

BASHAW MUNICIPAL LIBRARY

Policy Manual

Adopted by the Bashaw Municipal Library Board
March 7, 2011 (Updated October 2015)

Mission Statement

Bashaw Municipal Library is dedicated to the educational, recreational and cultural enlightenment of members of the community and surrounding area.

Roles of the Library

The role of the Bashaw Municipal Library is to provide popular materials for patrons, as well as providing a site for life-long learning.

The roles of the Bashaw Public Library are as follows:

- Enhance and raise the literacy awareness of the community
And offer lifelong learning opportunities;
- Provide access to current fiction and non-fiction, in a variety of formats, for all ages in the community;
- Create public awareness of library services through special programs, advertising and community outreach;
- Provide a range of service hours that will accommodate the needs of individuals in the community;
- Provide free computer and Internet access to the members of the public;
- Provide a friendly, welcoming and safe environment for all.

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Policy 1 – Library Board

Policy 1a Responsibilities of Trustees/Board Members

Authority and Responsibility

The Board of Trustees is the legal authority for the Bashaw Municipal Library. As a member of the Board, a board member acts in a position of trust for the community and is responsible for the effective governance of the library.

Requirements

Requirements of Board membership include:

- Commitment to the work of the library and its mission
- Willingness to be an advocate for library services and programs with the public, the business community and the municipal, provincial, and federal governments
- Willingness to read and maintain familiarity with a documentation relating to board governance
- Willingness to attend all regular, special and committee meetings
- Willingness to serve on committees and attend meetings of the same
- Support of special events and fundraising events

Duties and Responsibilities

A Board Member is fully informed on library matters and participates in the Board's deliberations and decisions in matters of policy, finance, programs, personnel and advocacy. The Board Member must:

- Develop, in accordance with the Libraries Act, bylaws and policies in consultation with the board, its committees and staff
- Review the bylaws and policies at least annually and make necessary changes
- Ensure that decisions made are in accordance with these bylaws and policies.
- Review the Board's structure, approve changes and prepare necessary bylaw amendments in accordance with the Libraries Act.
- Ensure that Bashaw Municipal Library's objectives as outlined in the Plan of Service are implemented.
- Approve Bashaw Municipal Library's annual budget and request for funding to council.
- Approve the employment of staff.
- Participate in an annual evaluation of the Library Manager.
- Work with the Library Manager to develop and maintain positive relationships among the board, committees, staff, volunteers and community.
- Assist in recruiting board members and volunteers as needed.
- Take advantage of board development and library service training opportunities.

Board Member Orientation

- Upon appointment to the Board, a trustee shall receive a USB containing all current working documents of the Board including the budget, plan of service, bylaws, policies, and regulations.
- In addition, each trustee shall receive an Alberta Library trustee Association (ALTA) handbook and additional material as available.
- Each new trustee shall be made aware of the procedure for the operation of the Library and such duties that he/she may be expected to fulfill.

Term of Office

- Board Members shall be appointed for three-year terms. A Board Member is eligible to be reappointed for only two (2) additional consecutive terms of office, unless two-thirds of the whole Town Council passes a resolution stating that the member may be reappointed as a Board Member for more than three (3) consecutive terms. **Appointments to the board follow the guidelines set in the Alberta Libraries Act.**
- Missing 3 consecutive meetings, without notice, disqualifies a trustee from remaining a member.

The Library Board will be responsible to engage a Library Manager and Library Assistant as per qualifications and job description requirements, to supply additional staff coverage with the availability of grant monies during the summer months, and to recruit volunteer help when possible.

Board Meetings

- The Board shall meet at least once every two months. The Board shall elect a chairperson, vice-chairperson, secretary and treasurer from among its trustees. The Library Manager or Library Assistant may serve as recording secretary. Executive appointments will take place in March from existing board members.
- A quorum shall be half the voting membership plus one.

Policy 1b Duties of the Executive

Chairperson shall

1. Play a leading role in the advocacy for the library, including supporting fundraising and profile-raising activities.
2. Encourage board members to keep the library's mission in mind when participating in meetings and activities.
3. Recognize board members' contributions to the board's work.
4. Visit the library on a regular basis to maintain a good rapport with staff and be aware of issues as they arise.
5. Prepare the board's agenda with input from the board members and the Library Manager.
6. Chair meetings of the board
7. Sign minutes of the board meetings along with the Secretary.
8. Keep discussion at meetings on topic.

9. Act as a signing officer, with other officers, for cheques and other documents such as contracts and grant applications.
10. Other duties as required.

Vice-chairperson shall

1. Assume all powers and duties of the Chairperson in his/her absence.
2. Introduce new trustees to the Policy Manual, the Library Trustees Association handbook and The Libraries Act.
3. Other duties as required.

Treasurer shall

1. Work with the board and the Library Manager to develop an annual budget, and keep in close communication with the Library manager on all financial matters.
2. Give regular financial reports, at least quarterly, to the board.
3. Record financial transactions on a monthly basis.
4. Act as a signing officer, with other officers, for cheques and other documents.
5. Prepare the financial records for audit and keep all necessary records and reports on file.
6. Prepare the GST Rebate Application and submit to Canada Revenue Agency.
7. Other duties as required.

Monthly bookkeeping includes:

1. Paying bills and making deposits
2. Preparing payroll, including T4's and Roe's (Record of Employment)
3. Remitting employee deductions to Canada Revenue Agency.
4. Recording transactions in accounting program.
5. Reconciling records to bank statements.
6. Preparing financial reports

Recording Secretary shall

1. Record and file minutes of each meeting.
2. Respond to correspondence as directed.
3. Distribute minutes to the Board.

Board Members shall

1. Fulfill orientation requirements by meeting with the Vice-chairperson, to be prepared to devote time and effort to carrying out duties of trusteeship, recognize the importance of the library as a centre of information, community culture, recreation, and continuing education.
2. Pick up information at the Library on a regular basis.
3. Attend training sessions as time permits.
4. Be accountable to the citizens and funding authorities.
5. Advise Chair and/or Library Manager if unable to attend a meeting.

Policy 1c Orientation and Continuing Education

Upon appointment to the Board, a trustee shall receive a current copy of the Policy Manual, by-laws, the Alberta Library Trustees Association handbook and The Libraries Act. These will be reviewed with the Vice-chairperson.

The Treasurer will present the new member with the working budget and explain income and expenses.

Attendance at workshops, etc., and expenses such as mileage, meals and registration will be handled on an individual basis. Attendance at Parkland Regional Library board development activities is encouraged.

Policy 2 – Library Resources

Policy 2a Selection, Acquisition, Purchase and Disposition of Library Resources

All library resources purchases should be done by the Library Manager, staying within budgeted book/resources allotment, with consideration as to what material is judged to be advantageous or opportune to the Bashaw Public Library. Books that are in good condition may be re-allocated through the Parkland Regional Library or sold as used books to generate funds for the purchase of new ones; otherwise they will be disposed of at the discretion of the Library Manager.

The Library recognizes that many books and materials are controversial and that any given item may offend some patrons. Selection will not be made on the basis of any anticipated approval or disapproval, but solely on its merits in relation to collection development and relevancy to the interests of readers. Patrons may request, in writing, materials to be purchased.

Selection will not be inhibited by the possibility that books and materials may inadvertently come in to the possession of children. Patrons with concerns about items in the library's collection may forward those concerns, in writing, to the Board. The Board's decision shall be final.

Policy 2b Gifts and Donations

Donations are accepted at the discretion of the Library Manager and/or the Board. We reserve the right to reject donations that are not needed, or that would quickly become obsolete, also to remove donated items when they become obsolete. The Board reserves the right to use and dispose of gifts as it sees fit. Donations of money will be used in accordance with the wishes of the donor and may be accepted for specific purposes. Gifts and donations are acknowledged personally upon receipt and by a thank you card or letter. In special instances an identification bookplate may be attached, and with permission, the names of recent donors may be displayed in a local newspaper or posted on the bulletin board in view of the public.

Policy 2c Lending Provisions and Conditions

Books and periodicals and non-book materials in stock or available through the Parkland Regional Library may be circulated, except for certain restricted books of reference, parts of sets, encyclopaedia, almanacs, dictionaries, etc., at the discretion of the Library Manager. Books are normally lent for a three-week period, CDs and videos for a period of seven (7) days.

The Library will loan material to other libraries as requested. However, borrowers of this library will have priority in the use of library resources.

Resources will be shared through:

- Parkland Regional Library
- Interlibrary Loan
- The Alberta ME Card/Account

The use of the Library or its services may be denied for due cause. Such cause may be failure to return books or other items, non-payment of membership fees, failure to pay penalties, failure to pay for damaged or lost materials, destruction of library property, and disturbance of other patrons or any other objectionable conduct on library premises. (Schedule B)

The Library will endeavour to cooperate with, but cannot perform the function of school libraries or other institutional libraries, which are designed primarily to meet curricular needs.

Policy 2d Public-Use Internet Computers

The Library will house at least three public Internet access computers in the library. The computers may be used by the community for the purpose of Internet, business reasons, games, or personal use.

Internet access time may be booked in person or by phone, however, if no bookings have been made, access is then on a first come, first serve basis.

Library staff reserves the right to limit access time to 1 hour/day due to high demand.

Any person using the Internet or computers shall follow the posted library rules. The Board will not monitor and has no control over information accessed through the Internet and cannot be held responsible for its contents. It is the user's responsibility to determine the accuracy of the information retrieved from the Internet.

Illegal activities or any other activities intended to disrupt network services or equipment are prohibited.

Users of the library's Internet connection must agree not to submit, publish or display any defamatory, inaccurate, abusive, obscene, profane, sexually oriented, threatening, racially offensive, or illegal material.

Misuse or abuse of a computer or its intended use will result in suspension of privileges; First offense, 3 months suspension. Second offense: 1 year suspension. Third offense: total ban from the computers.

Chat lines and adult sites shall not be accessed on our computers.

No food or drink shall be allowed at the computer work stations.

Materials on the Internet may be subject to copyright laws which users are responsible for upholding.

Children under the age of 12 must be accompanied by an adult or provide written permission of their parent or guardian.

Printing will be charged at the rate of \$0.25/page. Faxes at \$1.00/page.

Use of personal software on the library computers is not allowed.

Library staff will assist Internet users as operational requirements allow them to do so. However, it must be understood that the day to day requirements of the library's operations will take precedence over the public's using Internet services.

The use of the Internet is a privilege, not a right. Usage may be revoked at any time for inappropriate conduct. The Bashaw Public Library Staff reserves the right to suspend or terminate the use of the Internet at any time.

Appeals may be made in writing to the Bashaw Public Library Board after 7 days for a reversal of the suspension or termination of Internet privileges. The decision of the Board will be final and not subject to further appeal.

Policy 2e Audio/Visual Suite

Kobo eBook readers and audio readers may be signed out for three weeks or longer if required.

No outside DVD's will be allowed to be viewed except for programming purposes, at the discretion of the Library Manager.

Computers, iPads, and Xbox360 usage is on a first come, first serve basis. Half hour sessions allowed or longer if no one else is waiting. All equipment must remain in the library. Users are responsible for any damages.

Disturbing others while users are using equipment will not be permitted.

Policy 2f Photocopier and Fax Service

Photocopier service will be available to all members of the public, in accordance with current copyright law.

Charges for black and white copies will be levied at \$0.25 per copy and \$0.40 per copy double-sided.

Charges for faxes will be \$1.00 each.

Policy 3 – Library Operation

Policy 3a Confidentiality of User Records

All Bashaw Public Library staff and Board members shall hold in strict confidence any records or transactions relating to patrons' individual membership, use, borrowing, complaints, delinquent accounts, etc.

Policy 3b Hours of Service

The public hours of service for the Bashaw Municipal Public Library except for Statutory Holidays, shall be:

| <u>Public</u> | | <u>Administration (Not Open to Public)</u> |
|---------------|--------------------|--|
| Monday | 1:30 pm – 4:30 pm | Monday 9:30 am – 12:30 pm |
| Tuesday | 10:00 am – 4:30 pm | Tuesday 9:30 am – 10:00 am |
| Wednesday | 10:00 am – 4:30 pm | Wednesday 9:30 am – 10:00 am |
| Thursday | 10:00 am – 4:30 pm | Thursday 9:30 am – 10:00 am |
| Friday | 10:00 am – 4:30 pm | Friday 9:30 am – 10:00 am |
| Saturday | 10:00 am – 12 noon | |

The Library is closed between 12:30 and 1:30 pm, Monday to Friday.

When extra funding (i.e. STEP grant) is available, the Board may extend the regular hours for a specific time frame (i.e. summer months).

The library will be closed on Statutory Holidays and closed early on Dec. 24th.

The Board allows that the library may be open to the public during times which are outside of the regular public hours when special library programs or events are being offered.

Policy 3c Services for Special Needs

Whenever possible, the Library will attempt to provide, through its own collection and/or regional resources, subject to availability, materials for those with special needs.

Large print and audio books will be maintained in the Library's collection and/or circulating book blocks are provided for use of any Library patrons.

Every effort will be made to provide reasonable access to high interest, low vocabulary materials for all appropriate age levels including adult basic reading materials.

Policy 3d Public Use of Facility

The Board recognizes the importance of the Library to the community as a cultural centre and promotes the use of the building to achieve maximum usage. Partnerships with other community groups are encouraged. Suggestions from the community for possible programs will be considered by the Board.

The Library will serve all residents of the community and the surrounding rural area. Service will not be denied or curtailed because of religious, racial, social, economic or political status.

The use of the Library or its services shall be limited when excessive demands of groups or individuals tend to curtail services to the general public.

Policy 3e Public Relations

The Board recognizes that public relations involve every person who has any connection with the library. The Board urges its own members and all staff members to realize that he or she represents the library in every public contact.

The Board recognizes the importance of vibrant library image and is committed to presenting such an image to the public.

The Board recognizes that relations with the community are most effective if they are regular, consistent and persistent. Submissions to the local paper and other means will be undertaken on a regular basis.

The two prime aims of the library's public relations program are:

- to make governing leaders and the general public aware of the library's objectives and services and to promote understanding of these goals and services.
- to encourage active participation by people of all ages in the varied services of the library.

Policy 3f The Alberta Library ME Card/Account

Any borrower in good standing of a member library of The Alberta Library is eligible to participate in reciprocal borrowing through the Alberta ME Card/Account.

The borrower is responsible for materials borrowed and fines incurred.

An Alberta Library ME Card/Account will be issued to any borrower in good standing, with a required email address.

Alberta ME Card/Account holders will not be charged a fee when borrowing materials from participating libraries outside their home library.

All local library policies and rules take priority and will apply to all persons using The Alberta ME Card/Account. Restrictions may apply.

Materials can be returned to any participating library. The receiving library will note the date returned and will make every reasonable effort to forward the item by its next business day.

Policy 3g Membership Fees

The Library shall charge a membership fee to all persons wishing to borrow materials of any kind from the Library.

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

The fee structure shall be approved by the Board and be made public.

User records shall be held in the strictest confidence and will not be available to anyone other than Library staff, except as directed by a legal subpoena. (*See also Confidentiality of User Records Policy 3a*)

If parents have concerns regarding their child's reading selections, they may make a formal request to the Library Board that their child's selections be disclosed. The decision of the Board shall be final and not subject to appeal.

Policy 3h Overdue Fines

Books loaned and not returned within the 3-week period will be deemed overdue. Audio or visual materials loaned and not returned will be deemed overdue.

The fine for overdue items is \$0.25 per library item, per day open, not exceeding current value of the book plus a \$5.00 processing fee.

The month of October is "Food for Fines" month, allowing Food Bank Donations in lieu of fines.

Policy 3i Lost/Damaged Items

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

Policy 3j Meeting Room Rental Policy

- 3.1 Groups wanting to use the meeting room:
 - Are responsible for setting up and putting away any furniture and equipment and must leave the facility as they found it.
 - Must bring own supplies, unless other arrangements were made with the Manager at the time of booking.
- 3.2 Library sponsored programs or meetings will have priority over other programs. Whenever possible, advanced registrations will be honored.
- 3.3 Room rental fees are \$25.00. Library sponsored functions are not charged rent. For non-Library sponsored functions, the Manager and/or Board have the authority to waive fees when appropriate.
- 3.4 The Library room will not normally be rented to for profit organizations for the purpose of garnering sales, unless there is an agreement to share the proceeds with the Library, and the event is considered a joint Library/for profit organization event. The decision of which organization and events the Library may offer jointly is at the discretion of the Board.
- 3.5 Booking of the room may be made any time the Library is open but the final approval for the event is at the discretion of the Manager. At the time of booking any event, a Room Rental Agreement must be executed.
- 3.6 Attachment of items to the walls is prohibited, unless prior arrangements are made.
- 3.7 Alcoholic beverages are not permitted anywhere in the Library, unless the Board agrees by Board motion.
- 3.8 The Manager and/or Board reserves the right to refuse rental privileges without explanation. Appeals for such refusal may be made to the Board whose decision is final.

Policy 4 – Personnel

All staff and volunteers must submit a current Criminal Record Check prior to commencing employment or volunteer service at the library.

Policy 4a Job Description – Library Manager

Job Title: Library Manager

Supervisor: Responsible to the Bashaw Municipal Library Board as a whole

Under the direction of the Library Board, the Library Manager is responsible for the overall management of the library. The Library Manager will ensure the library is managed within the bylaws, policies and budgets approved by the board.

DUTIES AND RESPONSIBILITIES:

1. MANAGEMENT AND ADMINISTRATION

- a. Works with the Board in planning short and long term goals.
- b. Responsible for all duties defined under and within the authority provided in the Library Bylaws.
- c. Ensures that the Library is in compliance with the Alberta Library Act and Regulations.
- d. Acts as the Freedom of Information and Privacy Head (FOIP), to ensure compliance with the Freedom of Information and Protection Act.
- e. Responsible for duties and procedures required by the Library's affiliation with Parkland Regional Library System.
- f. Provides leadership and training to staff and volunteers.
- g. Plans, organizes, directs and evaluates operation of the Library.
- h. Acts as a liason between staff and the Board.
- i. Assists in preparing annual budget and manages the use of those funds.
- j. Assists in preparation and development of the library strategic plan, bylaws and policy manual and facilitates the carrying out of these policies and plans.
- k. Recommends and assists in changes to policy and bylaws.
- l. Assists with the preparation of agendas for Board meetings.
- m. Prepares and presents reports for the Board as required.
- n. Responsible for the selection, acquisition and cataloguing of new and donated materials.
- o. Responsible for inventory of all equipment and M-Drive backup of files.
- p. Maintains periodical subscriptions.
- q. Ensures that regular Library routines are followed such as the collections of mail, e-mails, overdue reports, fines and drop box returns.

- r. Responsible for grant applications and any applicable reporting requirements (i.e. Annual Report).
- s. Responsible for completing and submitting the Annual report to Library Services Branch, and reports required by Parkland Regional Library and other reports as required.
- t. Responsible for Interlibrary loans, including sending and receiving materials.
- u. Responsible for providing patron service (including complaints and concerns), and reference duties.
- v. Utilizes services, workshops and conferences offered by Parkland Regional Library.
- w. Assists with fundraising initiatives as required.
- x. Presents correspondence at Board Meeting and complete tasks with same.

2. COMMUNITY AND PUBLIC SERVICES

- a. Conducts reference searches by the most appropriate method available to answer client's questions.
- b. Responsible for initiating, implementing and evaluating programs in relation to community needs (ie. SRP, Children's Programs, Work Experience Students).
- c. Supervises and actively engages in public relations promotion for the library within the community by ensuring that the local media is informed of current library events. Also ensures advertising, website, posters and other displays are current.
- d. Serves as a liaison with community groups and other libraries.
- e. Oversees the arranging and delivering of library materials to seniors and local Seniors' housing.
- f. Other duties assigned as necessary.

QUALIFICATIONS/EDUCATION/WORK EXPERIENCE

- Minimum Grade Twelve Education
- Working knowledge of computers to a degree of competency required for a library
- Good communication and organizational skills

Policy 4 – Personnel

Policy 4b Job Description - Library Assistant

Job Title: Library Assistant
Supervisor: Responsible to the Library Manager

The Library Assistant reports directly to the Library Manager, and assumes responsibility for the library in the absence of the Library Manager. The major function is dealing with the public and performing tasks related to the circulation of library materials.

GENERAL DUTIES AND RESPONSIBILITIES:

- Checks Library materials in and out and maintains circulation files
- Answers reference questions and assists patrons in finding requested Library materials
- Provides patrons with information and basic assistance in computers, Internet and the Parkland Regional Library system
- Assists in maintaining an active public relations program.
- Assists in collection maintenance and development.
- Receives, prepares and sends inter-library loans.
- Assists Library Manager in compiling statistics
- Accepts and records monies coming into the Library
- Keeps informed of current developments in library services and programs through attendance at training workshops, seminars and conferences as budget allows.
- Processes memberships and fines
- Assists in supervision of volunteers
- Assumes extra duties as required by the Library Manager
- Assists with fundraising as required

QUALIFICATIONS/EDUCATION/WORK EXPERIENCE

- Library experience and computer skills an asset
- Position involves frequent reaching, bending, lifting, standing and carrying

Policy 4c Custodian Contract

REQUIREMENTS FOR JOB

- Must be able to follow oral or written directions
- Must be able to work independently
- Must be able to use cleaning equipment
- Involves frequent reaching, bending, lifting, walking and carrying
- Hours of cleaning are 12 hours per month. Work is to be completed when library is closed to the public either weekly or bi-weekly, and at a time convenient to the employee.

DUTIES

Weekly or Bi-Weekly

- Wipe & disinfect all desks, tables, countertops, children's chairs, coffee table, loveseat, water cooler, door handles
- Wipe & disinfect all armrests on chairs
- Wipe/dust all computer screens, keyboards, printers, pull-out trays, laptops, Xbox
- Wipe book cart
- Wipe telephone, fax machine, answering machine, floor mat and printer at circulation desk
- Vacuum and spot clean(as needed) carpet & 2 floor runners
- Empty garbage containers
- Vacuum chairs as needed

Monthly

- Wash inside of windows & sills as needed
- Vacuum stacking chairs
- Wipe back staff area surfaces & magazine rack/shelf
- Dust books and shelves as needed
- Empty recycling as needed
- Wipe legs/bases of shelves

April and October

- Wipe all inside blinds
- Wash tops of bookshelves
- Condition leather furniture
- Dust/wipe items on walls (e.g. framed artwork, bulletin boards)

Spring cleaning completed by volunteers & trustees

- Special events which take place outside of regular hours may require some extra clean-up.
- Check log book for specific maintenance items as required by Manager and/or Board
- Indicate in log book which tasks have been completed.

Policy 4d Job Description – Volunteers

The Volunteers, as Librarians, are expected to complete the following duties when working on their own (ie. In the absence of the Library Manager):

1. Maintain the Library in an orderly state.
2. Operate the circulation desk and reshelve items.
3. Issue membership cards and/or renew patron's cards.
4. Collect monies for services (ie. fines, donations, photocopies or faxes)
5. Put requests on items for patrons.
6. Perform other tasks as requested by Library Manager.
7. Turn off computers, lights and any equipment at end of shift.
8. Make sure the Library and Community Centre are locked.

Policy 4 – Personnel

Policy 4e Performance Review – Library Manager

A performance review should be:

- A positive opportunity for the Board to step back and look at the progress the Library Manager has made.
- A time to determine what changes are needed, and make suggestions as to how these changes can be made.
- A duty and a right of the Library Board as the board of management.
- A focus on performance rather than personality.

A performance review should not be:

- Critical, but rather should be constructive.
- A time of surprises, but rather a time to reflect on issues already discussed during the year.

The Purpose of a Performance Review:

- To ensure the employee is fulfilling the job expectations.
- To acknowledge good work.
- To improve weak areas.
- To review working conditions.
- To help both employer and employee set future goals together.

The performance review will be conducted “in camera” and kept in confidence between the Library Board and the Library Manager. Anyone else, other than the board and staff, is prohibited from seeing it. Once completed the review shall be filed.

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1. JOB DESCRIPTION

- a. After reviewing your job description, do you feel it accurately reflects your duties and responsibilities?

- b. Since your last performance review, highlight any changes in responsibility.

Evaluator's Comments:

2. WORKING RELATIONSHIPS

- a. How are your working relationships with the volunteers?
- b. with the Board members?
- c. with the public?

Evaluator's Comments:

3. GOALS/OBJECTIVES/BYLAWS/NEEDS ASSESSMENT

- a. Are you aware of the Library's Goals and Objectives, Bylaws, and Needs Assessment?
If yes, do you feel they are appropriate?
- b. Please comment if you would like to see changes in this area.
- c. Are there any Goals and Objectives that prevent you from giving quality service to the Library and to our patrons? If yes, please list any ideas for improvement.

Evaluator's Comments:

4. PERFORMANCE STRENGTHS

- a. What do you see as your strengths in your job? How do these strengths benefit Bashaw Public Library?
- b. What areas of your performance do you want to improve? (Consider interpersonal relationships, teamwork, programming, supervisory skills, administrative skills, report writing, punctuality, tidiness and others).

Evaluator's Comments:

5. EDUCATIONAL ACTIVITIES

- a. List your educational activities for the past year (please include workshops attended, personal interest groups, etc.).
- b. What further training, or changes in working conditions, would help your work performance? How can we assist?
- c. List new projects, ideas, or areas where you made new or improved developments for the Library.
- d. What actions went well?
- e. What actions need more development?
- f. What projects would you like to see implemented in Bashaw Public Library in the coming year?

Evaluator's Comments:

The above information has been discussed by the Library Manager and Bashaw Public Library Board Members on the following date: _____

Employee _____

Bashaw Public Library Board Members

Policy 4 – Personnel

Policy 4f Performance Review – Library Assistant

A performance review should be:

- A positive opportunity for the Library Manager to step back and look at the progress the Library Assistant has made.
- A time to determine what changes are needed, and make suggestions as to how these changes can be made.
- A focus on performance rather than personality.

A performance review should not be:

- Critical, but rather should be constructive.
- A time of surprises, but rather a time to reflect on issues already discussed during the year.

The Purpose of a Performance Review:

- To ensure the employee is fulfilling the job expectations.
- To acknowledge good work.
- To improve weak areas.
- To review working conditions.
- To help both employer and employee set future goals together.

The performance review will be conducted “in camera” and kept in confidence between the Library Manager and the Library Assistant. Anyone else, other than the board and staff, is prohibited from seeing it. Once completed the review shall be filed.

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1. JOB DESCRIPTION

- a. After reviewing your job description, do you feel it accurately reflects your duties and responsibilities?

- b. Since your last performance review, highlight any changes in responsibility.

Evaluator’s Comments:

2. WORKING RELATIONSHIPS

- a. How are your working relationships with the volunteers?
- b. with the Board members?
- c. with the public?

Evaluator's Comments:

3. GOALS/OBJECTIVES/BYLAWS/NEEDS ASSESSMENT

- a. Are you aware of the Library's Goals and Objectives, Bylaws, and Needs Assessment?
If yes, do you feel they are appropriate?
- b. Please comment if you would like to see changes in this area.
- c. Are there any Goals and Objectives that prevent you from giving quality service to the Library and to our patrons? If yes, please list any ideas for improvement.

Evaluator's Comments:

4. PERFORMANCE STRENGTHS

- a. What do you see as your strengths in your job? How do these strengths benefit Bashaw Public Library?
- b. What areas of your performance do you want to improve? (Consider interpersonal relationships, teamwork, programming, supervisory skills, administrative skills, report writing, punctuality, tidiness and others).

Evaluator's Comments:

5. EDUCATIONAL ACTIVITIES

- a. List your educational activities for the past year (please include workshops attended, personal interest groups, etc.).

- b. What further training, or changes in working conditions, would help your work performance? How can we assist?

- c. List new projects, ideas, or areas where you made new or improved developments for the Library.

- d. What actions went well?

- e. What actions need more development?

- f. What projects would you like to see implemented in Bashaw Public Library in the coming year?

Evaluator's Comments:

The above information has been discussed by the Library Assistant and Library Manager on the following date: _____

Library Assistant _____

Library Manager

Policy 4g Performance Review – Volunteers

A performance review should be:

- A positive opportunity for the Library Manager to step back and look at the progress the Library volunteer staff has made.
- A time to determine what changes is needed, and make suggestions as to how these changes can be made.
- A duty and a right of the Library Manager as the management personnel.
- A focus on performance rather than personality.

A performance review should not be:

- Critical, but rather should be constructive.
- A time of surprises, but rather a time to reflect on issues already discussed during the year.

The Purpose of a Performance Review:

- To ensure the volunteer member is fulfilling the job expectations.
- To acknowledge good work.
- To improve weak areas.
- To review working conditions.
- To help both the Library Manager and volunteer staff members to set future goals together.

The performance review will be kept in confidence between the Library Manager and the volunteer staff member. Anyone else, other than the Library Manager and volunteer staff member, is prohibited from seeing it. Once completed the review shall be filed.

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## **1. JOB DESCRIPTION**

- a. After reviewing your job description, do you feel it accurately reflects your duties and responsibilities?
- b. Since your last performance review (if applicable), highlight any changes in responsibility.

Evaluator's Comments:

## **2. WORKING RELATIONSHIPS**

- a. How are your working relationships with the other volunteers and or staff.?

b. with the Library Manager and Board members?

c. with the public?

Evaluator's Comments:

**3. GOALS/OBJECTIVES/BYLAWS/NEEDS ASSESSMENT**

a. Are you aware of the Library's Goals and Objectives, Bylaws, and Needs Assessment? If yes, do you feel they are appropriate?

b. Please comment if you would like to see changes in this area.

Evaluator's Comments:

**4. PERFORMANCE STRENGTHS**

a. What do you see as your strengths in your job? How do these strengths benefit Bashaw Public Library?

b. What areas of your performance do you want to improve? (Consider interpersonal relationships, teamwork, programming, report writing, punctuality, tidiness and others).

Evaluator's Comments:

**5. EDUCATIONAL ACTIVITIES**

- a. List your educational activities for the past year (please include workshops attended, personal interest groups, etc.).
  
- b. What further training, or changes in working conditions, would help your work performance? How can we assist?
  
- c. List new projects, ideas, or areas where you helped make new or improved developments for the Library.
  
- d. What actions went well?
  
- e. What actions need more development?
  
- f. What projects would you like to see implemented in Bashaw Public Library in the coming year?

Evaluator's Comments:

The above information has been discussed by the Library Manager and the volunteer Staff member on the following date: \_\_\_\_\_

Volunteer Staff Member \_\_\_\_\_

Library Manager \_\_\_\_\_

# Policy 4 – Personnel

## Policy 4h Orientation and Continuing Education for Staff

The Board shall support ongoing education for its staff. The board shall encourage its staff to attend workshops and training.

When a new Library Manager is hired, Parkland Regional Library consultants will be called in to undertake an orientation and training with the employee.

New volunteers and STEP employees will be trained by the Library Manager.

## Policy 4i Grievance Procedure

If the library manager has a grievance, the first person to address would be the Board Chairperson. If results were unsatisfactory, the next option would be to address the Board.

If volunteers and/or staff members have a grievance, the first person to address would be the Library Manager. If the results were unsatisfactory, the next option would be to address the Board.

# Policy 5 – Finance

## Policy 5a Reimbursement for Staff and Board Members

The Board does not pay trustees honoraria nor for attendance at board meetings. The Board may pay trustees and staff expenses on approved board business. Mileage rate reimbursement is based on the Town mileage rate.

**Claims** Original receipts are to be submitted to the treasurer for reimbursement.

## Policy 5b Bank Account

An account in the name of Bashaw Public Library Board shall be held in a local financial institution branch in the Town of Bashaw. All monies received by the Board shall be deposited in above account.

## Policy 5c Signing Officers

The signing officers on cheques shall be any two of the following three executive members: Chairperson, Vice-chairperson and Treasurer.

## Policy 5d Fiscal Year

The fiscal year for the Bashaw Public Library will run from January 1 to December 31 of each year.

## Policy 5e Record Keeping

The Bashaw Public Library shall keep distinct and regular accounts of its receipts, payments, credits, assets and liabilities and shall have these accounts for each fiscal year audited by an independent auditor approved by village council. Such accounts shall be kept in accordance with generally accepted accounting principles. Records will be retained or destroyed as per the Personal Information Bank policy.



# Policy 6 – Personal Information Banks

## Policy 6a Personnel

Location: Bashaw Public Library, 5020 - 52 Street, Bashaw, AB T0B 0H0

Information contained: Resume, Police record check, performance evaluations, reprimands and commendations, and training certificates obtained.

Individuals: Permanent and part-time staff at Bashaw Public Library.

Legal Authority: Freedom of Information and Protection of Privacy Act section 32(c)

## Policy 6b Human Resources

Location: Bashaw Public Library, 5020 - 52 Street, Bashaw, AB T0B 0H0

Information contained: Includes information to support administration and payroll functions.

Personal information contained would include employee name, address, phone number, birth date, criminal record check, employment commencement date, salary grid placement, emergency contact, payroll deductions, benefit plans, vacation status and sick leave.

Individuals: Permanent and part-time staff at Bashaw Public Library.

Legal Authority: Alberta Labour Code, Canada Tax Act, Library Act

## Policy 6c Patron Database

Location: Bashaw Public Library, 5020 - 52 Street, Bashaw, AB T0C 0B0

Information contained: Information that supports the lending and use of library materials to the public.

Personal information includes name, address (including legal land description), telephone number and email address of patron.

Individuals: All patrons registered with Bashaw Public Library.

Legal Authority: Libraries Act, Freedom of Information and Protection of Privacy Act, section 32(c).

## Policy 6d Public Information Held by Bashaw Public Library

- Minutes of board meetings
- Bashaw Policy Manual and bylaws
- Audited financial statements
- Annual report
- List of board members and staff

This information is available to the public without a request under the FOIP legislation.

## Policy 6e Record Retention

The Bashaw Public Library keeps orderly and timely records of the business of the library. This policy outlines the procedures that comply with federal rules and regulations, and with the needs of our library.

The Income Tax Act of Canada is used as the authority for the retention of records.

The library retains records as outlined in Schedule A.

The record, as set out in Schedule A, are:

- a) Destroyed - the records shall be destroyed without any copy being retained.
- b) Permanent - the original record shall be preserved and never destroyed. Permanent copies are kept as Hardcopy.

Authority for destruction of records is given to the Library Manager by the board. The Library Manager is responsible for the proper and complete destruction of the records required to be destroyed under this policy. Permanent records are stored at the Bashaw Public Library, 5020 - 52 Street, Bashaw, AB T0B 0H0 in locking metal filing cabinets.

| <b>SUBJECT</b>         | <b>DESCRIPTION</b>                                     | <b>YEARS</b> | <b>ACTION</b> |
|------------------------|--------------------------------------------------------|--------------|---------------|
| Accounts               | Receivable, Paid Invoices                              | 7            | D             |
| Government of Alberta  | Public Library Statistics                              | 7            | D             |
| Annual Report          | Local Boards                                           | p            | H             |
| Architectural Drawings | Building                                               | p            | H             |
| Audit                  | Monthly financial statement                            | 7            | D             |
|                        | Final                                                  | p            | H             |
| Bank                   | Deposit books, Memos (Debit & Credit), Reconciliations | 7            | D             |
| Board                  | Membership                                             | 7            | H             |
| Budgets                | Final                                                  | 7            | D             |
| Bylaws                 | All                                                    | p            | H             |
| Cash                   | Receipts Journal                                       | 7            | D             |
| Cheques                | Paid (cancelled), Register, Stubs                      | 7            | D             |
| Circulation            | Statistics only                                        | 7            | D             |
| Contracts              | All                                                    | p            | H             |

|                        |                               |               |         |
|------------------------|-------------------------------|---------------|---------|
| Correspondence         | General                       | At discretion | D       |
| Employee Benefits      | WCB Claims                    | p             | H       |
| Employees              | Job Applications              | 2             | D       |
|                        | Personnel File                | P             | H       |
| Grant Applications     | General                       | 7             | D       |
| Income Tax             | Deductions                    | 7             | D       |
|                        | TD4 Slips/Summaries           | p             | H       |
| Insurance              | Claims                        | p             | H       |
| Inventory              | After superseded              | 7             | D       |
| Leases                 | After Expiration              | 7             | D       |
| Ledgers                | General                       | p             | H       |
| Legal                  | Opinions and Procedures       | p             | H       |
| Legislation - Acts     | After superseded              | 1             | H       |
| Minutes                | Board and Committee           | p             | H       |
| Payroll                | Earnings Records/Pay          | p             | H       |
| Policy                 | Current                       |               |         |
| Project Applications   | STEP, PEP, etc.               | 7             | H       |
| Receipts               | Books, Supplies               | 7             | D       |
| Special Events         | Non-Historic                  | 7             | D       |
| Summer Reading Program | Materials (samples and files) | At discretion | recycle |
| Termination            | Employees                     | p             | H       |
| Tenders                | Files                         | 7             | D       |
| Training & development | Reports                       | p             | H       |

# Policy 7 – Violence and Harassment Policy

## Policy 7a Workplace Violence

The Occupational Health and Safety Code of Alberta requires employers to recognize and assess workplace violence as a hazard and develop appropriate responses to workplace violence.

Bashaw Public Library promotes an abuse-free environment in which all people respect one another and work together. Any act of violence or harassment committed by or against any individuals affiliated with this organization is unacceptable conduct and will not be tolerated.

We are committed to investigating incidents of violence and harassment in an objective and timely manner, taking necessary action and providing appropriate support for victims.

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

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

- threatening behavior – such as shaking fists, destroying property or throwing objects
- verbal or written threats – any expression of an intent to inflict harm
- harassment – any behavior that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome.

This includes words, gestures, intimidation, bullying, or other inappropriate activities.

- verbal abuse – swearing, insults or condescending language
- physical attacks – hitting, shoving, pushing or kicking

Acts of violence and harassment destroy individual dignity, lower morale, engender fear, and break down work unit cohesiveness.

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

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

Where there is reasonable belief that the safety of persons may be threatened staff should contact the police immediately.

Other incidents should be taken to the Board Chairperson and a meeting of all parties be arranged. If the outcome is not satisfactory, the matter will be put in writing and taken to the Board level as per the grievance policy.

Confidence must be maintained and the victim must receive support if necessary.

# Policy 8 – Working Alone Policy

## Policy 8a Working Alone

Alberta Occupational Health and Safety Code requires that each organization has a working alone policy.

As far as it is reasonably practical to do so, the Bashaw Public Library strives to ensure the health and safety of each staff member and volunteer. Each staff member and volunteer takes reasonable care to protect their own health and safety as well as that of any other member of the public in the building.

A Hazard Assessment of the library facility will be done to identify any existing or potential hazards in the workplace associated with working alone.

Safety measures will be implemented to reduce the risks to staff members and establish a means of communication between staff members and those responding to their safety needs. Options include library telephone and personal cell phones.

For safety purposes the back door of the Bashaw library will remain locked so that the public must enter through the front entrance.

Outside lights will be turned on during any required evening shifts.

Staff and volunteers are aware of the security system and know how to arm and disarm it.

As staff members will be working alone for their shifts, it is preferable that no one under the age of 16 years work or volunteer in the library. If a staff member or volunteer is under 16 years of age, it is required that they have an adult on the premises with them at all times during their shift.

Staff members are required to report to the Board Chairperson any work-related injuries or illnesses experienced while at work.

# Policy 9 – Yearly Events

## **January**

- a. Start Annual Report for Alberta Municipal Affairs
- b. Implementation of new Budget
- c. Set Up Committees
  - i. County Rep
  - ii. Policy Handbook
  - iii. Public Relations/phoning
  - iv. Needs assessment, Goals and objectives, Plan of service ( if not current)
  - v. PRL Rep
  - vi. Performance Appraisal
  - vii. Fund Raising
- d. Bylaw changes and readings voted on

## **February**

- a. Finish Annual Report and send to Alberta Municipal Affairs and Parkland Regional Library

## **March**

- a. Annual General Meeting of Municipal Library Board

## **April**

- a. Evaluation Committee does Librarians Performance Appraisal
- b. Review Library Manager and Library Assistant duties and responsibilities

## **May**

- a. Discussions with BDSS regarding summer student

## **June**

- a. Meeting with summer student(s) that BDSS hires for the Library's Summer Reading Program
- b. Statement of Receipts & Disbursements ( or financial review /audit) , Budget and Application for Financial Assistance due to Municipal Affairs

## **July**

- a. Continuing to help the Summer Student(s) with the Reading Program

## **August**

- a. Finish Up Summer Reading Program and send statistics to Parkland

## **September**

- a. Start planning the Silent Auction for November
- b. Start planning for Alberta Culture Days
- c. Public Library Managers' PD Day in Lacombe

**October**

- a. Continue with advertising and requests for donations for the Silent Auction
- b. Start working on budget for next year
- c. Food for Fines (local dates)

**November**

- a. Set up, advertise and promote Annual Silent Auction
- b. Present budget request to Town Council and forward budget and user stats to Camrose County Council

**December**

- a. Budget ( estimated budget) due to Municipal council

## **SCHEDULE "A"**

### **REVOKING OF LIBRARY MEMBERSHIP NOTICE**

Dear:

Our records show that:

\_\_\_\_\_ You have failed to pay for damaged or lost items within two weeks of final notice.

\_\_\_\_\_ You have failed to return library items as requested.

It is the policy of the Library Board to withdraw borrowing privileges until such time as the above matter is dealt with.

Please drop into the library or call if you have any concerns regards this matter.

Sincerely

Library Manger



## SCHEDULE "B"

### DAMAGED OR LOST ITEM NOTICE

Dear:

Our records show that you have an item(s) that is/are eight weeks overdue or is/are damaged beyond repair.

| Author | Title | Type | Due Date |
|--------|-------|------|----------|
|--------|-------|------|----------|

It is the policy of the Library Board to consider items eight weeks overdue as lost unless we have been notified otherwise.

#### **THE LOST ITEM POLICY is as follows:**

- a) Where a list price is available, patrons shall be charged the full list price.
- b) Where a list price is not available, patrons shall be charged with replacement cost.
- c) When an item is out of print or cannot be obtained for some other reason, the library reserves the right to choose an item or similar value to replace it and the patron shall be charged the full replacement cost.
- d) If a lost item(s) is returned after the final notice has been mailed and before the library has purchased a replacement, the item shall be accepted in lieu of payment.
- e) If a lost item is returned after the final notice has been mailed and a replacement has been purchased by the library, the patron shall be required to pay for the replacement according to a, b and c of the Lost Item policy notice. The patron may keep the found item if he/she wishes.
- f) The total now owing for the above-mentioned damaged or lost book(s) is \$\_\_\_\_\_. It would be appreciated if you would give this matter your immediate attention.

Sincerely,

Library Manager

## Schedule "C"

## Contract for Volunteer Services

I understand that my services are valuable to the library and agree to:

- ✓ perform the tasks given to me to the best of my ability
- ✓ be punctual and conscientious in the fulfillment of my duties
- ✓ participate in initial and ongoing training as directed by Library authorities
- ✓ take any problems, criticisms, or suggestions to the Library Manager or her delegate
- ✓ consider as confidential all information which I may hear directly or indirectly concerning a library patron
- ✓ accept supervision from Library authorities
- ✓ uphold the standards of this library before the community at large
- ✓ maintain a working relationship with staff and other volunteers
- ✓ work on a regular basis as determined in the volunteer schedule

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**Volunteer**

Understanding that the library volunteer is a valuable addition to the library and its staff, the library agrees to:

- ✓ treat the volunteer as a co-worker and offer the full support of the library staff

The library also agrees to provide:

- ✓ suitable assignments, with consideration for personal abilities and skills
- ✓ orientation to the Library and preparation for the job
- ✓ continuing training and supervision for the job
- ✓ information about new developments and ongoing training
- ✓ the right to be heard, take part in planning, and to make suggestions
- ✓ recognition for good performance

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

Library \_\_\_\_\_

\_\_\_\_\_  
Length of Contract

## Schedule "D" Room Rental Agreement

Name of Lessee/Organization: \_\_\_\_\_

Date(s) Required: \_\_\_\_\_

Type of Function: \_\_\_\_\_

Times Needed: \_\_\_\_\_ Equipment: \_\_\_\_\_

Lessee Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Billing Information:**

1. The Lessee covenants and agrees to pay Bashaw Municipal Library \$25.00 for the use of the said premises at the Library Manager's discretion.
2. The Lessee agrees to reimburse Bashaw Municipal Library in full for any and all damage to the Bashaw Municipal Library which may be the direct or indirect result of the Lessee's use of the property at the Library Manager's discretion.
3. The Lessee expressly covenants and agrees that during its use and occupancy of the premises, it will indemnify and save harmless Bashaw Municipal Library and the Town of Bashaw from and against any and all liability whatsoever resulting from injury or damage to any person, persons or property by reason or as a result of the acts of it or its servants, agents, employees or workers at the Library Manager's discretion.

Signature of Lessee or Representative: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_