

THREE HILLS MUNICIPAL LIBRARY

P O L I C Y M A N U A L

MISSION STATEMENT

The Three Hills Municipal Library's mission is to create connections that inspire discovery, growth and imagination by sharing ideas, resources and experiences with the community it serves.

Revised and approved by the Board

June 9, 2015

PART I LIBRARY MATERIALS

A. Selection, Acquisition and Disposition

1. Selection:

POLICY

The Board believes that the Library's collection should be extensive, comprehensive and cosmopolitan. Selection is made primarily by evaluation of the item's content, authenticity of material, honesty of presentation and quality of production. There is a possibility that an item* or items* in the Library may be regarded by some as unpleasant or offensive, or in opposition to local beliefs. If the Library is to fulfil its obligation to its community, it must include materials of varied points of view, even those which may be regarded by some as controversial.

The Library recognizes its obligations to satisfy the cultural, educational and artistic needs of a large group of people with varied backgrounds tastes and interests.

The Board encourages librarians, Board members and patrons to make suggestions as to material to be purchased.

NOTE: * item: Includes written, audio and visual materials.

Visual Materials and Computer Games:

The selection of DVD and visual materials and computer games is guided by the following:

- The purchase of these materials shall be from reputable and recognized sources; and
- The selections provided will as much as possible be based on requests from library members, provided they meet the above criteria and do not violate prevailing local standards.

We accept donations of all types of audio/visual materials but if they do not meet the criteria set out by Marigold they will either be returned to the donor or sold in our regular book sales to raise money for the library.

i. Purchases

Purchases are made by:

- a) Marigold Library System which also processes and catalogues items. It can also act on Board/Librarian/patron requests. Final approval for any requests to purchase materials with Marigold funds rests with the Marigold Director. The Director operates within the framework of policies set by the Marigold Library Board.

Locally selected materials may be purchased by:

- b) Librarians acting as a Committee to purchase:
 - i. Especially locally requested books or audio/visual materials;
 - ii. Local authors or community history books;

ii. Criteria

- a) Emphasizes literary merit: especially award-winning volumes;
- b) Emphasizes Canadian items; and
- c) Emphasizes recreational items.

iii. Controversial Material

As outlined in the Mission Statement, we are here to make all viewpoints accessible to the public within bounds of community taste. Book selection will be done by the qualified staff at Marigold headquarters and the Three Hills Municipal Library. As book selection is perhaps the most important area in public library policy and administration, the Head Librarian or Library Manager and the Board will rely on their best judgment, aided by reputable and recognized review sources, suggestions from the public and consideration of prevailing standards when selecting material. This process applies to Visual and Audio material as well.

The Board has adopted the following statement on “Intellectual Freedom” endorsed by the Canadian Library Association:

“Every person in Canada has the fundamental right, as embodied in the nation’s Bill of Rights, to have access to all expressions of knowledge, creativity and intellectual activity, and to express his thoughts publicly. This right to intellectual freedom is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity including those which some elements of society consider to be unconventional, unpopular or unacceptable. To this end libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all of the library’s facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the criticism by individuals and groups.

Both employee and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.”

iv. Censorship

The Library Board does not interpret its function or that of its librarians (or Marigold) to be the supervisor of public morals. The Library Board believes in freedom of the individual and the right and obligations of parents to develop, interpret and enforce their own code of acceptable conduct upon their own households.

The Library will provide, as far as possible, materials on all sides of controversial issues, including representation of unpopular or unorthodox positions without censorship or bias, providing the materials give evidence of a sincere desire to be factual.

Unless an item is officially prohibited from entering the province, it should not be withdrawn from library shelves. If an individual objects very strongly to a particular item, she/he will have the right to complete a form through which she/he can make an official complaint. Each complaint will be dealt with fairly.

v. **Complaints re: Selection of Materials**

The following guidelines are to be followed:

- a) The Board will not consider the random selection of a passage taken out of context as a “reasonable complaint”;
- b) The Board will not consider a petition signed by a number of persons a valid complaint in and of itself, unless each signature complies with the standard procedure for entering a complaint;
- c) Complaints will not be considered from persons who are not members in good standing of the Three Hills Municipal Library;
- d) All legitimate objections and grievances will be considered carefully and thoughtfully if the patron fills out the form provided by the library giving the following information:
 - i. Patron's name, address, phone number and email;
 - ii. Title, author and publisher of objectionable material;
 - iii. Reason(s) for objection; and
 - iv. An affirmative that she/he has read the material in question.
- e) Complaints will be presented to the Board by the Librarian. The Board will review the book and the complaint. No book will be removed from the shelf without the approval of such action by a majority of both the Board of Trustees and Town Council.
- f) A written reply explaining the action and reason for it will be sent to complainant.

Revised and approved by the Board

May 15, 2018

***2. Acquisition and Purchase:**

POLICY

The Board believes that we have an obligation to provide the broadest range of materials of all types for all members (exclusive of age) within budgetary and financial boundaries.

i. Authority to Purchase

- a) Librarians under Board approval at his/her discretion; and
- b) Marigold has implicit contractual authority to purchase using its own knowledge and resources.

ii. Gifts and Donation

POLICY

The Board believes that gifts of materials must be subject to the same criteria as outlined in “Selection” and become the property of the Library. The Board believes that all monetary and material donations be accepted with no obligations to dispersal unless otherwise agreed.

PROCEDURE

Accepted with “no strings attached”; donation becomes property of the library to dispose at their (Librarians and/or Board) discretion.

DISPOSAL

If in good shape item may be shelved or sold in ongoing Book sale. Or item may be recycled.

Receipts for cash donations and specific purchase are available from the Town office. Gifts of money, real estate property and/or stock will be accepted if they comply with Town and Provincial codes governing such gifts.

Revised and approved by the Board

April 17, 2018

3. Disposition:

POLICY

The Board believes that the Library should have in its collection items which are of interest to users or have historical or local value which merits retention.

i. Criteria/Definition

- a) "Weeding" of the entire collection to be completed every 3 years;
- b) Set out in Marigold Procedures Manual under "Weeding" which includes the instruction to discard the item if it has not been off the shelf in 3 - 5 years OR if physically unappealing (damaged); and
- c) Discretion to retain if it has literary merit (Librarian and/or Committee decision).

ii. Disposal

- a) May sell the items;
- b) Give the items to local organizations; or
- c) Take items to the Recycle Depot.

Revised and approved by the Board
April 17, 2018

B. Provisions of Materials Normally Lent

POLICY

The Board believes that we should make available to users any materials desired except as restricted by our By-Laws or by Librarian/Board discretion or by financial or physical restrictions. The Board believes that we should make access to and use of materials as easy as possible.

1. Patrons and Regulations

POLICY

The library shall serve all residents and non-residents of Three Hills at prescribed rates outlined on **Schedule A** of the Three Hills Municipal Library By-Laws dated November 4, 2013.

There is no charge for use of library materials on library premises.

Loan periods and quantity of materials borrowed from the library shall be as outlined in **Schedule B** of the Three Hills Municipal By-Laws dated November 4, 2013.

Penalties for overdue items, damaged items and lost items are outlined in **Schedule C** of the Three Hills Municipal By-Laws dated November 4, 2013.

The use of the library or its services may be denied for due cause as stated in **Schedule D** of the Three Hills Library By-Laws dated November 4, 2013.

2. Restricted Material

i. Designation

Librarians and/or the Board reserve the right to designate items as non-circulatory including out-of-print, historical or local value items, irreplaceable items or items of considerable monetary value.

Revised and approved by the Board

October 16, 2018

3. Resource Sharing

POLICY

The Board believes that resource sharing is an integral part of service and as a member of the Marigold Library System and, therefore, The Alberta Library (TAL) and The Regional Automation Consortium (TRAC), we make information and expertise available to other libraries.

i. Availability

As a member of the Marigold Library System, we are a member of TRAC and TAL and we will make all library materials available except for restrictions outlined below and previously in other Policies and By-Laws.

ii. Publicity

The Library will advise patrons of this service and our participation in it.

iii. Inter-library Loans /Borrowing

We lend items in our collection to other libraries with the exception of:

- a) Designated reference material; and
- b) Irreplaceable volumes, especially of local history.

Head Librarian or Library Manager/Board may place a 'Not for Inter-library Loan' time restriction on newly published local items.

Revised and approved by the Board

October 16, 2018

C. Accessing Library Materials

1. Inter-Library Loans/Borrowing

POLICY

The Board believes that as a member of the Marigold Library System and, therefore, TAL and TRAC, all our patrons should have access to items, information, and expertise from other libraries, if they are not available locally.

i. Accessing Items

- a) Patrons can order items through the TRAC catalogue via the Library catalogue computers, the Library computers and can order items from their home;
- b) Patrons can request Library Staff to order items for them, although patrons are encouraged to use the catalogue computers and order their own items; the Library Staff may teach patrons how to use the catalogue service; and
- c) The Library Staff shall, if asked, advise patrons of the limits of the system including availability and time it takes to obtain item.

ii. Charges

- a) Patrons are advised that there may be charges passed on to them if the lending institution has excessive charges, but these charges will usually be absorbed by Marigold Library System.

iii. Restrictions

- a) There are no restrictions to the types of materials requested.

2. Information Services

Requests for information are to be addressed by our Library Staff to the best of their knowledge and abilities

Revised and approved by the Board

October 16, 2018

D. Program Policy

1. All programs offered through the Library must fulfill the Mission Statement of the Library.

POLICY

The purpose of the Library is to provide its members and the community at large with access to knowledge, information, art, and popular culture. This includes programs and services that:

- i. Develop literacy and learning skills including reading, writing, basic math, and computer skills;
- ii. Enhance and support life skills (business, finance, language, communication, arts, crafts, music);
- iii. Encourage and build self reliance and self esteem;
- iv. Support and develop volunteerism;
- v. Support cultural exchange and knowledge about other cultures;
- vi. Develop and support family and community relationships; and
- vii. Explore nature, science, and history.

Provision of access includes providing the technology that is needed for these pursuits. Access also means that cost should not prohibit anyone from use of the services and materials in the Library.

Revised and approved by the Board
October 16, 2018

2. **All programs offered through the Library must strive to be professional, reliable, and of a high quality.**
3. **Where possible, the library will strive to cooperate with other agencies and organizations to deliver programs.**
4. **Library programs should not:**
 - i. Replace or compete with local business or community service groups, clubs, community institutions or agencies; or
 - ii. Promote a particular religious or political perspective or special interest group or individual business over any other.

Revised and approved by the Board

October 16, 2018

E. Gift Acceptance Policy

The Three Hills Municipal Library encourages all gifts or sponsorships towards programming, facilities, equipment, library materials, furniture, operations and endowments so long as they comply with the Regulations of the Canada Revenue Agency. This includes gifts of cash, gifts-in-kind, securities, life insurance policies, artwork, annuities, trusts and bequests.

The Library reserves the right to accept or reject any gift at its sole discretion and may or may not indicate the reasons for acceptance or rejection. In some cases, a proposed gift may require review and approval from the Board.

Cash donations

The Library will always encourage donations and sponsorships that are general in nature before recommending donations to restricted funds, endowments, special events or capital projects. The Library will provide reports including audited financial reports to supporters and provide additional detail regarding the use of donated funds if/when requested. Donations of \$20 and over will be eligible for an income tax receipt. Cheques may be made payable to the “Town of Three Hills” and should reference “Library Donation” in the memo line.

Gifts-in-kind

The responsibility for valuation of a gift-in-kind lies with the donor. All gifts-in-kind of \$1,000 or more require a fair market value appraisal. As per Canada Revenue Agency guidelines, fair market value is defined as, “*fair market value of the property at the time the gift was made.*” All gifts in kind under \$1,000 require some form of verification of their actual value, such as a bill of sale.

Donations of library materials

Donations are only accepted on the understanding that the Library becomes the sole owner, and reserves the ultimate right to determine retention, location, level of cataloguing, access, and other considerations related to use or disposition. If you wish to donate materials, please contact us to discuss your offer in detail. A brief description of subjects covered, while not essential, aids us in considering donation offers.

Donor recognition

Donor recognition will neither be, nor be perceived to be, extravagant, as per Canada Revenue Agency guidelines. Recognition programs and procedures shall be determined at the sole discretion of the Head Librarian or Library Manager. The Library will respect the wishes of persons and organizations that wish to remain anonymous.

Revised and Approved by the Board

June 18, 2019

PART II TRUSTEESHIP

A. Recruiting, Orientation, Continuing Education POLICY

It is the responsibility of all existing Board Members to ensure there are enough skilled members on the Library Board to conduct library business in a professional manner; enough members to share the work load; and enough members so a quorum can always be formed for regular Board Meetings.

1. Recruiting New Board Members

- i. Potential Board members may be recruited by existing Board members, as well as thru advertising to the general public;
- ii. Interested applicants are to be given a Board Member Application Form. Completed forms are to be returned to the Library for forwarding to Board Secretary.
- iii. Applications will be reviewed at the next board meeting. Accepted applicants will be invited to observe a board meeting and encouraged to ask questions regarding issues they want clarified.
- iv. The Board shall meet “in camera” to make a decision as to whether the applicant should be invited to join the Board.
- v. The Town Council approves and appoints all Board members. Once a potential Board member agrees to join the Board, they will submit a letter of application addressed to the Library Board Secretary applying for a position on the Board. This should be dropped off at the library. The application letter will be given to the Library Board Council Representative to present at the next Town Council meeting; and
- vi. Upon approval by the Town Council and 2-3 weeks prior to their first official board meeting, the new Board Member will receive an up-to-date Board Manual.. The Chair or designated member will arrange to meet with the new Library Board Member shortly after the board meeting to give a brief run through of the material in the Board Manual, giving the new member an opportunity to ask questions and get clarification on anything he/she does not understand.
- vii. The new Board Member will be assigned to a committee that is of interest to him/her and within their skill set.

POLICY

It is the responsibility of the Board to ensure new Trustees are informed and understand their duties and responsibilities to the Library and Community.

2. Board Manual Package

Once a new member has agreed to join the Library Board, the Board Manual Package should be given to them at least 2 – 3 weeks prior to their first official meeting. They should also be encouraged to access the Library Board Orientation on the Alberta Trustees Association website and attend any Trustee Orientation Workshop offered by Marigold or ALTA.

A complete Board Manual Package will include:

i. Legal Materials

- a) Libraries Act and Regulations;
- b) By-laws & Schedules of the Three Hills Municipal Library; and
- c) Policy Manual.

ii. Background Information for Three Hills Municipal Library

- a) Mission Statement of the Library;
- b) Brief History; (noting information on the Website and detailed scrapbooks at library)
- c) Library Board Basics;
- d) Current Plan of Service;
- e) Most recent Librarian's Annual Report; and
- f) Names of staff and positions;

iii. Board Information

- a) List of Board members that includes names, email addresses and phone numbers;
- b) Description of responsibilities of Executive & Committee members;
- c) Past minutes (1 year); and
- d) Meetings held the 3rd Tuesday of every month except July, August and December.

iv. Financial Materials

- a) Budget for Current Operating Year; and
- b) Most Recent Financial Annual Report.

v. Association Information

- a) Alberta Libraries Trustees Association Handbook.

Revised and approved by the Board
November 17, 2020

POLICY

It is the primary responsibility of trustees to work toward the betterment of the library and community. Trustees should stay informed of current trends and be consistently upgrading skills through continuing education programs.

3. Trustee Skills

The attached **Schedule E** “Board Skill Evaluation” will be given to Board members for self evaluation with a goal to determining:

- a) Degree of expertise on Board; and
- b) Deficiencies in the skill set of the Board for future recruitment of new members and upgrading the skills of existing members.

4. Community Resources

To increase Board effectiveness, is recommended that Board members:

- a) Access community people to aid in specific tasks and projects of the Board (i.e. Town Administrator help with contracts); and
- b) Access local continuing education resources such as KALS.

5. Outside Resources

The Board should maintain awareness of outside resources by:

- a) Being aware of Marigold and Community Development Department programs;
- b) Encouraging attendance at Alberta Library Conference; LRC Conference
- c) Participating in local Chamber of Commerce;
- d) Interacting with Town Office Administration; and
- e) Retaining memberships in Alberta Library Trustee Assoc.

Revised and approved by the Board
November 17, 2020

B. Powers and Duties of Trustees

The authority for the administration and operation of the library shall be vested in the Library Board (the Board is defined as local library trustees acting corporately). It shall make and adopt such By-Laws, Policies and Regulations as specified according to the current Alberta Libraries Act Chapter L-11 and the current Libraries Regulations. These documents shall be for the library's own guidance and for the governance of the library as may be expedient.

The Board shall have exclusive control over the receipt and expenditures of all monies available for the operation of the Library, and shall ensure proper maintenance and safety of the Library. Such monies shall be drawn from the treasury by the proper officers.

The Board selects and appoints a Head Librarian or Library Manager, establishes the responsibilities and conduct of staff through policies, and fixes their salaries, by means of annual reviews.

The Board adopts a yearly budget with the advice and assistance of the Head Librarian or Library Manager, allocating the proper amounts for books, salaries, maintenance and other operating expenses.

The Board, with the assistance of the Head Librarian or Library Manager, must prepare the necessary and proper reports from the library for the Town, Marigold Library System and Provincial Government.

All Board members must submit the number of volunteer hours they have spent on Library business to the Head Librarian or Library Manager yearly. This information is required for the Library's Annual Report to the Community Development Dept. of the Provincial Government.

Revised and approved by the Board

January 19, 2021

C. Selection and Appointment of Trustees

1. Number of Trustees

The board shall consist of not fewer than five (5) and not more than nine (9) members who are residents of Three Hills or surrounding area.

A member of Town Council is appointed to the Board by Council and acts as liaison between Board and Town Office and Council.

Head Librarian or Library Manager acts as an ex-officio, non-voting member of the Board who is required to attend the meetings, but may be asked to leave the meeting at Board discretion.

2. Term of Office

Library Trustees shall hold office three (3) years from date of appointment (approved by Town Council) or until their successors are appointed. Trustees may not serve more than two (2) additional consecutive terms of 3 years each, unless at least 2/3 of the whole council passes a resolution stating that the member may be reappointed as a member for more than 3 consecutive terms (Libraries Act).

The Libraries Act:

31(1) A person is disqualified from remaining a member of a board if that person fails to attend, without being authorized by a resolution of the board to do so, three consecutive regular meetings of the board. Trustees who resign from the Board must do so in writing.

Revised and approved by the Board

January 19, 2021

3. Organization of Board/Job Descriptions

i. General

The Board officers shall consist of Chair person, Vice-Chair person, Treasurer, Secretary, and various sub-committees:

- Finance/Budget - Establish budget; advice regarding fiscal matters;
- Personnel - Liaison between Board and Staff; administering service awards; yearly review of Library Manager;
- By-law/Policy review -Ongoing review; Update as needed;
- Fund raising - Present ideas, suggestions; may oversee implementation of strategies.

If no Library staff person is assigned, the following responsibilities may fall to the Board:

- Program - Present ideas, suggestions; may oversee program;
- Public Relations/Publicity;
- Facility - Present needs, update on progress; and
- Historian - Oversees collection of event photos/press coverage articles and ensures they are added to Library History Book Collection.

Marigold Library System Representative: one Board member to be assigned as the Marigold Rep., being able to vote at their quarterly meetings. A second Board member shall be assigned as an Alternate. Members' names must be submitted to Marigold via the Town Office as the Board Members are the Town of Three Hills Representatives to the System Board.

Note: This is an overview of Committee responsibilities; detailed descriptions of job responsibilities for Board Officers follow.

Revised and approved by the Board

January 19, 2021

ii. Job Description - CHAIR PERSON

- Is chosen and voted in by fellow Board members;
- Shall act as ex-officio member of all Committees;
- Shall preside at all meetings; in his/her absence, the Vice-Chair or other executive member could preside; in the event none are available, a chair person may be elected from members at the meeting;
- Shall establish the agenda in conjunction with the Head Librarian or Library Manager and other executive members (All Board members can request items to be put on the agenda);
- Shall, with the treasurer, make a formal presentation of the Annual Library Budget to Town Council if requested by Town Council to do so after the Library Budget is approved by the Board each October;
- May be the library representative on the Marigold Library System Board. Meetings are held 4 times a year.

iii. Job Description – VICE-CHAIR PERSON

- Shall perform the duties of the Chair in the Chair's absence.

Revised and approved by the Board
January 19, 2021

iv. ***Job Description - SECRETARY***

- Shall contact Board members if there won't be a quorum for a scheduled meeting. If no quorum, meeting to be re-scheduled and all members advised of new date;
- Shall copy and distribute the agenda and "pre-read" material to Board members via email, during the week prior to scheduled meeting;
- Shall keep accurate minutes of Board meetings and email to Board members during the week prior to the next Board meeting;
- Shall keep a record of Motions made at the meeting by using the numbering system. Starting with new numbers in January each year.... Motion #1/2021 indicates motion number 1 in 2021 and these to continue consecutively until December of that year. Motion #1/2022 would be the new beginning number in 2022;
- Shall have the Chair Person sign the approved Minutes (*Libraries Act*);
- Shall place the signed, approved copy of the Minutes in the Minute Binder, housed in a designated location in the Library that is allotted to Board Business for public access (*Libraries Act*). This should be done as soon as possible after Minutes are approved. A copy of the Library Manager's and the Treasurers Monthly Reports shall be attached to the "Official Minutes" to keep for history purposes and, therefore, a detailed account of either of these reports does not have to appear in the minutes ... only Business Arising from these Reports;
- Shall keep Board Business Binders up-to-date that are housed at the library for public access. These include Board Member Appointment letters from the Town, By-laws and Policy Manual updates, any other binder that holds Board public access information that needs updating;
- Shall keep name and addresses of Board, providing telephone lists to Board members; keeps record of attendance and includes in Minutes names of attendees and names of absentees;
- Shall write all letters and other correspondence as designated by the Board.

Revised and approved by the Board
January 119, 2021

v. ***Job Description - TREASURER***

The Library Board Treasurer has an overall responsibility to organize and oversee the finances of the Library Board to ensure:

- a) That proper segregation of mechanisms and procedures are in place for managing library finances;
- b) That these mechanisms and procedures are followed; and
- c) That all money is properly accounted for.

In addition, the Treasurer must ensure that proper insurance protection is in place for all library property.

These responsibilities are completed by carrying out the tasks listed below.

Note: *The tasks that begin with “ensure” are largely supervisory and involve overseeing or checking that the tasks are completed. The actual tasks in these duties will be carried out by either the Head Librarian or Library Manager or other paid professionals. All other tasks not preceded by “ensure” are actually carried out by the Board Treasurer.*

General:

- Ensure that the library uses proper bookkeeping methods which track and record all financial transactions (we currently use the QuickBooks computer Program).

As Required:

- Co-sign cheques or **initial invoices** for payment of bills and other expenses of the library on a **monthly or semi-monthly basis, as required**. In the process, ensure that the expenses being paid are legitimate;
- Ensure that Record of Employment (ROE) forms **are filled out and properly** filed for employees whose Employment is terminated for any reason;
- Assist the Chairman or other appointed Board member(s) in applying for grants as they become available and ensure that funds received are disbursed according to the granting authority’s direction;
- Ensure that all financial computer records are regularly backed up according to Board Policy.
- Ensure the reconciliation of the bank account at the end of each month, making corrections as needed. Ensure deposited amounts are entered in the General Journal according to their proper budget categories. Ensure current Budget, Profit & Loss statement, and **Bank Reconciliation** reports are distributed to Board members a week prior to scheduled meetings.

- Discuss expense overruns and unexpected expenses not budgeted for with the Head Librarian or Library Manager prior to Board meetings so that the board is aware of and can approve unforeseen expenses.

Annually:

- Ensure that all financial records (paper and backed up discs) are safely stored for the seven (7) year period required by law or longer if Library Board Policy requires it. Records past that date may be destroyed and this must be recorded in the Minutes;
- Collect and organize all financial records and take them to the auditor appointed by **Town Council no later than three months after year end**. This includes: bank statements, copies of cancelled cheques with attached invoices, deposit books, cash sheets, minutes, etc;
- In October of each year, along with the Head Librarian or Library Manager, prepare a budget for the following year for the scrutiny and approval of the Board and plan for presentation of the budget to Town Council to request funds;
- Ensure that the application for provincial funding is completed, signed and filed on time so that the library qualifies for our annual provincial grant (usually in May). The majority of this (the financial statement) is completed by the auditor but the actual application is signed and mailed by the Treasurer with a portion filled in by the Town Manager.
- File the GST rebate form GST66 by the end of **March**.
- **Ensure** the employees' T4 slips are calculated, distributed and filed before the end of **February**.
- Review insurance coverage annually with the Town Financial Manager to ensure that adequate coverage is provided and proper documentation of coverage and items covered is kept on file. This includes ensuring that an up to date inventory, complete with replacement costs, is prepared and filed.

Revised and approved by the Board
September 9, 2014

D. Board Administration

1. Meetings and Quorum

The Board shall meet at least 4 times a year (Libraries Act) and more times if required. The Three Hills Municipal Library meets a minimum of nine (9) times a year on the second Tuesday of each month except December, July and August. Should the meeting date conflict with a Town Council meeting due to a Statutory Holiday, the Board Chair shall establish a new Library Board meeting date.

Special meetings may be called upon request of a least two (2) members in writing or motion at previous meeting. Provided that notice of at least seven (7) days in writing or three (3) days by phone be given and provided that the reason for special meeting has been given.

Under special circumstances a phone vote may be taken but the results must be ratified at the next meeting.

A quorum shall consist of not less than four (4) board members. A meeting may be conducted without quorum but any actions cannot be carried out until motions are ratified at next meeting.

2. Board Vacancies

Board vacancies should be reported to Council by its representative at the next Council meeting and filled as soon as possible.

3. Honoraria and Expenses

- i. The Board will reimburse members mileage for attending workshops and meals to an amount specified by the Board within budget; and
- ii. Jasper Library Conference - registration and expenses. If overnight, meals, accommodation and registration will be covered for one member to the dollar amount specified by the Board within Budget. If any member is wishing to attend, they must advise the Treasurer in **September**, a year in advance, so funds can be allocated for this added Board expense.

Revised and approved by the Board

April 8, 2014

4. Financial Management

The Three Hills Municipal Library Board (the Board) shall adopt regulations for the effective financial management and administration of the Three Hills Municipal Library (the Library). These regulations are in accordance with generally accepted accounting principles and government regulations.

i. Audit

The Library's financial records are required to be audited annually. The auditor must be a qualified accountant and his/her appointment must be approved by Three Hills Town Council for a period of three years. The audited financial statement is filed with the provincial government and is available for public viewing upon request.

ii. Banking

The Board Treasurer may review banking services provided to the Library from time to time and make recommendations to the Board for changes. Any change in banking services must be approved through a motion of the Board. All monies taken in from all library activities including fees, charges, sales and other fund raising initiatives must be deposited in the bank at least once per week, except for a small petty cash fund.

iii. Budget

A draft budget is prepared annually by the Treasurer, the Head Librarian or Library Manager and any additional Board members appointed by the Board. The draft budget is presented to the Board for approval by a motion during the last quarter of the year. As required by law, the final budget must be approved by the Board before **December 1st** and must be forwarded to the Chief Administrative Officer of Three Hills Town Council as soon as possible after it is approved.

The Library's Goals and Objectives, Plan of Service, Technology Plan and recommendations from the most recent Needs Assessment Survey shall be consulted in the development of the budget.

iv. Purchasing

All purchases necessary for the daily operation of the Library are the responsibility of the Head Librarian or Library Manager and must not exceed budgeted amounts without prior approval by motion of the Board. Larger capital purchases should also be discussed and approved by the Board even if their cost is within budgeted amounts. In emergencies or unusual circumstances, such as the failure of necessary equipment not budgeted for, the Treasurer should be consulted and is authorized to release

necessary funds. The emergency expenditure should then be approved at the next Board meeting and the budget adjusted as necessary.

v. Financial Statements

Financial statements, including a bank reconciliation, balance sheet and profit & loss statement, shall be prepared and presented by the Treasurer to the Board for their scrutiny one week prior to every scheduled Board meeting.

vi. Fiscal Year

The fiscal year of the Library is January 1 to December 31 inclusive.

vii. Signing Authority

All cheques issued from Library accounts must be signed by two of three persons authorized by the Board. The authorized signing officers shall be the Board Chair, the Treasurer and the Head Librarian or Library Manager. **If the role of Treasurer is vacant, the Board may appoint a member deemed fit to serve as a signing authority.**

viii. Petty Cash

A small float shall be maintained at the Library for the purpose of making change. The amount of the float is to be maintained and accounted for by the Head Librarian or Library Manager. *The float is not to be used for purchases.*

ix. Security of Financial Records

The Treasurer shall ensure that all computerized financial bookkeeping records are backed up monthly and that the back-up copy is stored in a secure off-site location. All paper records must be stored at the Library as outlined by the Record Management Policy.

Revised and approved by the Board

June 10, 2014

x. Capital Reserve Fund

POLICY

The primary purpose of the Reserve Fund is to provide funds for major capital expenditures:

- The Reserve Fund should be retained for this purpose, although it can be used to borrow from, for capital purchase items if needed;
- Any money borrowed for a capital expenditure must be repaid with a payment schedule set out at the time of borrowing; and
- Borrowing for operating costs is **NOT** permitted.

Revised and approved by the Board

May 19, 2015

5. Records Management

- i. All essential records of the Three Hills Municipal Library must be stored at the Library. Current records should be kept in the filing cabinet provided. All Board approved minutes are kept in separate binders with access to the public and may also be posted on the library's website. Essential records from past years that are not needed for easy reference should be stored in labelled boxes in the storage room. Computerized records are to be backed up **monthly** according to Marigold Policy and the Financial Management Policy of the Board.
- ii. The *Income Tax Act of Canada* is used as the authority of retention of financial records.
- iii. With the exception of patron records and personnel files, all records of the Library are accessible to the public. Members of the public requesting access to these records may arrange for their viewing with the Head Librarian or Library Manager and may make copies that are charged at the usual photocopying rate. *Freedom of Information and Privacy* legislation govern access to personnel and patron files, which in general are not accessible to anyone but authorized persons.
- iv. Financial annual reports and approved Board minutes must be kept permanently; Librarian's annual report and monthly librarian's report to be kept permanently for historical record; outdated records no longer required to be kept by law or for historical record may be destroyed; all other records may be destroyed. See Records Management Retention Schedule attached to this Policy for more specific guidelines.
- v. Items in Library Board members Manuals are to be kept permanently except for the following:
 - Board Minutes/Librarian's Monthly Report – keep for 1 year;
 - Librarian's Annual Report – keep 2 years for comparison;
 - Budget – keep for 1 year;
 - Financial monthly statements – keep current year;
 - Monthly cheque register – keep current month; and
 - Monthly correspondence (Marigold or other) – keep for reference, use discretion and cull after one year.

Revised and approved by the Board
June 10, 2014

Retention Schedule

Subject	Description	Years	Action
Annual Report	Financial	P	
Annual Report	Librarian	P	
Audit	Monthly Statement	7	De
	Final-annual	P	
Bank	Deposit Books	7	De
	Reconciliations	7	De
	Statements	7	De
Board	Minutes	P	
Budgets	Final	7	De
Cheques	Paid(cancelled)	7	De
	Register/stubs	7	De
Contracts	After expiration	7	De
GST Rebate	Annual	7	De
Grant Applications	all	7	De
Income Tax	Employee Deductions	7	De
Income Tax	Employee Deductions	7	De
	TD4 Slips/Summaries	P	
Insurance	Claims	P	
Job Applications	Hired	P	
	Not hired	1	De
Leases	After expiration	7	De
Payroll	Earnings Records	P	
	Payroll Register	P	
Personnel Files	Evaluations/personal	P	
	After employment	7	De
Tenders	All	7	De
Terminations	Employees	P	

P – Indicates permanent record

De – Indicates record to be destroyed

Revised and approved by the Board

June 10, 2014

6. Gifts for Resigning Board Members

The following shall serve as a general guideline only and may be amended by a vote at a Board Meeting. Gifts should be given according to the amount of time served on the Library Board, by the retiring Board Member:

- 1 term (3 years) A gift in the amount of \$25;
- 2 terms (6 years) A gift in the amount of \$50; and
- 3 terms (9 years) A gift in the amount of \$75.

Revised and approved by the Board

June 18, 2019

PART III LIBRARY FACILITIES

POLICY

The Board believes that the building shall be available to all patrons during operating hours.

A. Accessibility

- i. The library shall strive to be accessible to all patrons, including handicapped individuals.
- ii. Librarians shall ensure that the facility is secure during non-operating hours and shall have knowledge and/or control over door keys and Security System.
- iii. Board and/or Librarians shall ensure the facility is as safe and clean as possible (ice, rugs, obstacles, proper lighting, etc.).

Revised and approved by the Board

January 14, 2014

B. Hours of Service

The library may, depending on funding, be open five (5) or (6) days per week. Hours of operation shall be determined by Head Librarian or Library Manager and Board and shall be open as many hours as possible within limits of budget, staff and public need.

Holidays shall conform as nearly as possible to those of other offices in Town. Head Librarian or Library Manager may use discretion to close Library in special situations.

Hours shall be posted as follows:

SUNDAY	CLOSED
MONDAY	CLOSED
TUESDAY	10:00 a.m. – 8:00 p.m.
WEDNESDAY	10:00 a.m. – 8:00 p.m.
THURSDAY	10:00 a.m. – 8:00 p.m.
FRIDAY	10:00 a.m. – 8:00 p.m.
SATURDAY	10:00 a.m. – 3:00 p.m.

The Library will be closed:

- i. Statutory holidays and the Saturday of each long weekend; and
- ii. Christmas Closure: length of Christmas and New Year's closure will be approved each year at the **October** Board Meeting (Motion made January 19, 2004 Board Meeting).

Golden Hills Lodge: Service for Seniors provided with the help of Seniors' Outreach on the 2nd and 4th Thursday of each month. Library materials delivered to Lodge and available 10:30 a.m. to noon.

Continuing Care Unit: Service for Residents could be provided, if requested. This service would be provided on Thursday afternoon, following the Golden Hills Lodge service 2nd and 4th Thursday of the month. Service supervised by Continuing Care Activity Coordinator.

Head Librarian or Library Manager to assign a Library Staff person to oversee this service.

Revised and approved by the Board
January 14, 2014

C. Public Access to Internet

The philosophy statement of the Three Hills Municipal Library is to provide an information service to the residents of Three Hills and surrounding area. As an enhancement to the existing collection and inter-library loan service, the Library also provides access to the Internet and other electronic resources.

ACCESS POLICY

- i. The Internet is not regulated by any local, provincial or federal authority and while it serves as a valuable research tool, it may also contain subject material that is offensive or illegal. This library does not censor the Internet in any way, although patrons who display material that is offensive to others will be asked to leave the Library, and may have their Internet privileges suspended.
- ii. The Three Hills Municipal Library is not responsible for the truth, accuracy or tastefulness of information accessed on the Internet. Patrons are responsible for the sites they access and the information they retrieve from those sites.
- iii. Access to the Internet and other electronic resources in the Library will be made available on a first come, first served appointment basis. Only parents and guardians may restrict the access of their own children to these resources.
- iv. The Three Hills Municipal Library and its staff, have no control over the availability of access to specific sites on the Internet or to the Internet itself. The provider or a particular site may be busy and access may be prohibited at any time.
- v. Library staff cannot provide in-depth training or reference help on the Internet. Staff will be available for very basic help only. Courses may be offered to interested patrons in the Library from time to time.

Revised and approved by the Board
June 18, 2019

LIBRARY INTERNET ACCESS PROCEDURE

1. You may sign up for half hour periods which may be extended depending on availability. There is a 1 hour daily maximum for patrons playing computer games.
2. Library staff reserves the right to limit your time on any library computer.
3. Library staff retains the right to ask you to leave the computer if they feel you are abusing your internet privileges. Failure to comply with library guidelines and rules will result in suspension of your Internet privileges.
4. Accessing adult sites is not allowed. Children using the computer to play games may be asked to give up their time to those needing it for research.
5. You may **NOT** install software on any library computer.
6. Printing is available for a fee.

Revised and approved by the Board
February 18, 2020

D. Unattended Child

POLICY

The Three Hills Municipal Library is a public facility that is open and accessible to all. Library services will be offered in a supportive environment and in a manner that respects the independence, dignity and inclusion of all persons, providing them with an equal opportunity to learn about, use and benefit from library services. Library staff, Board members and/or volunteers cannot provide close supervision or take responsibility for a child's safety. Parents, guardians and/or responsible caregivers are responsible for the safety, behaviour and supervision of children at all times in the library and on library property.

- The parent, guardian and/or responsible caregiver of a child under the age of 18, as defined in the *Alberta Children and Family Enhancement Act*, will be contacted in the following circumstances:
 - i. A child is engaging in behaviour that is disruptive to other library users, staff or the normal operations of the library; and
 - ii. A child is involved in a situation that is potentially harmful to the health or safety of the child and/or others.
- Youth, aged 7 to 16 as defined in the *Alberta Children and Family Enhancement Act*, will be treated as adult users; however, they are still the legal responsibility of their parent, guardian and/or responsible caregiver;
- Children six (6) years of age and under must be accompanied by a parent, guardian and/or responsible caregiver during their library visit. If the parent leaves the library while the child is attending a library program, emergency contact information **must** be provided to the program coordinator;
- If a child six (6) years of age and under is left unattended at the library:
 - i. The Head Librarian or Library Manager and/or designate will attempt to contact a parent, guardian and/or responsible caregiver;
 - ii. If the child is found unattended a second or subsequent time, the RCMP **may** be notified. A child repeatedly left unattended **may** be restricted from further library access;
 - iii. If no contact with the parent, guardian and/or responsible caregiver is made, the RCMP **shall** be notified; and
 - iv. If a child is found unattended near closing, staff will remain with the child until the parent, guardian and/or responsible caregiver or RCMP arrive and take custody of the child;

Revised and approved by the Board

June 14, 2017

E. Patron Code of Conduct

To ensure ALL visitors to the Three Hills Municipal Library are able to use the resources and services available at the library, the following guidelines for behaviour have been determined. Visitors to the library are expected to respect others and the library staff. Behaviour that may interfere with library services, employees or other visitors is prohibited. This behaviour includes but is not limited to:

1. Use of profane, obscene or abusive language or acts;
2. Excessively loud noise or disorderly conduct;
3. Possession or use of alcohol or illegal drugs;
4. Intoxication;
5. Mutilation, defacement or theft of library property;
6. Use of furniture or facilities in a manner for which they were not intended or designed; and
7. Harassing or threatening other visitors or employees or any other act which impairs the safe and efficient operation of the library.

Violation of these guidelines may result in loss of library privileges as well as the right to enter the library building.

Approved by the Board
September 13, 2017

F. Harassment and Violence Prevention

The Board and Management of the Three Hills Municipal Library are committed to providing a work environment in which all workers are treated with respect and dignity. Harassment will not be tolerated from any person at or outside of the worksite including the manager, part-time employees, Board members, volunteers and patrons of the Three Hills Municipal Library.

1. Harassment:

Workplace harassment is defined as any single incident or repeated incidents of objectionable or unwelcomed conduct, comment, bullying or action by a person who would cause offence or humiliation to a worker or adversely affect the worker's health and safety. It includes conduct, comment, bullying or action because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation.

In support of this policy, the following procedures have been put in place to protect workers from the hazards of workplace harassment:

- i. The incident is to be reported to the individuals' immediate supervisor. If the supervisor is involved, the incident is to be reported to the Town of Three Hills Library Board through the Chairperson; and
- ii. A confidential incident report form is to be completed.

The supervisor or Board member will investigate and take appropriate corrective actions to address all incidents and complaints of workplace harassment. The privacy of all concerned will be respected as much as possible. The circumstances related to the incident of harassment or the names of the parties involved, including the complainant, the alleged perpetrator and any witnesses, except where necessary to investigate the incident, to take corrective action, or as required by law, will be revealed. The supervisor or Board member will inform the parties involved of any investigative results and/or corrective action to be taken.

No worker can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving harassment. This harassment policy does not discourage a worker from exercising the worker's right under any other law, including the *Alberta Human Rights Act*.

2. Violence:

Violence is defined as the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm, includes domestic, workplace or sexual violence.

Should a worker encounter violence or feel threatened by potential violence:

- i. CALL 911
- ii. Fill out an incident report; and
- iii. Give a copy of the report to the individual's immediate supervisor or the Town of Three Hills Library Board through the Chairperson.

The supervisor or Board member will investigate and take appropriate corrective actions to address all incidents and complaints of workplace violence. The privacy of all concerned will be respected as much as possible. The circumstances related to an incident of violence or the names of the parties involved, including the complainant, the alleged perpetrator and any witnesses, except where necessary to investigate the incident, to take corrective action, or as required by law, will be revealed. The supervisor or Board member will inform the parties involved of any investigative results and/or corrective action to be taken.

No worker can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving violence. This violence policy does not discourage a worker from exercising the worker's right under any other law, including the *Alberta Human Rights Act*.

Approved by the Board

February 19, 2019

Part IV PERSONNEL

POLICY

We the Board believe that clearly defined personnel policies are necessary to help in hiring and retention of the best possible staff. Wherever applicable these policies shall apply to volunteers.

A. Hiring Head Librarian or Library Manager

Board shall advertise all openings at least three (3) weeks in local papers. Hiring/Personnel Committee (a sub-committee of Board) shall act as hiring agent, and should include at least one librarian. The Hiring Committee must go to the Board for final approval.

Criteria shall be set as needed and shall be made available to all applicants prior to interview. It should include:

- Ability to get along with all age levels;
- Ability to get along with job demands;
- Computer literacy;
- Ability to work odd hours, take courses and attend conferences/seminars as required; and
- Preferable local resident or have good transportation.

There shall be no restriction regarding hiring relatives providing other conditions are met.

B. Hiring of Library Staff

The Head Librarian or Library Manager shall hire all other library staff with the same considerations as above except for the following conditions:

Job Descriptions and responsibilities may be changed if it becomes evident a library service is not able to be maintained. The staff members involved will be given two (2) weeks to think about the changes and be placed on a three (3) month trial period in which to review performance in new position.

Trustees may also be part time paid personnel providing they refrain from voting on items which are in conflict of interest (e.g. wages, hours, etc.)

All new hires must read and sign the library's Confidentiality Agreement. See **Schedule F** "Confidentiality Agreement."

Revised and approved by the Board

May 14, 2013

C. Job Descriptions

HEAD LIBRARIAN OR LIBRARY MANAGER

Job Description

1. To administer and oversee all operations of the Three Hills Municipal Library within the by-laws and policy framework set out by the Library Board; and
2. To assist the Library Board in determining the needs of existing and potential library users and ways to best meet those needs.

Necessary Qualifications

- High School education or better;
- Computer literacy;
- Ability to deal with the public in a pleasant and competent manner;
- Ability to supervise others; and
- Knowledge of financial administration, including budget preparation, bank deposits, payroll and GST.

Additional Preferred Skills

- Library experience and/or training; and
- Marketing and public relations experience/training.

Primary Responsibilities

i. To the Board

- Assist the Library Board in forming policies that best serve the community and inform the Board of the implications of policies put forward;
- Act as liaison between the Library Board and other library staff and volunteers;
- Attend all Library Board meetings;
- Attend Library Board committee meetings as requested and assist committee members in obtaining the information they need to make decisions;
- Work with the Board Treasurer to set the yearly budget and provide a detailed accounting of monies spent;
- Liaise with Marigold library staff, staff of other libraries and library-oriented associations advising Library Board of pertinent information;
- Support and promote Library Board projects when requested;
- Implement programs and services in order to meet the goals of the library and needs of the public as reflected in the 'Needs Assessment and Plan of Service'; and
- Prepare and submit annual report.

HEAD LIBRARIAN OR LIBRARY MANAGER

Job Description continued

ii. To Staff and Volunteers

- Hire the most appropriate staff according to fair hiring procedures;
- Recruit volunteers and coordinate volunteer duties;
- Organize staff; assign duties and responsibilities; time sheets and schedules; vacations;
- Communicate with staff regarding Library Board policy and generate a responsive environment for generating ideas and feedback regarding how best to use library resources and serve the community;
- Ensure that staff members are properly trained to do their jobs;
- Keep accurate, confidential and timely staff records and evaluations; and
- Annually review staff performance and make recommendations regarding raises.

iii. To the Public

- Constantly familiarize the public with the policies and services of the library through news releases, posters, contests, and other means;
- Provide a responsive environment at the library that encourages and supports input from the public and a spirit of cooperation;
- Respond promptly to reference questions and other concerns from the public;
- Arrange appropriate programs for various age groups that promote library use;
- Assist patrons with interlibrary searches and provide basic training of computer equipment as able. Refer patrons to locally available computer courses (KALS);
- Maintain the Polaris system and work with Marigold staff to provide efficient service according to Marigold procedures;
- Keep up to date with training and developments by attending Marigold sponsored workshops and, as resources are made available, attend other training courses;
- Organize the magazine subscription program and ensure that donors are properly thanked and acknowledged;
- Track magazine subscriptions and ensure that they are current;
- Oversee library collection reservations;
- Manage and maintain library acquisitions that best serve the needs of all patrons;

HEAD LIBRARIAN OR LIBRARY MANAGER

Job Description (Continued)

- Ensure that the library is kept clean, safe and open on time and according to posted days;
 - Familiarity with FOIP and government copyright laws and ensure that these laws are properly carried out;
 - Manage and/or oversee that library website is current and up to date;
 - Manage information displays and promotional materials in library. Includes bulletin boards, brochure displays etc.;
 - Organize annual sale of deleted books/tapes/discs; and
 - When scheduled, manage incoming and outgoing books (courier, mail, van delivery). See Librarian I job description.
- iv. Library services and facilities**
- Hire and supervise janitorial services including arranging for carpet cleaning at least once per year or as per library budget;
 - See that necessary repairs and maintenance of library facilities are carried out;
 - Ensure that bills are paid on time and bank deposits are made weekly;
 - Maintain a current list of library inventory (replacement costs) for insurance purposes;
 - Ensure that computer records are properly backed up and safely stored; and
 - Issue and keep track of library door keys, ensuring that keys are returned from retiring staff and Board members.

Revised and approved by the Board

May 14, 2013

LIBRARIAN I

Job Description

1. To assist the Head Librarian or Library Manager with the operation of the Three Hills Municipal Library within the By-laws and Policy framework set out by the Library Board; and
2. To assist the Head Librarian or Library Manager with determining the needs of existing and potential library users and ways to best meet those needs.

Necessary Qualifications

- High School education or better;
- Computer literacy;
- Ability to deal with the public in a pleasant and competent manner; and
- Ability to supervise others.

Additional Preferred Skills

- Library experience and/or training; and
- Business, marketing and customer service training and/or experience.

Primary Responsibilities

- Discuss with the Head Librarian or Library Manager situations that may need to go to the Board for policy creation or amendment;
- Recruit volunteers and coordinate volunteer duties;
- In conjunction with the Head Librarian or Library Manager, ensure that staff members are exposed to proper training to do their jobs;
- Constantly familiarize the public of the new policies and services of the library;
- Provide a responsive environment at the library that encourages and supports input from the public and a spirit of cooperation;
- Respond promptly to reference questions and pass on to the Head Librarian or Library Manager concerns from the public;
- Help promote programs for various age groups that promote library use;
- Assist patrons with interlibrary searches and provide basic training of computer equipment as able. Refer patrons to locally available computer courses (KALS);
- Work within the procedures provided by Marigold;
- Keep up to date with training and developments by attending Marigold sponsored workshops and, as resources are made available, attend other training courses;
- Oversee library collection reservations and overdue lists;

- Assist the Head Librarian or Library Manager to ensure that the library is kept clean, safe and open on time and according to posted days;
- Familiarity with FOIP and government copyright laws and ensure that these laws are properly carried out;
- Oversee Golden Hills Lodge Book Program. Deliveries made in conjunction with Senior's Outreach;
- Maintain and produce power point displays on the community channel;
- When scheduled, manage incoming and outgoing books (courier, mail, van delivery):
 - Collect the mail from Canada Post Office and distribute to appropriate areas;
 - Pick up government courier bags at AFSC;
 - Process incoming books;
 - Run the Request Manager report and gather books that need to be sent out;
 - Process books being sent out by Government Courier and Canada Post; and
- Perform other duties as assigned.

Revised and approved by the Board
May 14, 2013

LIBRARIAN II

Job Description

1. To assist the Head Librarian or Library Manager and Librarian I with the operation of the Three Hills Municipal Library within the By-laws and policy framework set out by the Library Board; and
2. To assist the Head Librarian or Library Manager and Librarian I with determining the needs of existing and potential library users and ways to best meet those needs.

Necessary Qualifications

- High School education or better;
- Computer literacy; and
- Ability to deal with the public in a pleasant and competent manner.

Additional Preferred Skills

- Library experience and/or training; and
- Business, marketing and customer service training and/or experience.

Primary Responsibilities

- Recruit volunteers;
- Constantly familiarize the public of the new policies and services of the library;
- Provide a responsive environment at the library that encourages and supports input from the public and a spirit of cooperation;
- Respond promptly to reference questions and pass on to the Head Librarian or Library Manager concerns from the public;
- Help promote programs for various age groups that promote library use;
- Keep up to date with training and developments by attending Marigold sponsored workshops;
- Help the Librarian I with collection reservations;
- Assist the Head Librarian or Library Manager to ensure that the library is kept clean, safe and open on time and according to posted days;
- Familiarity with FOIP and government copyright laws and ensure that these laws are properly carried out;
- Promote Rise video conference programming for various age group;
- Arrange and promote other programming events for patrons and community members;
- Familiarize the public with the programs of the Library through newspaper ads, "Talk about Town," posters, etc.;

- Manage library's website so that it is current and up to date;
- When scheduled, manage incoming and outgoing books (courier, mail, van delivery):
 - Collect the mail from Canada Post Office and distribute to appropriate areas;
 - Pick up government courier bags at AFSC;
 - Process incoming books;
 - Run the Request Manager report and gather books that need to be sent out;
 - Process books being sent out by Government Courier and Canada Post; and
- Perform other duties as assigned.

Revised and approved by the Board

May 14, 2013

CASUAL LIBRARY CLERK

Job Description

1. To assist the Head Librarian or Library Manager and Librarian I and II with the operation of the Three Hills Municipal Library within the By-laws and Policy framework set out by the Library Board; and
2. This position has been created to provide permanent library staff with a trained person to fill in when staff is not available for regular shifts.

Necessary Qualifications

- High School education or better;
- Computer literacy; and
- Ability to deal with the public in a pleasant and competent manner.

Additional Preferred Skills

- Library experience and/or training; and
- Business, marketing and customer service training and/or experience.

Primary Responsibilities

- Recruit volunteers;
- Constantly familiarize the public of the new policies and services of the library as well as distribute membership packages to new members and orientate them with the services of the library;
- Provide a responsive environment at the library that encourages and supports input from the public and a spirit of cooperation;
- Respond promptly to reference questions and pass on to the Head Librarian or Library Manager concerns from the public;
- Help promote programs for various age groups that promote library use;
- Keep up to date with training and developments by attending Marigold sponsored workshops;
- Assist the Head Librarian or Library Manager to ensure that the library is kept clean, safe and open on time and according to posted days;
- Familiarity with FOIP and government copyright laws and ensure that these laws are properly carried out; and
- Perform other duties as required.

Revised and approved by the Board

May 14, 2013

LIBRARY VOLUNTEERS

Job Description

1. To assist the Library staff with the operation of the Three Hills Municipal Library within the By-laws and policy framework set out by the Library Board.

Necessary Qualifications

- A willingness to commit to a regular time for at least six months;
- A willingness to follow instructions and work without supervision;
- An ability to work with the public;
- Be conscientious to details;
- Personally uses the library;
- Works with and supports library policies; and
- Is flexible.

Duties a Volunteer may perform:

- Shelving – Placing returned books back on the appropriate book shelf;
- Shelf reading – Check shelved books to ensure they are in the proper spot according to library policy;
- Keep magazines in order;
- Dusting;
- Assist with creating displays; and
- Other duties as required.

Revised and approved by the Board

May 14, 2013

CHILDREN'S PROGRAM COORDINATOR

Job Description

Necessary Qualifications

- High school education or better;
- Experience working with children;
- Strong communication and organizational skills; and
- Independent working skills.

Primary Responsibilities

- Plan, organize, promote and deliver two programs a week geared towards school-aged children; and
- Plan, organize, promote and supervise the library's Flex Friday Film program.

Revised and approved by the Board

May 14, 2013

D. Personnel Procedures

1. A new Head Librarian or Library Manager is subject to a three (3) month probationary period after which a performance review will be conducted by the Personnel Committee. Failure to achieve a satisfactory performance review may result in termination;
2. All new hires and changes in job description are subject to a three (3) month probationary period. Continued employment is conditional on a satisfactory performance review following the probationary period;
3. The procedure for suspension, dismissal, discipline and grievance procedures shall conform to Town procedures;
4. Grievance procedure must ensure and impartial hearing and speedy resolution;
5. Personnel records are confidential and are available only to Board members;
6. Staff members are expected to report to work on time and conduct themselves in a business-like manner;
7. All staff members must agree to an Annual Performance Review which shall become part of their employee records. The Head Librarian or Library Manager will perform the evaluations for employees. The Personnel Committee will perform the evaluation for the Head Librarian or Library Manager;
8. The pay grid below is to be reviewed by the Board every year and adjusted, if necessary, to reflect inflation or other factors;
9. An employee's progression across the pay range is based on an Annual Performance Review indicating satisfactory performance of all the duties assigned to them. Annual reviews of Head Librarian or Library Manager and staff to be conducted by October 1st each year; and
10. Staff shall be recognized with a milestone gift on anniversary of their hire date as follows:
 - a) 5 years of service: a gift in the amount of \$150;
 - b) 10 years of service: a gift in the amount of \$300; and
 - c) 15 years of service: a gift in the amount of \$500.

Revised and approved by the Board
November 18, 2014

E. Vacation Scheduling and Statutory Holiday Pay

POLICY

1. Staff shall be given Vacation Pay and Statutory Holiday pay according to current Provincial Legislation. Required holiday pay for Statutory Holidays is to be paid on regular monthly cheques. Vacation pay can be given on every pay cheque, or accrued until the end of each year as preferred by each staff member. All vacation pay owed must be cleared off by the end of each year, or at termination of employment, whichever comes first;
2. The Head Librarian or Library Manager should notify the Board when her/his vacation is scheduled as far in advance as is practical; and
3. The Head Librarian or Library Manager shall be responsible for approving staff vacation and time off requests. Staff vacations can be scheduled at any time of the year and can be up to three (3) weeks in duration. Scheduling of vacations must not interfere with the smooth and efficient operation of the library and approved Board events and programs. On special occasions a vacation longer than three (3) weeks may be considered but must meet with Board approval and could perhaps be declared a leave of absence. If it is deemed a leave of absence, then replacement staff must be hired.

Revised and approved by the Board
November 18, 2014

F. Health and Safety

POLICY

The Head Librarian or Library Manager will ensure that all staff are made aware of fire evacuation procedures, and have a working knowledge of on-site fire extinguishers, and medical, or other emergency procedures.

The Head Librarian or Library Manager will ensure all employees are aware of the communication procedures in case of an emergency.

The Library is a smoke free facility.

Working Alone

In accordance with “Working Alone Safely” Guidelines the following procedures are recommended:

- All employees are to familiarize themselves with the Government of Alberta’s Human Resources and Employment “Working Alone Safely” Guidelines. Employees are to be provided training regarding ‘Opening and Closing’ Procedure in the Library’s Procedure Manual;
- The library will identify the potential hazards of working alone as part of ongoing hazard assessments and implement practical steps to ensure hazards are reduced or controlled.
- After conducting a hazard assessment, a Security System has been installed at the Library. The Head Librarian or Library Manager will ensure all staff members are able to arm and disarm the Security System and operate the special ‘panic button’ if/when required. This should be tested annually.
 - The procedures for the System’s operation are to be set out clearly in the ‘Opening and Closing’ Procedure in the Library’s Procedure Manual.
 - Designated Board Members (Chairman and Treasurer) will have Security clearance; and
- Any library staff member travelling to another location on library business, must call ahead and advise their estimated time of arrival to a designated person and when returning home, must call that designated person, advising them they have arrived home safely.

Revised and approved by the Board

November 18, 2014

G. Dress Code

POLICY

Staff shall be in neat and clean dress and in a manner acceptable to the Library Board, patrons and community standards and practical for completion of required job tasks.

Employees are expected to dress in a professional manner that is normally acceptable in similar business establishments. The Head Librarian or Library Manager has authority and discretion to enforce the Library's dress code.

Revised and approved by the Board

November 18, 2014

H. Staff Training and Attendance at Board Meetings

POLICY

The Board strongly supports and encourages staff, particularly the Head Librarian or Library Manager, to maintain and upgrade skills on a continuing basis. To that end the Board shall provide an annual budget to be used for staff training. This budget shall be used within the following guidelines:

1. As much as possible, the Head Librarian or Library Manager will prepare a schedule of workshops and training courses for the staff for approval of the Board well in advance. Consideration of planned training courses should be given special attention during annual budget preparation;
2. Staff members should be given the opportunity to attend the annual Marigold Librarian's workshop usually held in May. The library may be closed on this day at the Board's discretion if all staff members will be attending. Mileage for one vehicle will be paid out of staff training budget at the km rate set by Marigold. Training sessions provided by Marigold will be considered part of regular working days and paid out of the regular payroll budget. Hourly pay will be given for actual time in the workshop as well as travel and lunch time.
3. The registration cost of other courses (such as computer training, first aid, library science, etc.) offered through Continuing Education or other agencies will be reimbursed to the staff member upon successful completion. The attendee will not receive an hourly wage for these types of courses. In certain situations, consideration will be given to provide money for mileage or reimbursement for other costs. This will be evaluated on a case-by-case basis.
4. Head Librarian or Library Manager is required to attend monthly Board Meetings and will receive regular pay for attendance at the meetings. This pay comes out of the regular payroll budget and the time is to be calculated in the regular monthly work schedule.

Revised and approved by the Board

November 18, 2014

I. Discipline Policy

SYSTEM

Progressive Discipline

ACTIONS

1. Verbal reprimand
2. Written reprimand
3. Suspension
4. Termination

The above Action Steps represent increasingly serious contacts with the employee, designed to bring about a change in performance or behaviour. It should be noted that the initial starting point and manner in which discipline progresses will be dictated by the severity of the offence. For instance, tardiness would typically be dealt with at the Verbal reprimand stage whereas theft would result in Termination. Similarly, the sequence of steps could be repeated, depending on the circumstances and nature of the offence.

If an employee's performance improves and the improvement is maintained, positive feedback will be given to the employee indicating the change has been noted and appreciated. This will be the responsibility of the supervisor responsible for issuing the reprimand. If, however, performance does not improve the next step in progressive discipline will be taken and the employees performance further monitored.

Revised and approved by the Board
November 18, 2014

DISCIPLINE PROCEDURE

PRINCIPLES & GENERAL PROCESS

Before any action is taken a thorough investigation of the situation must be made and documented.

To make sure the appropriate action is being taken, the following questions, if applicable, should be asked:

1. Is the discipline being administered in a correct manner?
2. Was the action taken in writing and a copy forwarded to the Board for reference and a copy filed in the employee's personnel file?
3. Did the employee clearly understand the standard/policy that was violated? This is an important question in cases of minor infractions of rules, improper conduct or poor performance. There is little relevance in very serious cases such as misconduct, theft, insubordination or negligence.
4. Did the employee know in advance that such conduct would be subject to disciplinary action? This question will again be dependent upon the severity of the offence.
5. Was the violation reasonably related to the safe, efficient and orderly operation of the organization?
6. Is there substantial evidence that the violation occurred?
7. Was the Library's investigation conducted fairly and objectively?
8. Is the disciplinary action planned related to:
 - The seriousness of the offence?
 - The employee's record with the Library?
 - Disciplinary action taken with other employees who have committed similar violations?

Disciplinary action will initially be handled by the employee's immediate supervisor with appropriate written reprimands forwarded to the Board.

An employee termination must have Board approval.

Revised and approved by the Board

November 18, 2014

J. Pandemic Work Conditions

1. Three Hills Municipal Library will follow government authority directives regarding a pandemic. The Three Hills Library Board and the Library Manager will regularly monitor the pandemic situation and the Library Manager will communicate to all employees as necessary any pandemic alerts, board directives, and guidelines issued by government authorities, including Alberta Health Services (AHS), the Public Health Agency of Canada (PHAC), and local public health authorities.
2. When a pandemic has been declared, flexible work shifts and/or working remotely may be assigned to employees by the Library Manager to minimize personal contact and the chance of pandemic illness spread. All in-person meetings may be postponed during this period. If certain operations need to be suspended, employee layoffs will be decided and announced by the Library Manager after consulting with the Library Board.
3. An employee will advise the Library Manager as soon as possible when he/she feels that his/her health could be compromised by working in the vicinity of other employees or with the public. If possible, the Library Manager will arrange an alternate work assignment that addresses the employee's safety needs and meets the operational needs of the Library. Another option is for the Library Manager to arrange a leave in consultation with the employee for a set period, subject to approval by the Library Board.
4. All employees are required to be vigilant of their own health during a declared pandemic. This is to ensure that they do not come to work displaying pandemic illness symptoms or if mandated by government authorities to self-isolate.
5. Employees will ensure they understand and comply with infection prevention policies and practices in the workplace that are communicated by the Library Manager, including directives relating to hygiene, workplace cleaning and social distancing.
6. Based on government authority directives regarding facility closures, the Library Manager will promptly inform employees when access to the library will be controlled or limited. This will remain in place until government authorities announce a relaxation of these directives. Return to the workplace to perform regular operational duties will be decided by the Library Board and communicated by the Library Manager.
7. It is the responsibility of the employee to contact the Library Manager and report an absence due to illness.
8. The Library Board will ensure that the Emergency Response Plan and Business Continuity Plan have current information to effectively collect and disseminate during a pandemic.

Approved by Board June 23, 2020

PART V SCHEDULES

Schedules A to F are part of the By-Laws of the Three Hills Municipal Library

Schedule A	Membership Fees
Schedule B	Loan Periods for Library Materials
Schedule C	Penalty Provisions
Schedule D	Revocation of Membership
Schedule E	Board Skill Evaluation
Schedule F	Confidentiality Agreement
Schedule G	Standards for Member Libraries

Schedule B Loan Periods for Library Materials

1. Materials normally lent by the Three Hills Municipal Library may be borrowed for **three (3) weeks*** in accordance with the following **EXCEPT** DVDs:
 - a) **Single Membership** patrons are permitted to check out a maximum of twenty-five (25) items at one time. A maximum of five (5) DVDs at one time may be borrowed for ONE WEEK;
 - b) **Family Membership** patrons are permitted to check out a maximum of twenty-five (25) items per card at one time. A maximum of ten (25) DVDs at one time may be borrowed per family for ONE WEEK.
 - c) Current periodicals may not be taken out of the Library;
 - d) Designated reference materials may be borrowed OVERNIGHT at the discretion of the Head Librarian or Library Manager;
 - e) The Head Librarian or Library Manager may, at his or her discretion, vary the number of books and magazines loaned to patrons; and

2. The Head Librarian or Library Manager may designate certain materials as non-circulating. These will normally be reference or archival materials.

* **NOTE:** This time period has been set to correspond with the Marigold Library System time period.

Chair: _____
Marilyn Sept

Date: **December 10, 2013**

Approved: November 4, 2013

Review Date: October 16, 2018

Schedule C Penalty Provisions

1. Fines for Late Return of Rentals

- a) Fines for late return of materials are \$0.25 per day per item, up to a maximum of \$3.00 per item;
- b) Exceptions to this penalty are cases deemed exceptional by the Head Librarian or Library Manager;

2. Fines for Damaged or Lost Library Materials

- a) Charges for Lost or Destroyed Items:
Patrons will be charged for any lost or destroyed items, according to the current replacement cost and patrons will be charged a \$5.00 per minor repair fee for damaged items;
- b) If a patron continues to abuse and cause damage to borrowed material, the Head Librarian or Library Manager has the authority to restrict the material that can be borrowed by that patron;
- c) Replacement of Membership Card: One (1) replacement Membership Card per patron will be issued at no cost. A fee of \$5 per replacement card will apply thereafter;

3. Procedures for Notice of Overdue Materials and Demand for Return of Materials

- a) When a Library item has ‘overdue’ status, the computer program advises the Librarian at the time the patron checks out a new item. The Librarian verbally advises the patron of the overdue amount. The patron is expected to pay the amount at that time, or the next time the patron is at the Library. If the patron allows the amount to reach \$10.00, they are not permitted to borrow anything further from the Library until the overdue amount is paid; and
- b) As time permits, Librarians will print out overdue accounts and telephone or email patrons to advise them of their account status.

Chair: _____
Marilyn Sept

Date: **December 10, 2013**

Approved: November 4, 2013

Review Date: October 16, 2018

Schedule D Revocation of Membership

Any membership may be revoked for the following reasons:

1. Abuse of Library premises;
2. Abuse or improper care of Library materials;
3. Abuse of Library staff or volunteers;
4. Member has left the area of residence as stipulated by **Schedule A** of the By-Laws;
5. Continual delinquency with regard to the loan periods set out in **Schedule B** of the By-Laws; and
6. Failure to abide by the Three Hills Municipal Library By-Laws.

Chair: _____

Marilyn Sept

Date: December 10, 2013

Approved: November 4, 2013

Review Date: October 16, 2018

Schedule E Board Skill Evaluation

NAME: _____

NUMBER OF YEARS ON THE BOARD: _____

CURRENT COMMITTEE: _____

OR

EXECUTIVE POSITION: _____

1. Past Library Board positions held (executive and/or committee):
2. Past positions and experience in other groups (committees, executives):
3. Interests/hobbies/recreational activities:
4. Skills you possess that you feel are useful to the Board:

5. Skill Areas

Mark "I" for Interested

Mark "N" for would need more
practice or training

Mark "C" for Comfortable doing

Meeting Skills

Lobbying/Public Relations Skills

Public Speaking

Fund Raising Skills (ticket sales,
organizing events)

Media Relations

Writing Skills/Secretary

Financial Skills/Treasurer

Working with volunteers

Planning Skills

Computer Literacy

Other: _____

Review Date: November 17, 2020

Schedule F Confidentiality Agreement

EMPLOYEE PLEDGE OF CONFIDENTIALITY

I understand and agree that during and after my employment with the Three Hills Municipal Library, I am required to maintain in strict confidence — and am prohibited from disclosing or using, either directly or indirectly — any confidential information that I may acquire.

The term “confidential information” includes, but is not limited to, information and data relating to financial matters, patrons of the library, their personal information, and personnel matters.

Employee Signature

Date

Head Librarian or Library Manager Signature

Review Date: April 9, 2013

Schedule G Standards for Member Libraries within Alberta Regional Library Systems

Three Hills Municipal Library Ratings

November 2004

Ratings Used: Essential, Enhanced, Excellent

Categories: Most Standards criteria are based on Population.

Three Hills' Population is 3,554.

Three Hills is only 554 into the 3,001 - 5,000 population categories, so we can look between the 1201 - 3,000 population categories and the 3,001 - 5,000.

1. Library Board Level of Performance: Three Hills is rated “Enhanced”

Our Board meets 9 times a year; comply with legislation and are autonomous under the Libraries Act; participate in system services and consortia; cooperate fully with other municipal libraries and act as part of an integrated network of libraries; have a working relationship with elected officials; take advantage of continuing education opportunities; have policy, budget and trained staff to meet the standards for providing enhanced levels of service.

To reach “Excellent” rating, we would have to meet every month; possibly initiate ideas and be more active in following through with Marigold to improve services; we do have a member attending Marigold meetings and occasionally attending Board education workshops, although we need to find an Alternate; we would need to improve our board development training and improve our relationship with Kneehill County, Provincial and Federal elected officials.

It was decided at November Board meeting that Board members are NOT prepared, at the moment to move the Board Performance Level to “Excellent.”

2. Standards for Facilities: Three Hills is rated less than the “Essential”

Population 3,001 - 5,000: “Essential” rating is 297 sq.m.

Population 1,201 - 3,000: “Excellent” rating is 297 sq.m.

“Enhanced” is 232 sq.m.

Our library is 288 sq.m. To reach “Essential” rating, we need more space.

Possibly through the Virtual Learning Centre Project, we may be able to enlarge our facility either by a move or expansion of the building. Town Council is aware that we are in need of a bigger facility.

3. Technology Standards: Three Hills is rated less than the “Essential”

Population 3,001 - 5,000: “Essential” rating has 3 public workstations; 2 circulation workstations; and 2 staff workstations.

Population 1,201 - 3,000: “Excellent” rating has only 2 public workstations; 1 circulation workstation; and 2 staff workstations.

Our library has 2 public workstations; 1 circulation workstation; 1 “hot swap” computer in Librarian’s office; and access to other software/equipment through Marigold.

To reach “Essential” rating, we need to add another public workstation and another circulation workstation. We are currently using the Office computer as a circulation computer when it gets too busy, using it as the second staff workstation and have designated it as the hot swap computer if one of the others breaks down.

Head Librarian or Library Manager, Wendy, advises that another public workstation may be available to us through Marigold. Board decided we should move to “Essential” rating and purchase another computer in 2005.

4. Evaluation: Staffing Levels, Education, Experience: Three Hills is rated less than Essential

Population 3,001 - 5,000: “Essential” rating has Librarian with a Library Operations Assistant (LOA) Certificate.

“Excellent” rating has 40 hours per week hours of operation.

Population 1,201 - 3,000: “Enhanced” has librarian with LOA Certificate.

Our hours of operation are only 39 hours per week and our librarian does not have an LOA certificate.

To reach “Essential” rating, we need the Librarian to complete the LOA Course. Head Librarian or Library Manager, Wendy, is enrolled to take this now.

5. Collection:

a) Books: Three Hills is rated “Excellent”

We have 18,000 + items which is an “Excellent” rating. After the major weeding of the Fiction Section in June this year, plus the plan to complete the non-fiction weeding in early 2005, Wendy has stated we will weed our entire collection every 3 years from now on (“Excellent”). Also 25% of our collection is less than 5 years old (“Excellent”).

b) Visual Media: Three Hills is rated “Excellent”

We have 655 videos in our collection. Due to the moratorium on interlibrary loan of videos, we plan to purchase more for our collection. Our collection will be weeded every 3 years.

c) **Audio Media (includes books on tape/CD and music media): Three Hills is rated less than “Essential”**

Last year’s annual report states we have 335 items and to be at “Essential” rating for our population, we should have 350 items. The lower population category states 300 items for “Excellent” rating.

Because patrons can request tapes through interlibrary loan, we aren’t budgeting funds to increase the number in our collection at this time. Our funding is being directed to videos.

d) **Periodicals: Three Hills is rated “Enhanced”**

We have 50+ subscriptions and Wendy has just weeded the collection.

To reach the “Excellent” rating, we should have 60+ subscriptions.

Wendy is researching this and will try and recruit new donors for any new magazines she feels we should carry.

6. **Reference and Information Service: Three Hills is rated “Essential”**

We have potential to move to “Enhanced” once Marigold finishes training our Staff on new data bases.

Review Date: