

**TOWN OF
CARSTAIRS
LIBRARY
BOARD**

Policy & Procedures Manual
Revision Date – February 18, 2020

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TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 01 - BOARD STRUCTURE

INTENT:

The Town of Carstairs Library board recognizes the need to be structured and to operate in accordance with government regulations.

REGULATION:

The Alberta Libraries Act Chapter L-11, with specific reference to Part 5, Sections 32 and 34.

PROCEDURE:

1. The Town of Carstairs Library Board shall hold an organizational meeting annually, on or before March 31st of each year, at which meeting the Board members shall elect a Chairman, Vice-Chairman and Secretary. These elected people shall jointly be known as the Executive Committee.
2. The duties of the Executive Committee of the Board of Directors shall be as follows:

CHAIRMAN:

- Provides leadership to, and supervises the affairs of, the Board
- Presides at all meetings of the Board
- Appoints committees and subcommittees as may be necessary to carry out the purposes of the Board
- Serves as an ex officio member of all Board committees
- Prepares the agenda for Board meetings with the assistance of the Secretary
- Ensures that proper records are kept
- Ensures that the Board plans, policies, and bylaws, are followed
- Signs all documents authorized by the Board
- Has signing authority with the financial institutions
- Has authority to authorize payment of all accounts payable
- Together with the Vice Chairman, presents the estimated budget and budget to Carstairs Town Council. The budget may be presented to other funders as well.
- Authorizes calls for special meetings
- Chairman is the board's liaison with the Town of Carstairs CAO and the Friends of the Carstairs Library.

VICE-CHAIRMAN

- Presides at meetings of the Board in the absence of the Chairman
- Has signing authority with the financial institutions
- Has authority to authorize payment of all accounts payable

- Performs other duties as may be assigned by the Board
- With the board chairman, present the budget to Carstairs Town Council and other funders as required.

SECRETARY

- Ensures there are written records and permanent minutes of all Board proceedings, and files these documents
 - Is the custodian of all Board files and records held at the Library
 - Notifies trustees of meetings
 - Ensures trustees receive agendas, minutes, reports, and any other necessary items at least four business days in advance of meetings
 - Handles library correspondence as directed by the Board
 - Presides at meetings of the Board in the absence of the Chairman and the Vice-Chairman
 - Assists the Chairman in developing the agenda
 - The Secretary maintains a file of potential revenue sources to ensure that grants and special funding are applied for correctly and before deadlines pass.
3. At the organizational meeting members of the Board may volunteer, or the Board Chairman may appoint, a minimum of two (2) members to each standing committee, to serve for a two (2) year term. The Board Chairman is an ex officio member of each standing committee, and additional committee members may be drawn from the community. Committee meetings may be held in person or via e-mail and telephone.
 4. There shall be five (5) Standing Committees established by the Board, namely: Finance, Personnel, Policy, Advocacy and Committees. Their responsibilities shall be as follows:

FINANCE COMMITTEE

- Monitors and recommends changes to policies pertaining to library spending, investing, and budgeting.
- Plans the annual budget, with the Library Manager, and submits a draft to the Board at the October meeting each year.
- Oversees and advises the Board in the use and investment of reserve funds
- One member of the Finance Committee is to be a signing Officer on all bank accounts. This person cannot be an elected official.
- Meets at least two times per year, keeps minutes of the meetings, and has the minutes signed by the Committee Chair and second committee member. Minutes of the Finance Committee meetings are forwarded to the Board Secretary
- Receives the monthly and annual financial reports from the library comptroller and verifies and confirms their accuracy. Reviews finances in April, September and December annually.
- Note: No elected Official shall present the budget to council. This would be perceived as a conflict of interest.

PERSONNEL COMMITTEE

- Reviews personnel policies annually and recommends changes
- Writes the Library Manager's job description and annual performance appraisal
- Recruits, interviews candidates, and makes a recommendation to the Board, when a Library Manager is required
- When requested by the Library Manager, acts as a resource in dealing with personnel issues
- Serves as part of the grievance process as needed
- Makes recommendations regarding continuing education, courses, and conferences for trustees, staff, and volunteers
- Submits an annual written report to the Board at the organizational meeting
- Meets at least two times per year, keeps minutes of the meetings, and has the minutes signed by the Chair and a second committee member. Minutes of the Personnel Committee meetings are forwarded to the Board Secretary
- Reviews the request from the Library Manager for total staff salary for the next year. The Committee submits its recommendation for total staff salary as well as the salary for the Library Manager to the Chairman and Finance Committee. (Note that the Library Manager is responsible for the staff salaries, not the Committee(s) or the Board.)

POLICY COMMITTEE

- Receives input from the Board, committees, and/or the Library Manager, formulates new bylaws and policies, and brings them to the Board for approval
- Ensures that all new or revised bylaws or policies are signed by the Board Chair and given to the Board Secretary for distribution and retention
- Ensures that existing bylaws and policies are kept up to date and are in compliance with current legislation by reviewing them annually
- Prior to each board meeting, the policy committee reviews at least one policy and present any recommended changes of that policy at the next board meeting when time permits.

ADVOCACY COMMITTEE

- The right to solicit funding
- Monitors and recommends policy regarding advocacy, fundraising, and publicity for the library
- Ensures that the Mission of the Library is understood by the community
- Raises community awareness of the mission, value, and importance of the Library
- Advises the Board on matters relating to government relations
- Ensures response to provincial and national issues that affect the Carstairs Public Library
- Develops, reviews, and implements an annual plan of action for advocacy
- Submits a written report annually at the organizational meeting

- Meets at least two times per year, keeps minutes of the meetings, and has the minutes signed by the Chair and a second committee member. Minutes of the Advocacy Committee meetings are forwarded to the Board Secretary
5. At the discretion of the Board ad hoc committees may be established from time to time to deal with particular issues, events, or concerns.

Date Approved: May 07, 2007

Revised June 20, 2017

Revised May 17, 2018

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 02 - BOARD APPOINTMENTS AND OPERATIONS

INTENT:

The Town of Carstairs Library Board recognizes the need to be structured and to operate in accordance with government regulations.

REGULATION:

The Alberta Libraries Act Chapter L-11, with specific reference to Part 1, Sections 4 through 7, and Part 5, Sections 31 through 34..

PROCEDURE:

1. The Town of Carstairs Library Board shall consist of at least 5 and not more than 10 members, each of whom is appointed by Carstairs Town Council. A person who is an employee of the Board may not be a member of the Board, and no more than 2 members of town council may be members of the Board. Any person who is a resident of the Town of Carstairs or the surrounding rural area, and is 18 years of age or older, is eligible for appointment to the Board.
2. Members are appointed to serve for a term of 3 years. When a member's term is up, they may be reappointed to the Board for an additional 3-year term. A member may only serve 3 consecutive terms of office unless at least 2/3 of the whole council passes a resolution stating that the member may be reappointed for more than 3 consecutive terms.
3. A member is disqualified from remaining on the board if they fail to attend 3 consecutive meetings of the board, unless they have been authorized to do so by a resolution of the board. If a person is disqualified from remaining on the board due to 3 consecutive, unexcused absences from board meetings, that member is deemed to have resigned.

4. The Town of Carstairs Library Board will report to council as soon as possible whenever a vacancy arises on the Board, and council shall fill that vacancy as soon as is reasonably possible to do so. The Library Board will advertise the vacancy or vacancies, review all applications, and then submit the applications with the Board's recommendations, to council for council's decision and action regarding appointment.
5. New Board members will receive an orientation to the Library and to the Board and its responsibilities, as per the *Orientation and Continuing Education Policy*.
6. The Town of Carstairs Library Board has full management and control of the Carstairs Public Library, subject to legislation which may limit its authority, and is responsible to see to the organization and promotion of the library, and the maintenance of comprehensive and efficient library services within the municipality of Carstairs. The Board may also cooperate with, and enter into agreements with, other boards and libraries to assist with the provision of these services.
7. The Town of Carstairs Library Board shall hold an organizational meeting annually, on or before March 31st of each year, at which meeting the Board members shall elect a Chairman, Vice-Chairman, and Secretary.
8. The Town of Carstairs Library Board will meet at least six (6) times per year. A simple majority of board members shall constitute a quorum for the transacting of any business at a Board meeting.
9. The Town of Carstairs Library Board has the authority to:
 - Hire a library manager, and approve the hiring of other library staff as may be deemed necessary, and to fix their salaries, determine their working conditions, and prescribe their duties.
 - Make and enforce all the rules, regulations and policies for the governance of the Carstairs Public Library
 - Administer funds received from the Province of Alberta, the Town of Carstairs, Mountain View County, and any additional funds which may accrue to the Library.
10. Legitimate expenses of any Board member on business of the Board will be paid upon presentation of statements of expenses and pertinent receipts.

11. The Town of Carstairs Library Board has the authority and the responsibility to pass bylaws and develop policy pertaining to the Board activities and the provision of library services to the residents of Carstairs and area, as per legislation found in *The Alberta Libraries Act* and *The Libraries Regulations*, and any other pertinent legislation which may, from time to time, be enacted.

Date Approved: May 7, 2007

Revised: May 21, 2014

Signature: _____

Chairman

Town of Carstairs Library Board

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 03 - ORIENTATION and CONTINUING EDUCATION **of BOARD and STAFF**

INTENT:

The Town of Carstairs Library Board recognizes the importance of all Board Trustees and all library staff being appropriately oriented as to roles and responsibilities with regards to the Carstairs Public Library and the Parkland Regional Library System. Town of Carstairs Library Board also recognizes the importance of continuing education for Trustees and staff to ensure quality of service and compliance with provincial regulations.

REGULATION:

Libraries Act Regulation 7(1) (b)

...orientation and continuing education of trustees and staff including expenses for attendance at library meetings, conferences, workshops and courses and for memberships in library associations.

PROCEDURE:

(a) Trustee Orientation

- each new Trustee will participate in an orientation process within one (1) month of being appointed to the Town of Carstairs Library Board
- the orientation process will be the joint responsibility of the Town of Carstairs Library Board and the Library Manager
- the orientation will include a tour of the Carstairs Public Library premises and a review of the materials in the orientation package
- the orientation package will consist of at least the following documents:
 1. copy of Alberta Libraries Act and Regulations
 2. copy of By-laws and Policies of the Carstairs Public Library
 3. copy of Trustees Handbook
 4. copy of the current year's Plan of Service for the Carstairs Public Library

(b) Staff Orientation

- staff orientation shall be the responsibility of the Library Manager, except in the case of orientation of a new Library Manager, in which case orientation shall be the joint responsibility of the Chair of the Library Board and, where possible, the outgoing Library Manager. Where that is not possible, the Vice Chair shall assist with the orientation.
- the orientation will include a tour of the Carstairs Public Library premises and a review of the materials contained in the orientation package
- the orientation package shall contain at least the following documents:
 1. copy of the contract and job description for the particular staff position

2. copy of the current year's Plan of Service for the Carstairs Public Library
 3. copy of Policies and Bylaws
- additional staff orientation pertaining to the particular responsibilities of the staff member will be conducted by the Library Manager

(c) Continuing Education

- Trustees and Staff are expected and encouraged to participate in professional development and in-service opportunities as the annual budget allows
- Such participation can include, but is not necessarily limited to, attendance at conferences, seminars, and workshops
- The Town of Carstairs Library Board will ensure access to such activities through the provision of a budgeted amount each year for registration fees and associated expenses, as approved by the Board
- Associated expenses may include any or all of the following, as approved by the Board: accommodation, meals, travel, mileage
- Reimbursement of fees for participation in courses must be pre-authorized by the Board. Unless otherwise indicated by the Board, one-half (1/2) of the registration fee will be paid up front, and upon presentation of proof of successful completion of the approved course, the participant will be reimbursed the remaining one-half (1/2) the registration costs
- Staff time spent at conferences, conventions, workshops, seminars, or training courses shall be considered as working hours up to a maximum of 8 hours per day. No payment, other than for mileage, will be made for time spent in traveling to and from such events.

Date Approved: November 29, 2006

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 04 - LIBRARY PERSONNEL (EMPLOYEES AND VOLUNTEERS)

INTENT:

The intent of this policy is to set the standard under which the Town of Carstairs Library Board defines the roles and responsibilities of their Library staff. The Town of Carstairs Library Board has the responsibility for setting the standards and policies to ensure a work force that can carry out the functions required by the Board.

REGULATION:

Libraries Act Regulation: 7(2)(a)

Every board that operates a library service point shall ... establish policies with respect to ... personnel, including job descriptions and performance appraisals for employees and volunteers, qualifications for staff positions, working hours, conditions of employment and a grievance procedure.

a. Personnel, including job descriptions and performance appraisals for employees, qualifications for staff positions, working hours and conditions for employment.

PROCEDURE:

The Library Manager is responsible for the implementation of policies established by the Board.

1. Statement of Intent:

(a) The Carstairs Public Library (CPL) shall be staffed by suitably qualified personnel with the knowledge and ability to help Library users find information and provide service according to their needs and interests, and within the ability of CPL to provide for these needs and services.

(b) The CPL aims to be a fair and safe workplace.

(c) CPL provides personnel with opportunities to use their skills to achieve further development.

2. Definition of Staff:

Staff is defined as any person, either paid or volunteer, who is entrusted with the security and/or operation of the CPL in the course of provision of Library service to the community.

Volunteers shall be bound by the same standards of conduct, obligations, and policies as paid staff, and can expect in return the same treatment as to orientation, job training, job descriptions, and possible access to opportunities for further skill development, upon board approval and available budget.

3. Employment and Authority:

All paid staff will be considered to be employed by the Town of Carstairs Library Board, which establishes all personnel policies in accordance with the Alberta Employment Standards Code and the Individual Rights Protection Act.

The Alberta Employment Standards Code shall be available on the premises.

Employees are covered under the Workers' Compensation Act, as the Act may apply.

4. Conditions of Employment

(a) Appointment:

Written notice specifying details of the appointment and terms of employment, a copy of the Personnel Policy, appropriate job description or, where applicable, a copy of a contract shall be given to each employee. Employment is conditional on acceptance of the terms contained.

(b) Orientation:

New employees shall be given orientation and training consisting of an introduction to all staff by their supervisor; an overview of CPL's missions, goals and objectives, services, and organization; and provided with access to the CPL policy manual.

(c) Employee Obligations:

To be familiar with the mission, goals, and objectives of the CPL, and the contents of the CPL Policies and Procedures Manual.

(d) Job Description

A job description must exist for each position and must be in existence prior to any advertisement of a position and available to any candidate applying for a position.

Job descriptions are reviewed as part of the performance appraisal process and are required to be updated annually. It is the responsibility of the Library Manager, to maintain an updated job description for each position. (Job descriptions to be attached as *Schedule "B"*, *Schedule "C"*, etc. and forming part of this policy).

If staff time is allocated to more than one program area, the job description should reflect this.

The job description for the Library Manager is revised and ratified as required by the Board. (The job description is attached as *Schedule "A"* and forms part of this policy).

(e) Expectations of Conduct:

Since operations are dependent upon friendly cooperation and understanding between the Board, staff, clients, funding jurisdictions, Parkland Regional Library and many other agencies and organizations, it is imperative that all personnel make every effort to be of service and to foster a continuing climate of mutual respect, understanding, and cooperation.

Staff is expected to maintain an orderly work area and ensure that the business of CPL is carried on in an efficient manner. Similarly, documents that are property of CPL should be appropriately filed and accessible in an efficient manner.

Staff is expected to report for work dressed and groomed in an appropriate way for their work, and appropriate to this place of business. The Library Manager will discuss dress with employees who are inappropriately dressed.

Employees are expected to inform their supervisor of any changes in personal status, which may affect benefits, as well of personal address and phone number.

(f) Lateness and Absenteeism:

Employees are expected to make every effort to be at their workstation at the time agreed upon with their supervisor. If employees are not able to report for work as scheduled, they shall notify the Library Manager or person in charge, as early in the day as possible, and shall make up the time. In the event of consistent lateness or absenteeism, the supervisor is expected to ascertain the reason and take steps to solve the problem. Continued excessive lateness or absenteeism will be recorded in the employee's personnel file and may result in disciplinary action.

The staff member who receives a message regarding an employee's absence is responsible for informing the appropriate supervisor as soon as possible.

If an employee is absent for than more than three days, a medical certificate may be required.

(g) Difficulties Inclement Weather or Other Transportation:

Employees are expected to make every possible effort to report to work, even under adverse conditions. If an employee is unable to report to work because of weather, that employee is responsible for informing the Library Manager one-hour before the start of the shift. It is the Library Manager's responsibility to ensure coverage of that shift. The Library Manager is responsible to arrange for employee, Board, and public notification in the event of unforeseen closures.

(h) Grievance Procedure:

An employee having a grievance arising from the interpretation, application, operation or alleged violation of the Conditions of Employment, or other matter(s) relating to his/her employment, should first discuss the subject of the proposed grievance with the Library Manager in an attempt to resolve the matter.

If the employee and the Library Manager cannot resolve the grievance, a full written record of the complaint should be made to the Chairperson of the Library; the Library Board shall act as the Grievance Committee.

If an employee is not satisfied with the decision received from the Grievance Committee, they have the right to appeal to the Alberta Labor Relations Board.

(i) Hours of Work and Remuneration:

Hours of work for the Library Manager shall be set by the Board according to the service needs as determined by the Board.

Hours of work for the positions of the Library Clerk are determined according to need and at the direction of the Library Manager.

(j) Payment of Wages and Salaries:

The Board shall review wages no later than **October 31** of each year for the upcoming year's budget. At the Board's discretion, with consideration for performance appraisals, budgetary limits, and cost of living changes, wages may be adjusted at this or any time.

(k) Travel Allowance and Expenses:

Travel expenses may be paid to employees using their own automobiles for Library business at the approved rate, according to regulations and schedules set out by the Board.

The Library Manager and/or the Board must authorize each trip.

Approved out-of-pocket expenses, supported by receipts as appropriate, or at a flat fee at rates set by the Board, may be paid to staff on Library business.

(l) Holidays:

The Carstairs Public Library will be closed the following days:

New Year's Day
Alberta Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day
August Heritage Day
Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day

All are considered statutory holidays and staff are entitled to these holidays with pay in accordance with the "Alberta Employment Standards Code" or other legislation that is in force at the time.

In addition, the Carstairs Public Library shall be closed on the Saturday following Good Friday. Please note that closure on this day is for operational reasons and is **NOT** a statutory holiday.

5. Qualification, Hiring Procedures, Job Vacancies, and Performance Appraisals:

(a) Qualifications

In making appointments to positions, ability, qualifications, training and experience shall be the primary considerations.

(b) Hiring Procedures for New Positions, Job Vacancies:

Job vacancies and new positions shall be advertised in the appropriate media and in the Library.

Present staff with the qualifications, ability, training, experience and seniority may apply for the positions and shall be considered.

Positions will be filled after an interviewing process. An interviewing committee may be established by the Board at the Board's discretion. Appointments will be ratified by the Board at the next Board meeting.

(d) Performance Appraisal:

The performance evaluation system is an on-going process designed to establish and maintain positive communication and enhance performance.

All employees will participate in the performance evaluation system process. Coaching may occur throughout the year.

The Library Manager will be evaluated annually by the Board Chairman and Personnel Committee.

All other employees will be formally evaluated annually by the Library Manager.

Performance evaluations do not include grid movements and do not suggest that pay increases automatically occur. If grid movement is recommended by an employee's immediate supervisor, it occurs on April 1.

Normally the written performance evaluations will be performed at the end of the probationary period and are due on the employee's anniversary date thereafter. An employee or supervisor may request an evaluation at any time.

Date Approved: November 29, 2006

Revised March 15, 2016

Revised May, 2018

Signature: _____

*Chairman
Town of Carstairs Library Board*

SCHEDULE "A"
JOB DESCRIPTION – LIBRARY MANAGER

AS PER POLICY # CPL 04 - LIBRARY PERSONNEL

General Description:

The Library Manager is accountable to the Library Board through the Chair of the Board. The Library Manager is responsible for the implementation of the library's Plan of Service and integrating the decision-making of the Library Board's Policies through the operations of the Library.

Position reports to: The Town of Carstairs Library Board. The Board Chair shall serve as the liaison between the Board and the Library Manager in between Board meetings.

Reports to Position: All other employees and library volunteers report to the Library Manager.

Effective interpersonal skills are required in order to work effectively with the Board, staff, volunteers, and the community. Specific qualities include the following:

- Ability to interpret Board policy decisions to staff
- Ability to act as a liaison between Board and staff.
- Ability to analyze Library problems in preparation for Board action.
- Leadership, coordination, initiative, and independence.
- Demonstrated personnel and financial management skills.

Responsibilities:

The Library Manager has responsibilities in the following areas:

The Library Board:

- Provides regular reports to the Board on all matters essential to the effective functioning of the Library and the Board.
- Provides professional expertise, prompt and accurate Library information and opinions to the Board.
- Maintains a good working relationship with the Library Board.
- Participates in Board and committee activities as required.
- Orients new Board members to Library operations as needed and provides them with the orientation package documents
- Attends Board meetings or sends a staff representative.

General Administration:

- Understands and acts in accordance with the professional values and ethics of library services including user privacy and intellectual freedom.
- Directs policy implementation and administers the organization.

- Manages the day-to-day operations of the Library.
- Oversees property maintenance.
- Maintains the library collection, ordering current new resources and weeding dated and damaged resources as required.
- Manages the inventory of the library with the assistance of the library staff.
- Liaison with Friends of the Carstairs Public Library Society.

Financial Control:

- Oversees expenditures according to approved budget.
- Is responsible for the record of disbursement of funds and has signing authority with the financial institutions.
- Puts together all monthly financial records including all revenue and expenditures for accounting purposes.
- Liaison with the comptroller and has the financial data updated to within 90 days.
- Sits as a member of the Board Finance Committee, which prepares the annual budget.
- Completes application for grants with approval of the Board and assistance if needed.
- Initiates and prepares applications for funding for projects and programs and follows through on reporting, as required. (i.e. engagement site funding)
- Arranges for the annual audit with the auditors in January and submits all the financial documents to the auditor

Personnel Administration:

- Accepts responsibility for hiring, training, supervising, and evaluating staff.
- Monitors staff progress, suggests further training, and provides motivation.
- Provides an annual performance evaluation for all employees and keeps the board informed of any staff changes or other concerns pertaining to staff performance.
- Accepts responsibility for staff performance.
- Determines appropriate hours of work.
- Arranges staff work schedules for the purpose of providing fair and adequate staff coverage during the hours of Library operation.
- Recruits new volunteers.
- Trains volunteers working at the library.

Planning:

- Suggests policy to be set by the Board.
- Assesses needs for new programs and implements appropriate programs particularly those that align with the Plan of Service.
- Prepares long and short-term program plans and proposals in consultation with the Board, staff, volunteers, and other community organizations.
- Establishes ongoing plans for existing Library activities.

- Provides an atmosphere of continuous improvement and staying abreast of changes in the library environment.
- Provides a long and short-term plan of service and annual goals to the Staff, Board and Town of Carstairs.

Public Relations:

- Promotes increased public awareness of the Library.
- Ensures effective and friendly representation of the Library to the community.
- Maintains an active role in the community.
- Builds strategic partnerships with the municipality and other community organizations.
- Cultivates a healthy working relationship with municipal staff.
- Participates in the activities of the library system, attends library systems meetings.
- Keeps abreast of current developments in library services and programs through attendance at training workshops, seminars and conferences as budget allows.
- Cultivates a healthy working relationship with the Friends of the Library and other fundraising groups and organizations including FCSS and CAC (Campus Alberta Central).

Revised May 17, 2018

SCHEDULE "B"

JOB DESCRIPTION – LIBRARY CLERK

AS PER POLICY # CPL 04 - LIBRARY PERSONNEL

General Description:

The Library Clerk is responsible to, is hired by, and reports to the Library Manager.

As a front-line service person, the Clerk's primary duty is patron service. Work involves responsibility of circulation desk functions, shelf maintenance and shelf reading, periodicals maintenance, basic library statistics, interlibrary loan coordination, and book repairs.

Circulation Duties:

- Checks books and other resources in and out at the circulation desk and maintains circulations files accurately.
- Takes registration of patrons and maintains patron files accurately.
- Assists patrons with requests from other libraries, including TAL, renewal of resources, catalogue searches and placing holds.
- Answers reference questions and assists patrons in finding appropriate library materials including recommending books and authors (readers advisory).
- Carrying out routine overdue and lost book procedures.
- Operates standard office machines (fax, copier).
- Prepares and sends out inter-library loan materials.
- Provides basic assistance with technology questions and on-line resources.

General Duties:

- Is responsible for the daily opening and closing procedures of the library.
- Inspects returns books and other resources for damage and shelves them after checking them in.
- Makes simple repairs of library resources.
- Prepares and maintains Library displays directly relating to library resources such as 'Freedom to Read Week' and maintains library bulletin boards. (Displays for upcoming programs will be done by the library programmers.)
- Processes donated materials to be added to the collection.
- Maintains records of library visits, computer usage and program attendance needed for annual report.
- Understands and acts in accordance with the professional values and ethics of library services including user privacy and intellectual freedom.
- Encouraged to take any courses, workshops or seminars when budget allows.
- Assist in maintaining an active public relations program including informing patrons of Library programs and hours.
- Maintains the collection by shelf reading to ensure materials are where they belong, bringing worn and damaged materials to the manager's attention and keeping the collection organized and tidy.

- Manages resources to be sent to other libraries outside of Parkland including keeping postage reimbursement records (VDX)
- Manages the Periodical Collection preparing them for circulation.
- Manage resources for print disables users by bringing in PRL rotating collections and CELA audio books.
- Performs other duties as assigned by the Library Manager including outreach reading and other programs.
- Works evenings and weekends as required.

Revised May 17, 2018

SCHEDULE "C"

JOB DESCRIPTION – LIBRARY VOLUNTEER

AS PER POLICY # CPL 04 - LIBRARY PERSONNEL

General Description:

Library volunteers are highly valued at the Carstairs Public Library. Through their energy, expertise and commitment, the services of the Library are expanded.

Library volunteers will be provided with training appropriate to their responsibilities.

Volunteers will be given clearly defined jobs and will be given the opportunity to develop new knowledge and skills relating to Library operations as they progress in their experience. They will be given an opportunity to give input to the task, both in negotiating the tasks and time lines, and in making recommendations for improvement upon completion.

Volunteers will be recognized for their assistance.

Expectations:

- a) Volunteers are required to complete a Volunteer Application Form and are required to provide an RCMP **Consent for Disclosure of Criminal Record Information** check prior to being accepted as a volunteer.
- b) Volunteers will receive a copy of the library Workplace Hazards document and Code of Ethics and acknowledge the receipt of these documents.
- c) Volunteers will be provided with an orientation to the Library premises and services, with a focus on the areas relating directly to their assigned task. A comprehensive orientation will be given through cooperation of other Library Staff during the course of the project assigned.
- d) Volunteers may be assigned a variety of duties or may perform the same task each week, depending on the volunteer day, the work schedule of the library and the skill level and interests of the volunteer.
- e) A detailed description of the task to be performed will be given verbally or in writing depending on the task to be completed.
- f) Volunteers are encouraged to ask questions or ask for assistance when unsure of the duties assigned to them. They are also encouraged to inform the library manager if the tasks assigned are not within their skill level.
- g) Volunteers will be treated as staff; they will be expected to meet the commitments made to the Library. They will advise the library manager immediately if any difficulties are encountered in meeting their obligations.
- h) At the completion of their task, the Volunteer will advise the Library Manager or Library Clerk and together they will review the progress, confirm completions, and discuss any recommendations relating to the project.

SCHEDULE "D"

JOB DESCRIPTION – LIBRARY PROGRAMMER

AS PER POLICY # CPL 04 – LIBRARY PERSONNEL

General Description:

The Programmer is responsible to, hired by, and reports to the Library Manager. The Programmer is responsible for assessing, developing, planning and facilitating the programming designed for all age groups for the Library.

Responsibilities:

- Assessing, with the Library Manager, the programming needs based on identified community needs in the library's Plan of Service, lifelong learning opportunities and special community events.
- Recommending to the Library Manager an appropriate mix of programming for all ages including priorities, publicity, cost and assistance required to implement such programs.
- Planning, preparing and conducting regular programs for all ages including outreach programs in the community.
- Responsible for creating marketing materials for programs including posters, brochures, bookmarks and invitations.
- Distributing marketing materials to a broad audience using sandwich signs, bulletin boards, direct emails and promotion on various community social media pages.
- Develop program registration forms and program evaluation forms and other methods of obtaining constructive feedback.
- Communicate with parents of participants in children's programs to provide information about the program and ensure we have emergency contact information.
- Develop creative displays in the library to promote the programs.
- Responsible for reporting to the manager on program successes and making recommendations for improvement in the future.
- Prepare and set up the program space, assist the presenter, if an outside presenter is facilitating the program, and clean up the space after the program ends.
- Maintain library supplies for programs in the storage space in a neat and orderly fashion so other staff can easily access the materials as well.
- Responsible for maintaining the learning opportunities of the library in public advertising places such as the library social media pages, town of Carstairs website, local newspaper and other locations as required.
- Assist patrons with technology questions either with specified programs or one on one learning.
- Assist patrons with questions relating to set up for access to eResources.

General Duties

- Accepts and records program registrations and fees, if any.
- Compiles library programming statistics for reporting purposes.
- Attends all staff meetings as requested.

- Is encouraged to take any courses, workshops, seminars and other training when budget allows.
- Learns library circulation procedures and performs Library clerk duties when required.
- Learns and becomes familiar with all library procedures enough to assume responsibility of the library in order to cover when other library staff is away including opening and closing procedures.
- Performs other library related duties as directed.
- Works evenings and weekends when required.

Revised May 17, 2018

SCHEDULE "E"

JOB DESCRIPTION – MINUTE TAKER

AS PER POLICY # CPL 04 – LIBRARY PERSONNEL

Position Title: Minute Taker

Position Summary: Under the direction of the Library Board, the minute taker is responsible for taking minutes at each board meeting. You're responsible to report, as articulately as possible, all of significance that took place within a meeting without adding any confusing description or accidental prejudice. In addition, this report you provide becomes a permanent part of the board's records.

Qualifications:

- Word Processing

Roles and Responsibilities:

- Follow the procedure in the Trustee handbook (pg. 22).
- Make sure that a description of the meeting is reflected, such as type of meeting, date, time and location of the meeting.
- List meeting attendees (including all board members, staff, and guest speakers) and list absentees.
- Have an outline based on the agenda prepared one week prior to Board meeting by the Chairman and library manager.
- **All actions taken should be recorded at the end of the minutes, who is responsible and deadline.** What is important to note is by whom was the initial motion made, and ultimately how the action was resolved. Was the motion carried? If any, who was opposed? If no action is taken on a specific item, it is helpful to note that discussion centered on the topic but that no action was taken (i.e. tabled). It is also helpful to note when the item will be reviewed again. **The minutes need to be done as quickly as possible after the meeting is adjourned and e-mailed to all board members, library manager and Town office no later than the Friday after the board meeting.** As much as can be committed to paper during the meeting, when sorting through notes later, considerable detail may actually be confusing or taken out of context if typed after your recollection of the meeting has been forgotten so typing right away will help prevent this.
- Adhere to FOIP.
- **Does not take part in the meeting.**

Signature: _____

Date: _____

Witness: _____

Date: _____

SCHEDULE "F"

JOB DESCRIPTION – Comptroller

AS PER POLICY # CPL 04 – LIBRARY PERSONNEL

Position Title: Comptroller

Position Summary: Under the direction of the Library Board, the Comptroller is responsible for accounting functions. This is not a board member position.

Qualifications:

- Book keeping skills essential.

Duties and Responsibilities:

- Is familiar with current accounting practice and applicable legislation.
- Prepare/Complete Monthly Reconciliation
- Submits monthly reports to Board.
 - Revenue and Expense Report
 - Reconciliation Summary Savings
 - Reconciliation Savings Detailed
 - Reconciliation Summary Chequing
 - Reconciliations Chequing Detailed
 - Cheque Listing
 - Journal Entries
- Prepares, with Library Manager, annual financial report.
- Ensures that the annual report required by Alberta Community Development is properly prepared, audited, and submitted.
- Maintains a file of potential revenue sources, including applications criteria, procedures, and deadlines, and ensures that grants and special funding are correctly applied for.
- Other accounting duties as directed by the board.

Signature: _____

Date: _____

Witness: _____

Date: _____

SCHEDULE "G"

JOB DESCRIPTION – ASSISTANT LIBRARY MANAGER

AS PER POLICY # CPL 04 - LIBRARY PERSONNEL

General Description:

The Assistant Library Manager is responsible to, hired by, and reports to the Library Manager.

In the absence of the Library Manager, the Assistant Library Manager shall perform regular library duties and will assume responsibility of the Library and may be required to make decisions that cannot wait until the library manager returns.

Hours of work will vary dependent upon need. Evening and weekend work can be expected.

Duties and Responsibilities:

- Main responsibility is to manage the circulation desk and all duties described under the Library Clerk Job Description.
- Responsible for handling lost and damaged resources consulting with the library manager when needed.
- Informs the Library Manager of patron resources requests that should be considered for purchase and any other library resource concerns.
- Informs the Library Manager of all patron complaints
- Assists with training and supervision of the staff and volunteers of the Library when directed by the library manager or in the absence of the library manager.
- May need to assist with library programs in the event of an illness or staff shortage for any other reason.
- Is encouraged to take any courses, workshops or seminars when budget allows.

Outreach and Educational Programs

- Most programs are run by the Library Programmers, however, because of the knowledge and expertise in library resources the Assistant Library Manager will assist with programs such as the Book Clubs and possible other programs as directed by the manager.

Revised May 17, 2018

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 05 – SAFETY, SECURITY & STAFF WORKING ALONE

INTENT:

The Town of Carstairs Library Board recognizes the need to ensure that risk is minimized, and a safe environment is established, for employees in situations particularly where they are required to work alone or in isolation.

REGULATION:

Alberta Occupational Health and Safety Code: An Explanation of the “Working Alone” Requirements

Alberta Human Resources and Employment: Working Alone Safely: A Guide for Employers and Employees

PROCEDURE:

1. The Carstairs Public Library management will ensure that training is provided to all employees required to work alone or in isolation.
2. Employees are required to have input into and follow the safe working methods as defined in the *Carstairs Public Library Workplace Hazards Document*.
3. Employees will be held responsible to follow the Work Alone Procedures and are responsible for documentation of all check-in calls.

Date Approved: May 7, 2007

Revised: May 21, 2014

Revised and revision approved: February 19, 2019

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 06 - FINANCE POLICY

INTENT:

The Town of Carstairs Library Board assumes responsibility for ensuring that proper protocols are in place for the financial affairs of the library.

REGULATION:

Libraries Regulation 7(1)(c)

PROCEDURE:

1. The Carstairs Public Library operates on a calendar fiscal year, running from January 1st to December 31st.
2. A draft budget is prepared by the Finance Committee and the Library Manager in the year proceeding the budget year, and is submitted to the total Board no later than the October meeting for discussion, possible revision, and approval. The approved budget is presented to the Town of Carstairs Council when called upon. The budget is based on the Plan of Service and the Goals and Objectives of the Carstairs Public Library.
3. At least one bank account is maintained at a local financial institution for depositing funds and issuing cheques for the operations of the library. An additional account or accounts (term deposits, GIC's, etc.) may be established from time to time at the direction of the Board.
4. The Board and the Library Manager may review current banking services. All changes must be approved by motion of the Board.
5. Library Manager is authorized to administer funds according to the budget approved by the Board. Expenditures over \$5000.00, expenditures outside the scope of the original budget, re-allotments, or over-expenditures of funds will require the prior approval of the Board by board motion. The Library Manager is authorized to administer funds for wage recovery to the Town of Carstairs in exception to the previously noted limits.
6. Monthly financial statements will be prepared and presented by the financial committee to the Board at each Board meeting. The comptroller is also responsible to conduct monthly bank reconciliations. The finance committee is responsible for overall supervision of the budget.
7. Two signatures from the authorized signers are required on issued cheques. The authorized signers of cheques are the library manager and **ANY** one of the following: chairman, vice-chairman or finance committee representative. Signatories cannot sign off on funds being issued to themselves unless the payment has been previously authorized and approved by another process (e.g. expense reimbursement).

8. Provision is made in the budget to reimburse library trustee and staff expenses associated with board approved courses and workshops. These expenses may include mileage, accommodation, and registration fees. Expense claims for board and staff attendance at the Alberta Library Trustees Association annual meeting and conference shall be allowed for in the budget and paid for by the library.
 - The library will reimburse trustees and staff for telephone calls and materials/supplies and equipment where billing directly to the library is not possible.
 - Mileage for approved travel will be paid up to the current rate set by the Alberta Government "Travel, Meal and Hospitality Expense Policy".
 - Requests for mileage must include the names of the communities/locations involved as well as the total mileage traveled.
 - Requests for reimbursement of approved expenses must be made on the designated form and be accompanied by appropriate receipts/invoices. Where a reimbursable expense is for an amount under \$25.00 the trustee or staff member may either, retain the receipts and submit them with other receipts to raise the total to \$25.00 or more, or the expense may be reimbursed from library petty cash.
 - Un-receipted expenses are allowed as follows: Breakfast \$8, Lunch \$12 and Dinner \$20.
 - A petty cash amount of \$25.00 shall be retained in the library for the payment of miscellaneous expenses and to make change when patrons pay fines and purchase borrower cards. A record of receipts payable from petty cash shall be retained and submitted when a request is made for a cheque to replenish the petty cash.
9. Honorariums may be paid by the library manager from funds approved in the budget.
10. Donations of books or other reading material are given without attachments, and with the understanding that they may be disposed of if not required by the library. If a donation requires a tax credit receipt that donation must be made out to the Society of the Friends of the Library for an official receipt for income tax purposes. A thank-you note shall be sent by the library manager.
11. The preparation and submission of grant applications is the responsibility of the board chair person and the library manager. The record of disbursement of funds so obtained is the responsibility of the library manager who supplies all necessary documentation to account for the funds.
12. An audit of the financial records of the Carstairs Public Library is conducted annually by an Auditor approved by the Town of Carstairs. Original copies of the audited statement will be sent to authorized parties, and an original copy will be available at the library for the public to view upon request.

Date Approved: November 29, 2006

Revised May 17, 2018

Revised and revision approved on February 19 2019.

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 07 - RECORD RETENTION & DESTRUCTION

INTENT:

The Town of Carstairs Library Board recognizes the importance of an appropriate plan for the retention and storage of records, and provision for the appropriate destruction of records.

REGULATION:

Libraries Regulation 7 (1) (a)

Canadian Income Tax Act

PROCEDURE:

1. Cash receipts and deposit books, copies of paid invoices, receipt books, cancelled cheques, cheque stubs, year-end trial balances, accounts payable, bank statements, and any other records relating to the financial management of the library will be retained for seven (7) years, unless otherwise stated.
2. Employee records including personnel files, job applications of hired personnel, personnel evaluations, and payroll records (including T-4 slips, WCB claims and attendance records) will be held permanently.
3. Unsolicited resumes, job applications (not hired), interlibrary loan requests, memorial lists, and daily log books will be held for one (1) year.
4. Grant applications, applications for Canada Summer Jobs Employment Program etc. positions, and special events files will be held for seven (7) years.
5. Board Agendas and Minutes, Agreements, Annual Reports, assets and final audit reports including Financial Statements, final Budgets, Bylaws, minutes of committee meetings, historical correspondence, court cases, deeds, insurance claims, general ledger, daybook, general journal, legal opinions and proceedings, record of files destroyed, maintenance reports, media releases, photos, and income tax records will be held permanently.
6. Records being retained shall be kept in a locked file cabinet in the library or in a locked room designated for the purpose of record storage.

7. Outdated Library records which are slated for and approved for disposal, in accordance with the timelines contained herein, shall be shredded or incinerated by the Library Manager and/or another appointed individual, and a record will be made of the date, method of disposal, and time of disposal.

Date Approved: May 7, 2007

Revised: March 15, 2016

Reviewed on February 19 2019

Signature: _____

Chairman

Town of Carstairs Library Board

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 08 - LIBRARY ACQUISITIONS

INTENT:

The Town of Carstairs Library Board recognizes the importance of having an extensive and comprehensive selection of materials available to library patrons as space and budget limitations will allow. The library collection should strive to address the recreational, informational, and educational needs of the community, while also considering community demographics.

REGULATION:

Libraries Regulation 7.2(b)

PROCEDURE:

In order to establish and maintain a relevant collection, there will be an on-going process of monitoring the collection. This review process will be used to determine possible gaps in the collection and weed out any outdated or damaged materials, to facilitate the selection and acquisition of additional materials for the collection. The Library Manager is responsible for ensuring that processes are in place to maintain the relevance of the collection to reflect the community's needs and current demographics.

1. Selection Decisions:

- seek a variety of materials that meet the community's diverse population demographics (e.g. ages, reading levels, etc.)
- include materials to meet popular appeal and/or patron requests
- ensure the presence of materials that represent diverse points of view on subjects of interest
- include materials representing the works of notable authors, illustrators, and/or publishers
- include materials on current topics
- include materials to replace popular items that have been damaged or otherwise lost to the collection

2. Acquisitions/Purchases

- decisions for actual purchases must be made with consideration to the overall budget for acquisitions as well as the available space within the library to shelve the acquisitions
- more expensive and/or more specialized materials may be available through the Parkland Regional Library System, therefore purchasing these with local dollars should be a lower priority
- books and all other formats of collection resources may be acquired by purchasing through the Parkland Regional Library System, purchasing at various retail outlets, or via donations

3. Review/Weeding of Collection

- the library collection needs to be reviewed and weeded through on a regular basis to maintain adequate shelf space for new acquisitions
- criteria for removal of resources shall include: damaged materials, outdated materials (particularly in non-fiction sections), materials which are no longer circulating (in either the Carstairs Library or through inter-library loans), and duplicate materials
- notwithstanding the above criteria, materials should be retained in the collection if they are pertinent to the local history of the area, generally recognized as literary classics, contain out of print materials which are still deemed to be useful, or materials which balance the collection
- discard materials may be offered to patrons and/or residents of the area, donated to other groups or organizations, or otherwise disposed of at the discretion of the Library Manager

4. Donations

- the Library Manager may accept donations to the library collection. Donated materials should meet the same criteria as other materials acquired for use in the library, as outlined above under *Acquisitions/Purchases*.
- the library manager is free to decline donations if they do not meet the needs of the library collection
- donated materials that meet the criteria for “weeding” may be disposed of in the same manner as other materials being removed from the collection. Patrons donating materials should be advised of this process before donating

5. Non-Circulating Materials

- the Library Manager may designate certain materials to be non-circulating (i.e. for in-library use only)

6. Censorship

- the Town of Carstairs Library Board does not believe its role, or that of its staff, is to censor materials or act in any way as the supervisor of public morals, in compliance with Alberta Municipal Affairs guidance

Date Approved: May 7, 2007

Revised: May 21, 2014

Revised and revision approved on February 19 2019.

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 09 - LENDING OF LIBRARY MATERIALS

INTENT:

The Town of Carstairs Library Board endeavours to provide a selection of materials available for patrons to borrow for a designated period of time. The policy pertaining to borrowing will strive to meet the needs of the patrons while ensuring that materials are available to as many patrons as possible. Fines and other penalties may be applied to encourage the timely return of materials.

REGULATION:

Libraries Regulation 7(2)(e)

PROCEDURE:

1. Materials available to lend to patrons may include, but are not limited to: books, audio books, magazines, CDs, videos, DVDs, eReaders, and other equipment.
2. There will be no charge to patrons for borrowing these materials, but will require having a library card that entitles them to borrow materials from the Carstairs Public Library. A "Schedule A" may also be required, at the discretion of library staff.
3. Patrons of the age of 13 years or younger must have written approval from a parent or guardian to obtain a library card. In special cases the Library Manager has authority to waive this requirement.
4. Generally there shall be no limit on the number of items a patron may borrow. Some restrictions may be temporarily imposed by the Library Manager in the event that an excessive demand by a group or individuals, hinders materials being available to the general public.
5. The book, audio book, backpack and eReader loan period shall be three (3) weeks.
6. The magazine, video, DVD and music CD loan period shall be one (1) weeks.
7. The borrowing time on materials may be renewed, either in person or via telephone, provided the materials have not been requested by another patron.
8. Library materials may be reserved, and will be held for a period of five (5) business days after notification has been made to the patron that the materials are available.

9. Patrons are able to request materials from other libraries within the Parkland Regional Library System, as well as through any other inter-library loan system with whom the Carstairs Public Library shares resources. These materials can be made available at and returned to the Carstairs Public Library.

10. The Town of Carstairs Library Board may, in consultation with the Library Manager, establish a system of fines for overdue materials. The fines shall not be intended as a punitive measure, but rather as a means to encourage the return of materials.

11. Notwithstanding any of the above, the library may also designate available materials as non-circulating, (i.e. for use only within the library).

12. In addition to non-circulating materials and lent materials, the library may also loan certain materials to patrons for a designated fee. In such cases a separate policy shall be in place to set out the terms and conditions upon which such items are made available. These policies shall form a sub-set of this policy regarding the lending of materials.

Date Approved: November 29, 2006

Revised and revision approved November 20, 2018.

Revised and revision approved on February 19 2019.

Signature: _____

*Chairman
Town of Carstairs Library Board*

SCHEDULE "A"
AS PER POLICY NO. CPL 09 CARSTAIRS PUBLIC LIBRARY

LENDING OF EQUIPMENT RENTAL AGREEMENT

The library provides rental equipment for the use of its members, as an extension of its commitment to public access to technology and information in all its forms.

Please read and understand the following conditions and rules carefully.

The RENTAL AGREEMENT MUST BE SIGNED BY BOTH THE RENTER AND LIBRARY STAFF.

- a. 21 day maximum loan.
- b. If the equipment is overdue, a fine of 25 cents per day will be charged.
- c. If the equipment is lost or damaged, the renter will pay for the entire replacement cost.
- d. Patrons of age 13 or younger will require parental approval to borrow any of the equipment. Photo ID can be requested if necessary.
- e. Patron must be in good standing (i.e. no current or outstanding fines on account).
- f. Equipment must be returned, together with all accessories, directly to the librarian at the circulation desk of the Carstairs Public Library. These may not be placed in the book drop or left on the circulation desk.
- g. The borrower must check that the equipment is in good working order and includes all accessories, where applicable, before signing out or returning the item.
- h. The borrower will not register the eReader to their own computing device nor will they download or remove any materials from the eReader.

CARSTAIRS PUBLIC LIBRARY
EQUIPMENT LOAN AGREEMENT

I have read and understood the Equipment Loan Agreement and acknowledge by signing this contract that I will abide by the conditions and accept that I am liable for the replacement cost of any or all damage, or the loss of equipment that may occur while the equipment is signed out to me.

Equipment Loaned _____

Date _____

Patron's Name _____

Membership # _____

Patron Signature _____

Library Staff Signature _____

Date Returned _____

Initials (Library Staff & Patron) _____

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 10 - RESOURCE SHARING

INTENT:

The Town of Carstairs Library Board looks upon resource sharing as an integral part of the service provided by the library. The Board believes that every attempt should be made to fulfill patron requests by making materials accessible, and will reciprocate by providing any materials requests by other participants in the programs outlined below.

REGULATION:

Libraries Regulation 7(2)(c)

PROCEDURE:

1. **The Carstairs Public Library** abides by the Provincial Resource Sharing Policy and participates in the provincial inter-library loan network by virtue of membership in the Parkland Regional Library System, the Public Library Network, the Alberta Library Card (TAL), and the ME Libraries and shall abide by the rules and procedures outlined by each group.
2. **Staff:** Training of staff in resource sharing is the responsibility of the Carstairs Public Library, in conjunction with Parkland Regional Library, in order for the staff to assist patrons in accessing these services.

Date Approved: November 29, 2006

Revised May 17, 2018

Revised and revision approved on February 19 2019

Signature: _____

*Chairman
Town of Carstairs Library Board*

**TOWN OF CARSTAIRS LIBRARY Board
POLICY AND PROCEDURES**

**CPL 11 - PROVISION OF MATERIALS TO PERSONS UNABLE TO USE
CONVENTIONAL PRINT**

INTENT:

The Town of Carstairs Library Board recognizes the importance of having materials available, or assisting individuals to access materials, for community members who may be unable to use conventional print resources.

REGULATION:

Libraries Act Regulation 7(2)(d)

...provision of library materials to persons unable to use conventional print materials including provision in co-operation with Community Agencies.

PROCEDURE:

The Carstairs Public Library will endeavour to obtain suitable materials for any patrons unable to use conventional print. Budget constraints may not allow the purchase of these materials, but through interlibrary loan, in co-operation with various community support agencies, patrons will be put in touch with appropriate sources for materials.

Date Approved: November 29, 2006

Revised: May 21, 2014

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 12 - CONFIDENTIALITY OF USER RECORDS

INTENT:

The Town of Carstairs Library Board, staff, and volunteers support individuals right to privacy, and shall hold in strict confidence any records or transactions pertaining to library use.

REGULATION:

Libraries Regulation 7(1)(a)

The Freedom of Information and Protection of Privacy Act (FOIP)

PROCEDURE:

1. Library board members, staff, and volunteers will only collect patrons' personal information when it is required for the purposes of delivering public library service.
2. No records are kept of the frequency or content of visits to the library by specific patrons.
3. No records are kept of a cardholder's item checkout history, unless the cardholder has given written permission for this record to be kept. If this record is kept, it is subject to disclosure with the cardholder's other records under the conditions described in points 4 and 8.
4. Library staff, board members, and volunteers will not disclose a patron's personal information to a third party without the individual's consent, except:
 - a. in response to a court order (e.g. subpoena, search warrant) or another specific written request from a law enforcement agency to assist in an investigation. Note that library representatives are only required to disclose personal information to law enforcement officers upon presentation of a written court order. They are not required to comply with other written requests.
 - b. in partnership with other Alberta libraries and library systems for the purposes of sharing materials under conditions defined in existing resource sharing agreements and programs (e.g. interlibrary loan agreements, TAL Card, ME Libraries), collecting fees or fines, and retrieving borrowed materials.
 - c. for the purpose of contacting next of kin or emergency response personnel in the case of an emergency
5. Cardholders will sign a form acknowledging that their contact information will be available to other organizations for these purposes.
6. No patron information, including their presence in the library, will be given over the phone.
7. Staff and volunteers are to keep confidential the reading and viewing habits of individual patrons.
8. Upon request, a library patron will be given access to all information concerning their records that the library has on file. Access to a user's records is limited to that user except where the user is a minor, or if the user has given written permission for someone else to access their records. Where a parent or guardian's signature is required for a cardholder to obtain a library card, that parent or guardian may have full access to the cardholder's records for retrieval.

Date Approved: January 27, 2009

Revised and revision approved Nov 20, 2018. Revised to meet most recent legislation using template from Alberta Municipal Affairs.

Signature: _____

*Chairman
Town of Carstairs Library Board*

**TOWN OF CARSTAIRS LIBRARY Board
POLICY AND PROCEDURES**

CPL 13 - COMMUNITY/PUBLIC RELATIONS

INTENT:

The Town of Carstairs Library Board recognizes the importance of establishing and maintaining a positive profile within the community, as an integral part of developing and implementing library services within the community.

REGULATION:

The Libraries Act, Part 1, Section 7: Board Duties

PROCEDURE:

1. Members of the Town of Carstairs Library Board, and the staff and volunteers of the Library, represent the Library in the course of public contact.
2. The Library Manager and members of the Board will, from time to time, participate in community activities, make presentations, etc. to groups and individuals to provide information about the Carstairs Public Library and the services which are provided.
3. The Library's Plan of Service shall consistently include strategies to ensure governing leaders, civic officials, and the community as a whole, are aware of the Library's objectives and services.
4. The Library manager shall ensure that the local media is supplied with press releases and other information pertaining to the Library, its programs and services.
5. The Library Manager, other staff, and volunteers, are encouraged to develop ideas for the promotion of the Library, or bring information about existing events that the Library may participate in, for presentation to the Board for discussion and approval.

Date Approved: May 7, 2007

Reviewed on February 19 2019.

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 14 - INFORMATION SERVICES

INTENT:

The Town of Carstairs Library Board recognizes the importance of the provision of information to patrons, and providing assistance to patrons to enable them to access the information they are seeking.

REGULATION:

The Libraries Act, Part 1, Section 7: Board Duties:

PROCEDURE:

1. The provision of information service is to be given a high priority by all Library staff and volunteers.
2. Library staff and volunteers will be professional in their approach to Library patrons seeking assistance with obtaining information.
3. Library staff, and to a lesser extent Library volunteers, will be familiar with the various resources available to assist patrons in their search for information.
4. Information accessed for and provided to patrons will be presented without interpretation or editing by the Library staff.
5. Library staff may be responsible to maintain a record of information service questions asked during a given period of time. Statistics will be kept regarding the type and number of questions asked, and numbers answered and not answered within the Library or with the aid of external resources.
6. Library staff will hold confidential the specific nature of patrons queries.
7. Patrons requiring or expecting Library staff to undertake an extensive search for information need to be advised that the Library staff may not be able to devote the necessary time required for the search. Notwithstanding this, staff should endeavour to assist the patron in learning how to conduct their own search by familiarizing the patron with the various resources that are available.
8. Some reference and resource materials are only for use within the library, and patrons are not allowed to remove these resources from the premises. Such materials are clearly marked, and no exceptions will be made.

9. The Library Manager will handle problems such as a patron dissatisfied with the information obtained or made available. If problems persist, the Library Manager shall refer the issue to the Board.

10. The telephone in the library is a business phone, and patrons may only use the phone for an information search with the express permission of a staff member. The photocopier is only to be operated by library staff.

Date Approved: May 7, 2007

Revised: May 21, 2014

Revised and revision approved on February 19 2019.

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 15 - PUBLIC USE OF ENGAGEMENT SITE PORTIONS OF BUILDING

INTENT:

The Town of Carstairs Library Board recognizes the need to establish terms and conditions for the public use of the areas of the library building not used for library purposes.

REGULATION:

Libraries Regulation 7(2)(g)

PROCEDURE:

Terms and conditions for the public use of Engagement site or meeting room parts of the library building will be set by the Board when and if such space becomes available. These terms and conditions will include the following:

1. Cost to the user.
2. Hours available to the user.
3. Who may use these areas.
4. To what purpose the areas may be used.
5. Designated responsible person(s) who can provide access to the areas after library hours.
6. User accountability for the condition of the areas.
7. Rental Agreement completed by the user and library staff (Schedule A).

Date Approved: November 29, 2006

Revised May 17, 2018

Revised and approved on February 19 2019.

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board
POLICY AND PROCEDURES
CPL16 - HOURS OF SERVICE

INTENT:

The Town of Carstairs Library board recognizes the importance of providing library services to the residents of Carstairs and area in a manner that allows for reasonable public access to the library within the budget constraints that determine hours of staff time.

REGULATION:

Libraries Regulation 7(2)(f)

PROCEDURE:

The Town of Carstairs Library board will endeavor to make library resources readily available to patrons through establishing hours of operation that meet community needs while recognizing budget constraints that may impact on the number of paid staff hours available in any given year.

In general, the library shall be open to the public as follows:

Tuesday	10:00 am - 6:00 pm
Wednesdays	10.00 am - 8:00 pm
Thursdays	10:00 am - 8:00 pm
Fridays	10:00 am - 5:00 pm
Saturdays	10:00 am - 5:00 pm

The library shall be closed on civic and statutory holidays (See CPL – 04)

The library shall remain open during the Christmas holidays. The Town of Carstairs Library board will set the exact dates each year.

Library hours of operation shall be reviewed at least annually, taking into consideration community needs and budget money available.

Date Approved: November 29, 2006

Amended January 27,2009

Revised: May 15, 2012

Revised: May 21, 2014

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 17 - INTERNET USAGE

INTENT:

The Town of Carstairs Library Board provides public access to the Internet in keeping with its role of providing access to information and resources to meet the educational and recreational needs of the community. Access to the computers needs to be regulated to ensure availability to those wishing to access the service.

The Carstairs Public Library has no control over the information contained on the Internet, and cannot be held responsible for its content. As is the case with other materials in the library's collection, any restriction of a child's access to the Internet is the responsibility of the parent or guardian.

REGULATION:

The Libraries Act, Part 1, Section 7: Board Duties:

"The municipal board, subject to any enactment that limits its authority, has full management and control of the municipal library and shall, in accordance with the regulations, organize, promote and maintain comprehensive and efficient library services in the municipality ... "

PROCEDURE:

1. Computer use is on a first come, first served basis, for up to a maximum of one hour if other patrons are waiting to use the computer. Sign-up sheets are available at the circulation desk. Sign up will be strictly enforced. Non-compliance may result in loss of computer privileges. Access to computers may be reserved ahead by phoning to book a computer.
2. Library staff and volunteers are generally available to help users with basic computer use or Internet access, but other responsibilities in the library may limit the amount of time that can be spent with any one patron. Users should have basic computer skills such as the use of a mouse and an understanding of the Windows operating system.
3. A maximum of two (2) people are allowed at a terminal at one time.
4. Public access computers are available during regular library hours. In accordance with our policy on censorship, the library computers are unfiltered. However, the computers are located in a public space shared by people of all ages and backgrounds, therefore, when using these computers, individuals are required to do so in a responsible manner that respects the rights and privacy of others.
5. The library's computers are not to be used for illegal purposes. Canadian civil and criminal law prohibit display or dissemination of harassment, libel, slander, hate literature, child pornography, graphic pornography, illicit drug literature, obscene material, material tending to deprive any person of their rights, or material that is an affront to human dignity.

6. Materials on the internet may be subject to copyright laws which users are responsible for upholding.
7. Because the Library's internet service is not encrypted all users should be aware that any information sent or received could potentially be intercepted by another wireless user and therefore, users should avoid entering sensitive information such as credit card numbers, banking information, passwords and other personal identifying information on any wireless and/or public network.
8. Parents and guardians are responsible for supervising their children's access to all library resources including the internet.
9. Misuse and/or abuse of computer equipment, programs, settings and/or the rules governing appropriate use will result in suspension of internet privileges.

Date Approved: April 24, 2007

Revised: May 21, 2014

Revised: October 22, 2015

Signature: _____

Chairman

**TOWN OF CARSTAIRS LIBRARY Board
POLICY AND PROCEDURES**

CPL 18 - SMOKE FREE FACILITY

INTENT:

The Town of Carstairs Library Board recognizes the importance of providing a safe working environment for staff and volunteers, as well as a comfortable environment for patrons of all ages to enjoy.

REGULATION:

The Libraries Act, Part 1, Section 7: Board Duties:

“The municipal board, subject to any enactment that limits its authority, has full management and control of the municipal library and shall, in accordance with the regulations, organize, promote and maintain comprehensive and efficient library services in the municipality ... “

PROCEDURE:

1. The Carstairs Public Library is designated as a smoke-free facility. This designation is in effect at all times, whether or not the facility is open to the public.
2. Appropriate signs shall be posted outside and inside of the library confirming this policy.

Date Approved: May 7, 2007

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 19 - CONFIDENTIALITY OF STAFF RECORDS

INTENT:

The Town of Carstairs Library Board, staff, and volunteers support individuals right to privacy, and shall hold in strict confidence any records pertaining to library personnel.

REGULATION:

The Freedom of Information and Protection of Privacy Act

PROCEDURE:

Personnel records shall be maintained and stored in a manner that will ensure the protection of the privacy of the personnel.

1. Personnel files shall be stored in locking file cabinets located in the offices of the Town of Carstairs and Carstairs Public Library

2. Library personnel shall have access to their own files under the following conditions:
 - files can only be accessed at the Carstairs Town Office and Carstairs Public Library.
 - neither a file nor its contents can be removed from the Carstairs Town Office and Carstairs Public Library.
 - personnel are entitled to have copies made of contents of the file for their own purposes.
 - a member of the Town of Carstairs Library Board must be present at all times when personnel are viewing contents of the personnel file.

3. Members of the Town of Carstairs Library Board Personnel Committee shall have access to personnel files of employees under the following conditions:
 - access is for the purpose of doing employee reviews or doing follow-up to an employee review of employees of the Carstairs Public Library Board.
 - files can only be accessed at the Carstairs Town Office and Carstairs Public Library.
 - neither a file nor its contents can be removed from the Carstairs Town Office and Carstairs Public Library.
 - copies may not be made of the contents of a file and removed by a member of the Personnel Committee, but brief notes may be made regarding file contents for purposes of conducting a review or doing a follow-up to a review
 - at least two members of the Personnel Committee, or one member of the Personnel Committee and a Board member of the Town of Carstairs Library Board must be present at all times when a personnel file is being reviewed.

Revised and revision approved November 20 2018. Revised to match the current location of files, clarify what files can be viewed by Personnel Committee members and Board members and delete the user portion covered in CPL 12.

Signature: _____

*Chairman
Town of Carstairs Library Board*

TOWN OF CARSTAIRS LIBRARY Board POLICY AND PROCEDURES

CPL 20 - REQUEST FOR RECONSIDERATION OF LIBRARY MATERIAL

INTENT:

The Town of Carstairs Library Board, staff, and volunteers support the Canadian Library Association's Statement on Intellectual Freedom. In keeping with the principles of intellectual freedom and the freedom to read, the Carstairs Public Library will establish a procedure to be followed for reassessment of acquired material in the event of a complaint or challenge from the public.

REGULATION:

Canadian Library Association's Statement on Intellectual Freedom

PROCEDURE:

1. The Librarian and the Library Board will consider objections that are presented to the Town of Carstairs Library Board in writing.
2. All objections will be considered carefully after the patron completes the Request for Reconsideration Form (Schedule "A")
3. The Library Manager will present written objection to the Board. The Board will review the material under discussion. The patron may appear before the Board if they desire. No material will be removed from the shelf without the approval of such action by a majority vote of the Board of Trustees.
4. When a decision has been reached as to whether to retain, discard, or restrict access to the material in question, the Board will communicate the decision in writing to the complainant.

Date Approved: September 21, 2011

Signature: _____

*Chairman
Town of Carstairs Library Board*

SCHEDULE "A"

AS PER POLICY NO. CPL 20 REQUEST FOR RECONSIDERATION OF LIBRARY MATERIAL

Request for Reconsideration of Library Material

The Carstairs Public Library Board has delegated the responsibility for selection and evaluation of library resources to the professional staff, and has established reconsideration procedures to address concerns about those resources. Completion of this form is the first step in those procedures. If you wish to request reconsideration of library material please return the completed form to:

Carstairs Public Library Board Chairman, Box 941, Carstairs, Alberta, T0M 0N0

Name: _____

Address: _____

City: _____ Province: _____

Postal Code: _____ Phone Number: _____

Do you represent self? _____ Organization? (please specify) _____

1. Resource on which you are commenting: Book _____ DVD (Video) _____
Magazine _____ Music CD _____ Audio Book _____ Newspaper _____
Library Program _____ Other (please specify) _____

Title: _____

Author or Producer: _____

2. How was this item brought to your attention?

3. Have you read or examined the entire resource?

4. What in your opinion is the purpose, theme or message of the material?

5. What objections do you have to the material? Please cite specific pages and/or passages. Are your objections moral, political, religious or aesthetic?

6. Are there resource(s) you suggest to provide additional information and/or other viewpoints on the topic?

7. What action are you recommending?

Signature of Complainant

Date

Since the Request for Reconsideration of Library Material may be presented to the Carstairs Public Library Board during its public meetings, the name of the complainant cannot be confidential. However, the contact information will remain confidential.

This Request for Reconsideration of Library Material form will be kept for one year after a final decision has been made on the resource in question. The form will be destroyed thereafter.

Town of Carstairs Library Board Policy & Procedures

CPL-21: Library Video Surveillance Policy

Purpose:

The library has a responsibility to provide a safe environment for both patrons and staff. In addition, the library has a responsibility to protect library property from theft or vandalism. When using video surveillance systems, the Carstairs Public Library must balance the benefits of the surveillance system against the privacy of the individual.

Our video surveillance system is used/maintained in partnership with Chinook's Edge School Division and the Carstairs Elementary School. As such, it must align with and respect their policy/procedures.

Video surveillance systems may only be used to maintain a safe and secure environment in the library and is intended to:

- a. discourage inappropriate or unlawful behavior of individuals on library premises,
- b. support appropriate responses to observed or reported incidents of inappropriate or unlawful behavior.

Regulation:

The Freedom of Information and Protection of Privacy Act (FOIP), R.S.A. 2000
Chinook's Edge School Division Administrative Procedure AP 1-05 Video Surveillance

Definitions:

- **“law enforcement”** means (i) policing, including criminal intelligence operations, (ii) a police, security, or administrative investigation, including the complaint giving rise to the investigation, that leads or could lead to a penalty or sanction, including a penalty or sanction imposed by the body conducting the investigation or by another body to which the results of the investigation are referred, or (iii) proceedings that lead or could lead to a penalty or sanction, including a penalty or sanction imposed by the body conducting the proceedings or by another body to which the results of the proceedings are referred.
- **“video surveillance system”** refers to a mechanical or electronic system or device that enables the continuous video recording, observing, or monitoring of the library space and activities therein.

Procedures:

1. In accordance with *FOIP*, the Carstairs Public Library may only use personal information collected by a video surveillance system to support the safety and security of the library staff, patrons, and library facilities, for disciplinary, legal, legislative, or law enforcement purposes, for enforcement of administrative regulations, or in accordance with a court order.

2. The video surveillance system will not be used to monitor areas where individuals have a reasonable expectation of privacy.
3. Signage communicating that a video surveillance system is in operation, will be visible to employees and patrons using the library.
4. Access to the video surveillance system will be limited to:
 - a. the Library Manager and responsible library staff, as designated by the Library Manager
 - b. facilities personnel responsible for the acquisition, installation, maintenance, and management of the video surveillance system
 - c. the Principal of Carstairs Elementary School or their designated staff, in accordance with CESD policies
5. Viewing of Digital Recordings:
 - a. Video monitors used to view digital recordings shall not be located in a position that enables public viewing.
 - b. Recordings may only be viewed by the Library Manager, designated library staff (in the event that the Library Manager is unavailable), law enforcement, the Principal of Carstairs Elementary School (or their designated staff, in accordance with CESD policies), or by employees responsible for the technical operations of the system (for technical purposes only).
 - c. Patrons or, in the case of minors, a parent or guardian, may request to view a segment of a recording that includes themselves or their child/children. Minors may view segments of a recording relating to themselves, if they are capable of exercising their own access to information rights under *FOIP*. In these instances, viewing is at the discretion of the Library Manager and must be done in the presence of a designated staff member. The Library Manager reserves the right to require a written request in these instances.
 - d. Viewing may be refused or limited where viewing would be an unreasonable invasion of a third party's personal privacy, would give rise to a concern for a third party's safety, or on any other ground recognized under *FOIP*.
6. Retention of Digital Recordings:
 - a. Recordings and images captured by the video surveillance system will be saved on a secure server.
 - b. The length of time for which recordings or images captured by the video surveillance system will be preserved, is dependent upon the storage capacity of the servers, and may be as little as three days.
 - c. Where an incident raises a prospect of a legal claim against the Library, the recording, or a copy of it, shall be sent to the Library's insurers.
 - d. In the event of a request for disclosure, digital recordings shall be erased as soon as the incident in question has been resolved, except when the recording has been used in the making of a decision about an individual, the recording must be kept for a minimum of one year, as required by *FOIP*, unless earlier erasure is authorized by, or on behalf of, the individual.
7. Requests for digital copies of recordings, or images captured by the video surveillance system, must be submitted in writing to the Library Manager. The request will be approved only if the applicant demonstrates a legitimate right of access to the information, including

the provision of a warrant or court order, should the recordings be requested by law enforcement authorities.

Date of Board Approval: February 18, 2020

Signature: _____
Chairman
Town of Carstairs Library Board