to meet requirements of 35.4 to 35.6 of the Regulations, under the direction of the Library Manager.

Identification of Provincially Restricted Works

The Library will assess its collection using risk-based priorities (for both existing and new acquisitions) and physically review only those items likely to contain a qualifying depiction; low-risk categories are addressed on a complaint basis. The Library's approved review sources include publisher and vendor audience categories and metadata, Alberta film classifications and content advisories, and ESRB ratings and content descriptors. Where those sources are silent or conflict, designated staff examine the item; the statutory definition decides every determination, and each determination is recorded with its basis]. The Library may adopt determinations made by other Alberta libraries that are consistent with this policy. Every item remains described in the Library's catalogue; nothing is removed from the collection under this policy.

Location and Access of Provincially Restricted Works

Provincially restricted works are kept physically separate from other library materials in a location where library staff control and regulate access. [For video recordings and video games, a case that shows no qualifying depiction may be displayed on open shelves while the disc is kept in a staff-controlled location.] Provincially restricted works placed on hold are supplied through staff-mediated pickup rather than open holds shelves. Patrons aged 16 or older, and minor patrons with authorization, may access and borrow provincially restricted works on request, without reasons or justification.

Age Determination and Authorization Verification

Age is determined, and authorization is verified, through the Library's existing registration, guarantor and account practices; the account record, not repeated identification checks, is the ordinary means of verification. Where the record is missing or in doubt, access to provincially restricted works waits until age is confirmed through the Library’s registration practices. Authorization is provided once, is recorded on the minor patron's account, covers all provincially restricted works, and remains in effect until changed by a parent. The Library collects no more personal information than is necessary to give effect to this policy and manages it under its existing privacy obligations.

Card Issuance

Library cards for minor patrons are issued with the involvement of a parent or guardian, consistent with existing registration practice. Existing cardholders are treated as holding parental permission for registration and general borrowing; authorization for access to provincially restricted works is obtained separately under this policy and may be added to an account at any time. No action is required of a parent unless their child wishes to

use or borrow a provincially restricted work. [Age-based settings on an account end when the patron turns 16]. [OPTION 1: Existing cardholders are treated as holding parental permission for registration and general borrowing; authorization for access to provincially restricted works is obtained separately under this policy and may be added to an account at any time]; [OPTION 2: The Board treats the parental permission on an account opened before [date] as authorization for provincially restricted works unless the parent directs otherwise.]

Internet Use on Library Computers

Use of library computers to access the internet by minor patrons is governed by the Board's [acceptable use and unaccompanied minors] policies, which continue to apply; where a session requires a library card, age is determined from the account. This provision applies to library-owned computers and devices only, and general internet content is outside Part 5.1.

Video Gaming on Library Equipment

Video games in the collection, and games played on library computers or gaming systems, are identified and managed under paragraphs (a) to (c) [Public gaming sessions use titles rated E to T.]

Interlibrary Loan and Digital Collections

ILL services are provided through an intermediary system that does not recognize or apply the lending policies of either the lending or receiving library, including restrictions on provincially restricted works. The Library's licensed digital collections are provided through third-party platforms that [do not offer a practical means of restricting individual titles]. The Library informs parents of this at registration and on its website.

School-Housed Service Points

Where the Board operates a service point in a school, students of that school and their parents, employees and council members of the school authority, members of the public with a direct connection to the school, and holders of the Board's library cards may ask the Board, through its request for reconsideration process, to review a resource at that service point and to impose or remove restrictions on it. The Board regularly reviews the resources at each such service point and provides information on them to the Minister on request.