Policies
and Bylaws

A Guide for Alberta Public Library Boards

Public Library Services Branch
Alberta Municipal Affairs

Alberta
Government

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Introduction

Policies set rules for how the library will conduct business and bylaws set rules for patrons using the library. To ensure the library meets changing community needs, the board should regularly review and update its policies and bylaws. Policies and bylaws must also comply with all applicable legislation including the *Libraries Act* and *Libraries Regulation*.

This document aims to provide general information and a process for creating policies and bylaws, plus specific information on the ten required policies including templates and discussion points.

The target audience is trustees who have attended Public Library Services Branch (PLSB) board workshops, and boards who are writing or updating their policies. This document aims to be simple, straightforward and practical, in order to help boards meet their legal requirements.

How to use this Guidebook

- Read section 1 first, for information on what policies and bylaws are, why they are important, and how your board can create and manage them.

- Go to the specific policies listed in section 2 for templates, discussion points for board meetings around each policy, and implementation advice.

- Go to the appendices for information about bylaws and also about policies that are required by legislation other than the *Libraries Act.*

1   Policies and Policy Creation

Policies are operating rules for the library. Effective policy benefits the library in several ways:

- Good policy is **proactive**. It allows the board to set rules for the library based on principles. It demonstrates to the community that the board is actively managing risk.

    - Because policies should be based on the goals, objectives, and values of the library, the board should review its Plan of Service and other planning documents before writing or revising its policies.

- Good policy ensures **consistency** in the way the library delivers services and treats employees and patrons, and can help prevent legal problems.

    - If a board has more than one library service point, most policies should apply at all service points. Some facility-related policies may only apply to specific branches.

- Good policy provides **direction** to employees as they manage the day-to-day operations of the library.

    - Policy tells the library manager and staff when to make a decision themselves and when to go to the board for further direction. For example, a policy that states that the library manager must go to the board for approval of purchases over a certain amount provides direction as the manager spends within the limits of the budget.

    - Policy gives staff security knowing that their actions reflect the will of the board.

Policies are "living documents" which need to change over time. The board should regularly review and update policies so they continue to meet the needs of the community and reflect the goals of the board.

- The *Libraries Act* does not state how often to revise policies but it is good practice to review them every 2-3 years. A board can do this on a rotating schedule (e.g., 1-2 policies each board meeting) to avoid doing them all at once.

Creating and Updating Policies

Here are some tips for managing policies:

- Appoint a committee consisting of one or two board members and the library manager to review the existing policies and/or bylaws.

  - The library manager is an important member of this committee, being most familiar with the day-to-day operations of the library.

- It will probably take several meetings of the policy committee and the board to complete the necessary work. Be sure to allow sufficient time to finish. Depending on the length and complexity of the policy manual, the entire process could take a year or longer.

- The committee should review the policies that are required under the *Libraries Act* and the templates that go with them in this document.

- The committee should review the Plan of Service. It should consider how the mission statement, goals and objectives will influence policy development. For example, if the library wants to be a welcoming place for families with small children, it should avoid policies that are restrictive to those families, such as strict policies against noise.

- The committee should consider how other issues and challenges not described in the Plan of Service will affect policy development.

- The library manager or other committee member should locate any existing policies, procedures, rules, regulations, or documents that need to be included in the official policy manual.

  - Check the existing policy binder, board meeting minutes, library bulletin boards, pamphlets, bookmarks and other possible locations for current policy documents.

  - Gather information about any unwritten policies or procedures, so the committee can decide if any of those items need to be changed into written policies.

  - As part of this process, the library manager should gather information about the current job duties of each staff member, including the library manager herself.

- When revising a policy that already exists, consider

  - Does the policy comply with the *Libraries Act* and other legislation?
  - Is the policy consistent with current service practices at the library? Does it describe rules or procedures that are no longer followed at the library? Are there any rules or procedures that need to be added or changed?
  - Is the policy consistent with the vision, values, goals and objectives of the board?

- When writing a new policy, consider the templates provided in this guide. Is a template sufficient for your library? Are there any things that have to be changed to suit local needs? How has the library handled this issue in the past?

- Use straightforward clear language.
  - Avoid jargon and "library-speak" unless it is necessary and clearly understood by everyone in the intended audience. Define terms as needed.
  - Use abbreviations only after the first reference has been written out in full with its abbreviation in brackets.

- Check that policy language is unbiased and encourages fair, consistent treatment.

- Consider how the policy will be applied in practice. It's a good idea to consider a few "what if" scenarios and see if the policy still accomplishes the goals of the board. Keep in mind that policies will usually cover most circumstances, but not every circumstance.

- Be sure that there is only one possible meaning to the standard or rule set by policy. Check for ambiguities or unclear meanings.
  - Consider if exceptions to the rule should be allowed. Often it should be absolutely clear that the standard set by the policy will apply in all situations. For example, a violence policy should say "violence at work will not be tolerated under any circumstances".
  - The board may want to allow some employee discretion in implementing policy, for example, in defining how staff should deal with problem patrons. For these policies, use terms like "generally", "usually", and "typically" and avoid terms like "always" and "never".

- Discuss each proposed policy at a board meeting. A presenter from the policy committee should explain the policy to the whole board. The board can then discuss the following points:
  - How does the proposed policy fit with the board's vision, values, mission statement and Plan of Service?
  - What are the strengths or weaknesses of the proposed policy?
  - What procedures or other operational changes would be needed to implement the policy?

- Approve a motion to adopt the policy or decide how to change the policy so it is acceptable to the board.

- Allow the library manager time to implement any needed operational changes before the policy comes into effect.

- Once the policy is adopted, date it, put a copy in board records, distribute it to board members, provide it to the library manager and send a copy to Public Library Services Branch.

- The library manager should consider how to communicate policy changes to staff, volunteers, and patrons. Staff and volunteers should always be made aware of policy changes before the public, either through individual meetings or staff meetings. Options for communication to the public include signs, promotional items (e.g. bookmarks), newspaper ads, or posting on the library website.

Policies vs. Procedures

Procedures are specific instructions that provide detail to the policies of the board. They describe how the how to implement policy, often in a step-by-step process.

For example, a vacation policy might say how much vacation employees are allowed, and a related procedure would tell employees how to schedule their vacation time and get approval. A discrimination policy would communicate the organization's stance on discrimination, and a related procedure would tell an employee how they can raise a complaint and how it will be handled.

Unlike policies, most procedures can be developed by the library manager. Library boards in municipalities that are members of a library system must follow any library system procedures that apply to their library.

When drafting procedures provide clear, step by step instructions that specify the actions required.

Legally Required Policies

Section 7 of the *Libraries Regulation* identifies policies that library boards must have in place. These required policies are listed below.

Examples of these policies that can be modified to fit local needs are found in Section 2 of this document.

Policies required by all library boards

Confidentiality of User Records
- This policy states how the board will keep user records and personal information confidential.
- There are legal requirements that this policy must meet including those in the *Freedom of Information and Protection of Privacy (FOIP) Act*.
- User records must be kept confidential except when disclosure is required by law.

Orientation and Continuing Education of Board and Staff
- This policy states how the board will support initial and ongoing training and education of trustees and staff.
- This policy must include direction on reimbursement for development activities including attendance at library meetings, conferences, workshops and courses; and for memberships in library associations.

Finance
- This policy states how the board will manage its financial activities.
- Library boards have full management and control of their libraries. Library finances are the board's responsibility.
- This policy must include directions on reimbursement of expenses and a list of signing officers.

Policies required by library boards operating a service point (i.e. a library)

Personnel
- This policy defines rules for how employees will be managed.
- A board than employs staff must follow employment laws and regulations including the *Employment Standards Code and Regulation*, the *Occupational Health and Safety (OH&S) Act*, and the federal *Human Rights Act*.
- Personnel policies must include job descriptions for employees and volunteers, directions on performance appraisals for employees and volunteers, qualifications for staff positions, working hours, conditions of employment, and a grievance procedure.

Collection Development
- This policy states how the library will manage its collections.
- This policy must include directions on the selection, acquisition, purchase, and disposition of library resources of all kinds (books, magazines, DVD's, etc.).
- This policy must also include a section on gifts and donations.

Resource Sharing
- This policy states how the library will share its collections and other resources with other libraries.
- This policy must include a statement on participation in the Public Library Network and the conditions that apply to library resources and information acquired from other libraries.
- This policy should comply and coordinate with the provincial Public Library Network Policy and library system policies.

Provision of Resources for Those Unable to use Conventional Print
- This policy states how the library will support the needs of people who cannot use conventional library resources such as regular format books.
- The print disabled group includes the visually impaired and also patrons who cannot use conventional resources due to physical or cognitive disabilities or other issues.
- This policy must include a statement on cooperation with other community agencies.

Loan of Resources
- This policy defines the conditions under which patrons can borrow materials.
- This policy must include directions on how library materials will be loaned to the public for use outside the library (e.g. check-in and check-out policies, loan periods).

Hours of Service
- This policy defines when libraries will be open.
- If the board operates more than one library branch, the policy must list open hours for each branch.

Meeting Room Policy
- This policy defines the terms under which space not normally used for library purposes (typically meeting rooms) can be used by the public.
- This policy usually includes rental procedures for a meeting room or similar space.

Formatting and Organizing Policies

If the board is approving several policies at once or making major revisions to the policy manual, you will need to establish a consistent format for policies and organize them for easy use by trustees, library manager and staff.

A policy binder is a convenient way of organizing, sorting, and retrieving information. Here are some tips to consider as you organize the policy binder:

- Identify the policy categories. Some examples: Governance, Administrative, Human Resources, Financial Management, Property and Facilities. Note that the best categories may not become apparent until after all individual policies are approved.
- Include a table of contents to help find information.
- Consider how to number the information. Each policy needs to have a unique identifier and to be assigned a category.

The board may also consider posting some policies on the internet. The same organization system used to create the policy binder can also help organize polices online.

Create a standard template for policies. This template should include:

- Section: refers to heading in main index
- Subject: the topic considered
- Policy: The policy statement itself
- Procedures: As related to the policy
- References: to legislation or other policies and procedures
- Page: page number including the total pages in section
- Dates: Include both approval date by the library board and the date when the policy should next be reviewed
- Footer: at bottom of each page a line that denotes what the document is and the name of the library board

Other tips when laying out policies:

- Set appropriate margins to ensure consistency and easy reading. For documents placed in binders, make the left-hand margin wider.
- Select an easy-to read font, for example Calibri or Times New Roman, in 11 or 12 pt. size.
- Make titles larger and bolded. They do not need to be the same font as the text.
- Maintain a consistent format for dates throughout all documents.

2   Legally required policies, with samples

This section incudes additional information about the policies required under the *Libraries Regulation*, including points and procedures to consider while writing policies. It also includes sample policies that you can use as a starting point when writing your board's policies.

These sample policies are based on existing policies received at Public Library Services Branch. While these policies are suitable for use at most public libraries in Alberta and are compliant with the *Libraries Regulation,* please adjust the specifics of these policies to suit local needs.

Confidentiality of User Records

Canadians have a right to privacy in the Canadian Charter of Rights and Freedoms. Privacy is often defined as "the right to be left alone". A policy must outline who may access library patron records. It is important to keep patrons' personal information (address, telephone number, email, etc.) private. People's reading history, attendance at programs, and even presence in the library are also private.

Privacy also helps protect the intellectual freedom of patrons, which includes the right of patrons to read or view what they want without judgment or coercion. This freedom is guaranteed to all Canadians under the *Canadian Charter of Rights and Freedoms*.

The *Freedom of Information and Protection of Privacy* (FOIP) *Act* of Alberta also requires library boards to keep their patrons' recorded personal information confidential, and only release it under specific circumstances. For more information about FOIP, refer to Appendix B.

Description (from Libraries Regulation)

"Confidentiality of user records, except where disclosure is required by law" (*Libraries Regulation* 7(1)(a))

Points to consider while writing this policy

- This required policy defines how information about library patrons is kept confidential, or released if legally necessary.

- A legal requirement to release information only exists if formal written legal documentation (e.g. a written subpoena or a search warrant) is present. Verbal requests for information from police, or even written requests not issued by a court of law, are not legally binding.

- The FOIP Act creates other legal requirements for the confidentiality of recorded personal information kept by public agencies such as libraries. Library policy must be consistent with this legislation.

Procedures to consider

- The patron registration form must include a FOIP collection notice stating under what authority this information is collected, what the information will be used for, and who can be contacted with questions about the information. A sample notice can be found on page 65 of this guidebook.

  - Collect only those pieces of information that are required to fulfill the tasks stated in the collection notice. Patron names, home addresses, phone numbers, and email address are probably required. Information such as social insurance numbers or driver's license numbers probably are not.

  - If government-issued ID is required to verify identity, a section on the form can confirm that the ID has been seen without including registration numbers or other specific information.

- All library staff will need training on confidentiality. Procedures for destroying program registration records (and anything else recording patron use of the library) will also be required.

[Name of Municipality] Library Board

Confidentiality of User Records Policy

[Name] Public Library and its board and staff are subject to the *Libraries Act and Freedom of Information and Protection of Privacy Act* (FOIP).

1. Library board members, staff, and volunteers will only collect patrons' personal information when it is required for the purposes of delivering public library service.

2. No records are kept of the frequency or content of visits to the library by specific patrons.

3. No records are kept of a cardholder's item checkout history, unless the cardholder has given written permission for this record to be kept. If this record is kept, it is subject to disclosure with the cardholder's other records under the conditions described in points 4 and 8.

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

    a. in response to a court order (e.g. subpoena, search warrant) or another specific written request from a law enforcement agency to assist in an investigation. Note that library representatives are only required to disclose personal information to law enforcement officers upon presentation of a written court order. They are not required to comply with other written requests.
    b. in partnership with other Alberta libraries and library systems for the purposes of sharing materials under conditions defined in existing resource sharing agreements and programs (e.g. interlibrary loan agreements, TAL Card, ME Libraries), collecting fees or fines, and retrieving borrowed materials.
    c. for the purpose of contacting next of kin or emergency response personnel in the case of an emergency

5. Cardholders will sign a form acknowledging that their contact information will be available to other organizations for these purposes.

6. No patron information, including their presence in the library, will be given over the phone.

7. Staff and volunteers are to keep confidential the reading and viewing habits of individual patrons.

8. Upon request, a library patron will be given access to all information concerning their records that the library has on file. Access to a user's records is limited to that user except where the user is a minor, or if the user has given written permission for someone else to access their records. Where a parent or guardian's signature is required for a cardholder to obtain a library card, that parent or guardian may have full access to the cardholder's records for retrieval.

Orientation and Continuing Education of Board and Staff

New library trustees have a lot to learn. It is the responsibility of the library board to ensure that its trustee orientation program develops informed trustees who will understand their duties and responsibilities to the library board and the community. New trustees will be more effective when they understand the role of the board and the roles they, as members of that board, play in the functioning of the library.

Orientation is only the first step. To continue to fulfill their roles effectively in the face of ever-changing needs and services, trustees must stay informed of current library and community trends. They should continually upgrade their skills through ongoing professional development.

New staff members also require orientation, including an introduction to the specific duties of their position, the operations of the library, and the structure of public library service in Alberta. Once established in the job, staff should continue learning more about ongoing developments in library services through continuing professional development.

Description (from Libraries Regulation)

"Orientation and continuing education of board members and staff, including expenses for attendance at library meetings, conference workshops and courses, and for memberships in library associations" (*Libraries Regulation* 7(1)(b))

Points to consider while writing this policy

- This required policy defines how board members and staff must be oriented to their new roles and supported financially as they continue to educate themselves about their positions.

- New board members and staff should receive orientation as soon as possible after they start their positions.

- Professional development for board members and staff is usually delivered through workshops, conferences, and courses. Board members and staff should receive financial support from the board for their attendance at professional development, usually in the form of expense reimbursement.

    - This policy must include direction on reimbursement for attendance at library meetings, conferences, workshops and courses. It must also include direction on memberships in library associations.

Procedures to consider

- Usually, orientation for board members and staff consists of an orientation package including the library board's Plan of Service, a tour of the library, and meetings with the library manager and the board chair or another member of the board.

  - The library manager and other staff members must receive additional training about the specifics of their position. This should include training on the local library system if their municipality is a member.

  - New board members should attend a Board Basics workshop, or other board training offered by Public Library Services Branch.

  - The Alberta Library Trustees' Association (ALTA) produces a Trustees' Handbook that contains useful information for new library trustees.

  - Consider assigning a specific board member or board officer position to be responsible for new board member training, along with the library manager.

- Board members and staff will need ongoing training and professional development. Plan for staff and board to attend all the training they will need to keep up with library trends and changes. Training and professional development opportunities to plan for include:

  - The manager and at least one member of the board should attend a system conference and/or the provincial conference each year. Rotating which member(s) of the board attend allows each member an opportunity to participate.

  - Staff members should participate in relevant workshops or professional development days offered by the library system or PLSB.

  - Staff should be able to take relevant coursework from post-secondary institutions, including distance education courses. Encourage staff members who are interested to work towards a Library Operations Assistant (LOA) certificate, a Library Technician diploma, or a Master's in Library and Information Studies (MLIS) degree.

[Name of Municipality] Library Board

Orientation and Continuing Education for Board Policy

New Board Member Package

1. The Board recognizes the need for orientation of new Board members and the need to acquire skills and knowledge relating to their roles as Board Trustees. The Board is prepared to provide resources and materials for orientation of new Trustees.

2. The Board will provide an orientation package to each new Trustee. This package shall consist of:

   a. The library board's bylaws and policy manual
   b. Municipal bylaw establishing the library board
   c. The library board's rules of order for board meetings
   d. Information about the legal and ethical responsibilities of board trustees, including the responsibility to "speak with one voice" and maintain confidentiality
   e. Financial statements and budget
   f. Annual report
   g. Sources of Library funding, including information about the fiduciary responsibilities of library boards
   h. Alberta Libraries Act and Regulations
   i. Introduction to the local library system and the services it provides
   j. Introduction to the Provincial library network and the services it provides
   k. Library's current plan of service
   l. Map of area served by Library
   m. List of Trustees and committees
   n. Names and positions of staff, including an organizational chart
   o. Information about the relationship between the library board and staff, especially between the library board and the library manager
   p. Trustee job description

3. A Trustee's orientation package will be distributed to each new Board member at their first Board meeting or shortly thereafter. The Board Secretary and members of the Board delegated by the Secretary shall be responsible for the orientation package preparation and distribution.

4. The Trustee should keep his or her orientation manual for ongoing reference. The Secretary will distribute updates to the manual when required. The Trustee should return the manual to the Secretary when the Trustee leaves the board.

Orientation of Board Members

5. The orientation process will be the responsibility of the Vice Chair, Treasurer, and the Library Manager. This process will include an explanation of the materials in the new trustee's orientation package and a tour of the library.

6. The Library Trustee will, with the Library Manager, acquaint him-or herself with procedures and programs at the Library.

Continuing Education of Trustees

7. The Board recognizes the importance of having informed Trustees. To ensure this, the Board provides, within the limits of its budget, financial support for attendance at library conferences and relevant workshops and membership in library organizations.

8. Trustees are expected to regularly attend library or trustee courses or conferences in the area, as time and budget guidelines permit.

9. Within budget guidelines, expenses incurred by individual Trustees for travel, subsistence, lodging, and registration fees will be reimbursed, as per established procedure.

10. Trustees are expected to provide a verbal report on conference attendance to the Board.

11. All Trustees will regularly attend trustee workshops, as time and budget guidelines permit.

Association Memberships

12. The Board purchases an annual institutional membership in the Alberta Library Trustees Association (ALTA). The Board Chair is the voting representative.

13. Expenses incurred by individual Trustees for association memberships may be reimbursed, with prior approval by board motion.

(Name of the Municipality) Library Board

Staff Orientation and Continuing Education Policy

The [name] Library Board recognizes the importance of informed and well-trained staff. It supports this policy by providing, within the limits of its budget, orientation programs; encouragement and support for attendance at library conference, workshops, and library-related courses within and outside the Town; and institutional membership in library organizations.

Orientation

1. New employees are given orientation and training that will prepare them to best provide service to the public.

2. Orientation and training is the responsibility of the Library Manager and includes an understanding of:

   - the role of the Library in the community
   - the role of the Library in the larger library community, including participation in both the local library system and the Provincial Library network
   - the responsibilities and duties of the Board and staff
   - the Library's polices, services, goals, and objectives, and
   - specific training for the employee's position.

3. Each new employee is given a Staff Handbook for personal use and study along with job-specific material provided by the employee's supervisor.

Education

4. The Library Manager may, within the limits of the budget, approve staff attendance at library-related meetings, workshops and conferences without prior Board approval.

5. Within budget guidelines and with prior approval of Library Management, expenses incurred by individual staff members for travel, subsistence, lodging, and registration fees will be reimbursed, as per established procedure.

6. The Library Board supports and encourages the ongoing training of library staff through staff development workshops and regular system training sessions. With the authorization of the Board, the Library Manager may occasionally close the library to allow staff the opportunity to attend these training opportunities.

7. The Board supports and encourages informal, ongoing sharing of information among library staff as part of their continuing education.

Formal Further Education

8. The Board supports staff attending formal education programs related to their work at the library to further their education.

9. Employees wishing to take an unpaid leave of absence for the purpose of further education must apply to do so as per established procedure.

10. For an absence for the purpose of further education, the Board may hold an employee's position for a maximum of two (2) years.

11. Employees may request an interest-free loan from the board to cover the cost of registration and supplies for a formal education program. The repayment schedule for the loan will be determined by the Library Manager and the employee (or by the Board and the Library Manager for the Library Manager's training) but will not exceed two (2) calendar years.

Library Association Memberships

12. The Board purchases an annual institutional membership in the Library Association of Alberta (LAA). The Library Manager is the voting representative.

13. Within budget guidelines and with prior approval of the Library Manager, other association institutional memberships may be purchased.

14. Expenses incurred by individual library staff members for association memberships may be reimbursed, with prior management approval. The Library Manager will approve individual memberships for library staff members. The Library Board will approve individual memberships for the Library Manager by board motion.

Finance

Library boards are corporations with full management and control of their libraries. They receive public tax money to provide a municipal service, and have a responsibility to make sure these funds are used efficiently and effectively to provide the best library service possible. They have a legal responsibility to manage their finances.

It is not reasonable to expect trustees to subsidize the library board with personal funds while on board business. The library board should reimburse staff and trustees for library expenses incurred using a personal method of payment. However, staff and trustees also have a responsibility not to abuse their position. They should not claim frivolous or unrelated expenses or seek to use honoraria as a prime source of income.

As corporations, library boards should maintain their own bank accounts. This requires library boards to designate certain members of the board or senior management to act as signing officers for board expenses.

Description (from Libraries Regulation)

"Finance, including designation of expenses for which board members and staff will be reimbursed, the form and manner in which those expenses shall be claimed, and the appointment of signing officers for the board." (*Libraries Regulation* 7(1)(c))

Points to consider while writing this policy

- This required policy defines how library boards manage their financial affairs, including reimbursing staff and board members for library-related expenses, and appointing signing officers for the board.

- Provincial grants and municipal appropriations are the property of the board. Any surplus funds that remain at the end of the fiscal year remain the property of the board, NOT the municipality.

- In order to improve financial oversight, the board may wish to set a maximum purchase amount that the manager can approve. This amount should be high enough to allow the manager to make routine purchasing decisions on her own, but low enough to allow the board input into major purchasing decisions. The amount will vary based on total budget and the purchasing decisions of the library.

- The sample finance policy that follows this section is suitable for library boards that manage their own finances. If your board wants to ask your municipality to provide some financial services to the board (e.g. accounts payable, accounts receivable, payroll services) then the board should enter into discussions with the municipality and draft a written agreement or letter of understanding.

- The two parties should agree on policies that are mutually beneficial. This may mean that the board follows municipal policies, the municipality follows board policies, or the two parties agree on new policies.

- Library boards often appoint certain board officers to be signing officers for the board (e.g. Board Chair, Vice-Chair, Secretary, Treasurer, etc.). The Library Manager may also be a signing officer for the board.

  - Consider who should be a signing officer for the board and how to prevent abuse of expenses (e.g. by not having signing officers sign off on their own expenses). Also consider how many signing officers to have – most boards appoint at least three.

- Consider what expenses to reimburse for – usually most expenses incurred on a personal method of purchase for library business will qualify. (e.g. travel expenses, purchase of books at a retail store, materials purchased for programs.) Also consider what expenses will **NOT** be reimbursed (e.g. alcohol, meals over a predetermined amount).

Procedures to consider

- Use a written form to manage expense reimbursement. A template is included with the sample policy. Original receipts should be submitted with expense claims.

- The board should receive a financial update on the library's budget at every board meeting. Consider who will do the work to prepare this report. Possible options include the library manager, the board treasurer, or the municipality (if there is an arrangement with the municipality to provide this financial service).

[Name of Municipality] Library Board

Finance Policy

The [name] Library Board is accountable for the effective management of the board's financial resources. While the day-to-day administration of finances will be delegated to the Library Manager, the Board will continuously monitor the financial status and ensure compliance with legislation by requiring regular and timely financial reports. The Board Treasurer will review all financial reports and statements and report to the Board at the regularly scheduled Board meetings.

1. The Library Board tenders bank accounts at the financial institution best able to meet the financial needs of the board. The Board shall consider interest rates, loaning policies, financial products, and banking fees as it makes its decision on where to tender its accounts.

2. The board chairperson, vice-chairperson, treasurer, and secretary shall be appointed signing officers for the board. Additional signing officers may be appointed from the Library Board by the Library Board. Any two are required to sign for all financial expenditures. Signatories cannot sign off on funds being issued to themselves.

3. The fiscal year of the Library Board shall be January 1 to December 31.

4. An operating budget shall be prepared annually. The estimate of municipal funds required for the following year shall be submitted to municipal council prior to December 1 of each year.

5. The Library Manager is authorized to administer funds according to the budget approved by the Board. Expenditures over $5000, expenditures outside the scope of the original budget, re-allotments, or over-expenditures of funds will require the prior approval of the Board by board motion.

6. The Board will reimburse staff and board members for library expenses incurred using a personal method of payment that are related to:

   a. Professional development, including courses, workshops, and conferences

   b. Attending meetings on behalf of the library board

   c. Materials purchased for the library (e.g. books purchased at a local bookstore, materials purchased for library programs, etc.)

   d. Other library-related activities approved in advance

7. Expenses that may be claimed include:

   a. Travel-related expenses, including

      i. Mileage for work-related travel in the claimant's personal vehicle. Mileage shall be paid at the current rate set by the Alberta Government Expense Policy for use of a private vehicle. Gasoline for the claimant's personal vehicle is not eligible for reimbursement.

      ii. Fares for other methods of transportation (e.g. bus fare, taxi fare)

      iii.   Vehicle rental charges, including fuel charges

      iv.   Parking charges

      v.   Hotel charges

      vi.   Restaurant meal charges. Unlike other expenses, meals are reimbursed at a set rate and do not require receipts. These rates are:

         1.   Breakfast: $10.00
         2.   Lunch: $15.00
         3.   Supper: $25.00

   b.   Registration, tuition, and other similar charges incurred while attending approved library-related professional development.

   c.   Charges for collection items and other materials purchased for the library.

   d.   Other library expenses not listed above that are approved in advance.

8. All staff reimbursements must be approved in advance by the library manager. All reimbursements of the library manager must be approved in advance by the board chair. All board member reimbursements must be approved by board motion. The approver may set limits on how much may be spent on a given expense for reimbursement.

9. Reimbursement shall require original receipts and a completed Expense Claim Form submitted to the appropriate approver as described in point 8. Note that restaurant meal reimbursements do not require receipts, as described in point 7.

10. The Library Manager may operate a petty cash account in the amount of $350 for purchases not in excess of $50.

11. The board may obtain a credit card for library-related purchases. Signing officers of the Board and the Library Manager may use the Board's credit card as required for purchases. Those using the Board credit card must follow the purchasing policy listed in point 5 above. Only the Board signatories and the Library Manger are authorized to use the Board's credit card. Signatories and the Library Manager will not share card access information (e.g. PIN) with other library staff. The Board credit card shall be stored securely when not in use.

[Name] Library Board Expense Claim Form

Name:_____

Address:

_____

Date Claim Submitted: _____

Mileage Claims:

Date	Purpose of Trip, Including Destination	Total km travelled	Reimbursement (km x $0.51)

Other Claims:

Date	Description	Subtotal	GST	Grand Total

Claimant Signature	Print Name	Date

Approval Signature	Print Name	Date

Attach all original receipts

Personnel

Whether paid staff or volunteers, people are the library's most valuable resource. Clearly defined personnel policies and procedures benefit the library board in many ways. These policies provide clear direction for staff members and can help staff understand the rationale for library operations. They ensure that personnel management is applied in a consistent manner to all employees, help reduce the appearance of favoritism, and can even help avoid costly lawsuits.

Good personnel policy is essential in the hiring, evaluation, and retention of effective staff. Well-written job descriptions provide direction and expectations to staff members as they complete their duties. Performance evaluations help reassure staff that they are continuing to fulfill those expectations, or provides guidance if they are not fulfilling expectations. If staff members have a grievance with another staff member or the board, a grievance procedure can help both parties to better understand their differences and work towards a resolution.

Some library boards rely extensively on volunteers to provide library service. The board should consider how its personnel policies apply to library volunteers. Many of the library's personnel policies are equally applicable to volunteers, but some policies will need to be written or adjusted to apply specifically to library volunteers.

Description (from Libraries Regulation)

"Personnel, including job descriptions and performance appraisals for employees and volunteers, qualifications for staff positions, working hours, conditions of employment and a grievance procedure." (*Libraries Regulation* 7(2)(a))

Points to consider while writing this policy

- This required policy defines how library boards manage their employees and volunteers, including how they define their jobs, complete their jobs, and evaluate their performance.

- If the board is an employer it has all the associated legal responsibilities. Boards must follow employment laws and regulations including the *Employment Standards Code* and Regulation, the *Occupational Health and Safety (OH&S) Act*, and the federal *Human Rights Act*.

  - Some of these additional pieces of legislation require additional policies beyond what is required by the *Libraries Act*. See Appendix B for more information.

- The sample personnel policy that follows this section is suitable for library boards that manage their own human resources and benefits. If your board wants to ask your municipality to provide some human resources services or benefits to the board (e.g. shared benefits plan, human resources support) then the board should enter into

discussions with the municipality and draft a written agreement or letter of understanding.

- o The two parties should agree on policies that are mutually beneficial to both. The board may adopt municipal policies, the municipality may adopt board policies, or the two parties may agree on new policies.

- Sample job descriptions for the library manager and a library volunteer can be found after the sample policy. When creating new job descriptions, consider both the duties that the employee must complete and the competencies that are required to fulfill those duties.

  - o All employees should have strong interpersonal, public service, and technology skills. This should include strong customer service skills, reference skills, and strong familiarity with personal computer use, online searching, and common office programs.

  - o Library managers should also have strong skills in management, leadership, and collection development.

  - o Be sure that job descriptions include information about all the elements of the job, including who the position reports to, who reports to the position (if anyone), qualifications for the position, and any special requirements for the position (e.g. driver's license, ability to lift a certain weight).

Procedures to consider

- Many policies will require the use of forms to keep a written record. A sample performance evaluation form is included with the sample policy.

[Name of the Municipality] Library Board

Personnel Policy – Conditions of Employment, Performance Evaluation, Grievance

Conditions of Employment

1. Hours of work need to be flexible to cover the range of library hours of opening. The Library Manager will make the work schedules in consultation with employees.

2. Employees are paid in accordance with the library's salary grid. Each employee will receive his or her initial placement on the salary grid with their letter of employment. Each employee is eligible for an annual one-step increase on the grid following a successful performance evaluation. The whole grid may receive an annual cost of living increase at the discretion of the library board during the budget process.

3. Extended benefits (e.g. drug coverage, dental coverage, extended medical benefits, short-term and long-term disability leave) are paid through the library's extended benefits provider. The company which provides these benefits and the level of benefits provided is chosen by the library board. Employees shall receive information about these benefits when they are hired and when benefits provided change.

4. Full-time employees will be entitled to one unpaid lunch break and two paid fifteen-minute breaks (normally one before lunch and one after lunch) per day. Part-time employees will receive breaks in accordance with Alberta Employment Standards.

5. Full-time employees will receive paid vacation time according to the following schedule:

    a. After 1 year of service: 15 vacation days per year
    b. After 5 years of service: 20 vacation days per year
    c. After 10 years of service: 25 vacation days per year

    Part-time employees shall receive vacation time and vacation pay in accordance with Alberta Employment Standards.

    Vacation time shall be awarded on the employee's anniversary date. The chair, or in her absence any other officer of the board, may approve vacation time for the library manager. The library manager or her designate shall approve vacation time for all other employees.

    Employees are encouraged to use their vacation time within the year it is awarded. Up to one week of vacation time may be carried over to the next year for any employee with the approval of the board by board motion.

6. Full-time employees may take up to 10 days per year as paid sick leave, replenishing each year on the employee's anniversary date. Part-time employees shall earn sick leave time at the rate of one‑quarter (1/4) of the number of hours in an employee's normal workweek for each calendar month in which the employee has received pay for at least twice (2) the number of hours in the employee's normal workweek. Part-time employees may claim up to 10 sick days per calendar year from these credits.

    a. After the third consecutive workday absent from work, employees must produce a doctor's note.

    b. Any employee may also take up to three consecutive days of paid sick leave to care for an ill family member.

7. Any employee may take up to five days bereavement leave following the death of the employee's spouse; or the death of the child, mother, father, brother, sister, grandmother, grandfather, aunt, uncle, or cousin of the employee or the employee's spouse

   "Employee's spouse" shall include the husband, wife, common-law spouse or same-sex spouse of the employee. "Child" shall include biological children, adoptive children, or foster children.

   If the employee must travel an extended distance to attend a funeral, additional leave may be granted at the discretion of the library manager.

SAMPLE

Performance Evaluation

8. The primary purpose of performance evaluation is to compare actual results with desired results and to design action plans for the future. The essence is guidance, mentoring, and development for continuing improvement. It is also an opportunity to thank employees for their efforts on behalf of the library. The library board is an employer, and so it must take steps to evaluate its employees on a regular basis.

9. All employees, including the manager, should be evaluated at the end of their six-month probationary period. They should then complete the Performance Evaluation Form with their supervisor once a year. However, performance conversations should also be taking place throughout the year, as described in Section C of the Performance Evaluation Form.

10. The Library Manager shall be evaluated by the Personnel Committee of the Board. The Personnel Committee will consist of three board members. The Board Chair should be one of the board members who sits on this committee, because the Board Chair is the primary contact person between the library board and the Library Manager.

11. The Library Manager will meet with the Personnel Committee, and they shall complete the evaluation form together. The completed evaluation form shall then be placed in the Library Manager's personnel file.

12. A report to the Board shall be made by the Chair of the Personnel Committee.

13. The Library Manager is responsible for evaluating the other library staff. All staff will interview with the Library Manager, and they will complete the evaluation form together. The completed evaluation form shall then be placed in the staff member's personnel file.

14. The Library Manager is responsible for evaluating the library volunteers. All volunteers will interview with the Library Manager, and they will complete the evaluation form together. The completed evaluation form shall then be placed in the volunteer's personnel file.

Grievance Procedure

15. An employee or library volunteer who has a grievance or concern related to his employment in the library should first discuss the concern with the Library Manager in an attempt to resolve the matter. If the Library Manager has a concern, he should discuss the matter with the Library Board Chair.

16. If the griever and the Library Manager or the Library Manager and the Board Chairperson cannot resolve the issue, a full written record of the concern should be made to the Library Board within 15 days of the discussion.

17. The Library Board will then refer this matter to the Personnel Committee of the board. This committee shall review the matter and make a recommendation to the Board.

    There should be three Personnel Committee members reviewing the grievance, including one officer of the board. If the griever's grievance is with a member or members of the Personnel Committee, that member or members shall not participate in the review process related to that grievance. This may require the Board to appoint a new member or members to the Personnel Committee, or for the Personnel Committee to choose an interim committee chair.

18. After receiving and considering the recommendation of the Personnel Committee, the Board should make a decision regarding the grievance. A written record of this decision should be forwarded to the griever within 30 days of the original written concern being received.

19. If the response or decision of the Library Board is unsatisfactory to the griever, he has the right to appeal to other organizations as applicable:

    a. Alberta Employment Standards: Contact for issues related to hours of work, holiday pay, days off, maternity and parental leave, overtime hours, vacations, wage payment, and employee termination.
    b. Occupational Health & Safety: Contact for issues related to workplace safety, including working alone.
    c. Office of the Information and Privacy Commissioner of Alberta: Contact to make a request for your personal information under the FOIP act. For more information about the FOIP act, contact Service Alberta.
    d. Alberta Human Rights Commission: Contact for questions regarding discrimination in the workplace.

[Name of the municipality] Library Board
PERFORMANCE EVALUATION FORM

Date:_____   **Assessment Period:** _____

Employee Name: _____

Position: _____

Reviewer's Name(s): _____

PART A: Employee Self-Reflection

The employee should complete this section once a year. Use this section to reflect on your own performance as you complete this form. Your conversations recorded in Section C do not have to use these questions.

1. Has the past year in your position been good, bad, or satisfactory to you? Why?
2. What do you consider to be your most important achievements of the past year? Why?
3. What do you like and dislike most about working for this organization?
4. What elements of your job do you find the easiest and the most difficult?
5. What elements of your job interest you the most and the least?
6. What actions could be taken to improve your performance in your current position by: You: Your supervisor: Your board:

PART B: Performance Objectives and Accountability

The employee and the reviewer(s) should complete the first three columns at the beginning of the assessment period. The employee and the reviewer(s) should work together to describe the employee's individual performance objectives for the next year, including measures and targets. Complete the last column at the end of the performance period.

OBJECTIVES (What do you and your supervisor agree you should achieve?)	PLAN OF SERVICE (How does this objective tie into your library's Plan of Service?)	MEASURES (How will you know you've achieved your goals?)	RESULTS (What did you achieve?)
E.g. I want more children to come to storytime.	E.g. One of our library's objectives is to improve children's attendance at library programs.	E.g. Storytime attendance will improve by 10% by this time next year.	E.g. Storytime attendance improved by 12%.

PART C: Conversations Throughout The Year

The employee and his supervisor should complete this section throughout the year. Performance management is an ongoing conversation between the employee (you), and your supervisor. Use this section to record ongoing discussions with your supervisor throughout the year, whether they are informal and spontaneous or scheduled and focused.

Conversation topics normally include:

- Your progress in fulfilling your objectives.
- Problems you've encountered, how you dealt with them, and what you learned from the experience.
- Issues you're dealing with and how your supervisor can provide support.
- Constructive feedback on your performance and how your supervisor can provide support.
- Your learning and career goals and how your supervisor can provide support.

This section is for the benefit of you and your supervisor. You can record as many or as few conversations as you like. You can write as much or as little as you like. Review these conversations with your reviewer(s) at the end of the performance period.

Conversation Date	Key Discussion Points

PART D: Professional Development

Identify any courses, workshops, or other training taken by the employee over the past year:
Identify any training or development activities that the employee wants to take or that the reviewer recommends that he take:

PART E: General Comments

Reviewer Comments:
Employee Comments:

The employee and the reviewer(s) acknowledge that this assessment has been reviewed and discussed by signing and dating below.

_____   _____   _____
Employee Signature   Print Name   Date

_____   _____   _____
Reviewer Signature   Print Name   Date

_____   _____   _____
Reviewer Signature   Print Name   Date

[Name] Library Board
Library Manager Job Description

General Description: The Library Manager is accountable to the Library Board through the Chair of the Board. The Library Manager is responsible for implementing the library's Plan of Service through the operations of the Library.

Position Reports to: [Name] Library Board. The Board Chair shall serve as the liaison between the Board and the Library Manager in between Board meetings.

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

Responsibilities: The Library Manager has responsibilities in the following areas:

1) The Library Board

- Provides regular reports to the Board on all matters essential to the effective functioning of the Library and the Board.
- Provides professional expertise, prompt and accurate Library information and opinions to the Board.
- Assists Board Chair in identifying assignments to working Committees of the Board and developing Board leadership.
- Recommends policy for consideration by the Board.
- Maintains a good working relationship with the Library Board.
- Participates in Board and committee activities as required.
- Orients new Board members to Library operations.
- Attends Board meetings.

2) General Administration

- Directs policy implementation and administers the organization.
- Manages the day-to-day operations of the Library.
- Oversees property maintenance.

3) Personnel Administration

- Accepts responsibility for hiring, supervising, coaching, evaluating and dismissing staff.
- Provides an annual performance evaluation for all employees and reports results to the Board.
- Determines appropriate hours of work.
- Arranges staff work schedules for the purpose of providing fair and adequate staff coverage during the hours of Library operation.
- Recruits and trains library volunteers

4) Planning

- Leads the execution of the Library's Plan of Service.
- Prepares long and short-term program plans and proposals in consultation with the Board, staff, volunteers, and other community organizations.
- Establishes operational program objectives, based on Board directions.
- Establishes ongoing plans for existing Library activities.
- Leads evaluation of existing library programs.
- Compiles necessary statistics based on input from all other staff members.
- Maintains an atmosphere of continuous improvement.

5) Financial Control

- Oversees expenditures according to approved budget.
- Puts together all monthly financial records including all revenue and expenditures.
- Oversees bookkeeping and data entry into library's accounting software.
- Provides monthly financial reports to the Board.
- Sits as a member of the Board Finance Committee, which prepares the annual budget.
- Completes applications for grants with the help of the Board or designated committee.
- Initiates and prepares applications for funding for projects and programs, and follows through on reports of expenditures, as required.

6) Library Duties

- Provides friendly, helpful and efficient library service to patrons.
- Develop library collections and access which responds to the evolving needs of all library patrons as identified in Plan of Service.
- Assists other staff members with program delivery.

7) Promotion

- Ensures effective and friendly representation of the Library to the community. Promotes increased public awareness of the Library.
- Represents the Library at community functions.

8) Other Professional Responsibilities

- Builds strategic partnerships with the municipality and other community organizations.
- Participates in the activities of the library system, attends library system meetings.
- Participates in the activities of relevant professional library organizations.
- Keeps abreast of current developments in library services and programs through attendance at training workshops, seminars and conferences as budget allows.
- Assumes other duties as required.

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

- Ability to act as a liaison between Board and staff.
- Ability to interpret Board policy decisions to staff.
- Demonstrated ability to think creatively, develop plans of action, and carry them through to their successful completion.
- Demonstrated leadership ability.
- Demonstrated ability to recognize and set priorities and to use initiative and independent judgment in a wide variety of situations.
- Demonstrated ability to select, develop, motive and evaluate staff.
- Demonstrated ability to build strategic partnerships and community coalitions, and to foster positive relationships.
- Excellent verbal and written communication skills.

Qualifications:

- A post-secondary degree in library & information studies, a library technician diploma, or related training or experience.
- At least three years' experience in a supervisory role.
- Canadian citizen or able to work in Canada.
- Ability to work evening and weekend shifts as required.
- Valid driver's license.

[Name] Library Board

Volunteer Shelver Job Description

Purpose: The Volunteer Shelver at [name] Public Library assists the Library Manager by reshelving returned library materials in the correct order.

Location: The Volunteer Shelver will work at the main branch of the [name] Public Library.

Key Responsibilities:

The Volunteer Shelver:

- Checks the book drop regularly for returned materials and returns them to the shelving cart.
- Reshelves returned books and other materials in the correct Dewey Decimal order.
- Brings items from the shelves that are in poor condition to the Library Manager for possible weeding.
- Answers patrons' directional questions. Refers patrons to other library staff members for other assistance.

Position Reports to: Library Manager

Length of Appointment: The Volunteer Shelver will serve throughout the year, primarily on evenings and weekends.

Time Commitment: The Volunteer Shelver will provide up to 12-15 hours a month from September to June. Hours may be reduced during the months of July and August.

Qualifications: No previous library experience required. Customer service experience and knowledge of the Dewey Decimal system is an asset.

Support Provided: A one hour orientation to the layout and structure of the library, and the process of shelving, will be scheduled at the convenience of the Volunteer Shelver. The Volunteer Shelver will always be in the library with another library employee who will be able to answer any patron questions the Volunteer Shelver cannot answer. The Library Manager is available on an ongoing basis to answer questions and provide other assistance as needed.

Benefits Provided: All Volunteer Shelvers will receive a free individual library card, valid for one year. They will receive a free individual library card annually for the duration of their volunteer service. Volunteer shelvers will be recognized with other library volunteers at the Library's annual Volunteer Appreciation Lunch.

Selection, Purchase, Acquisition, and Disposition of Library Resources (aka Collection Development)

A library collection provides resources to assist individuals in their pursuit of educational, intellectual, and recreational enrichment in their lives. While the collection must maintain a balance of many subjects and perspectives, ultimately the library board is responsible for meeting the needs of the community, as identified in the community needs assessment and Plan of Service.

The collection development policy must provide staff with the necessary guidelines to assist them in the development of the collection to meet library goals and inform the public about the principles by which materials are selected for inclusion in the library collection.

Description (from Libraries Regulation)

"Selection, acquisition, purchase, and disposition of library resources, including a policy regarding gifts and donations." (*Libraries Regulation* 7(2)(b))

Points to consider while writing this policy

- This required policy defines how library boards select and acquire new materials for their collection, and how they select and dispose of older or unsuitable materials within the collection. It also must include a section on material gifts and donations.

  - This policy must include directions on the selection, acquisition, purchase, and disposition of library resources of all kinds (books, magazines, DVD's, etc.).

- Be sure that collection development plans reflect the goals in the Plan of Service. For example, if the board wishes to focus on Early Literacy, consider increasing the percentage of the collection budget spent on board books and picture books.

- The board may wish to set priorities on specific user needs such as research, recreation, instruction, reference or general information. It may also wish to focus on specific topics of local interest. Within these general priorities, the board may wish to set direction on the formats of material collected. These could include print materials, audio-visual materials, materials in languages other than English, or materials that are specifically suited to print-disabled patrons.

- If your municipality is a member of a library system, make sure the collection development policy is coordinated with your system's collection development policies and procedures, including system book purchasing, processing, and cataloging procedures.

- It is not required by law but most collection development policies contain a section on intellectual freedom, which is the right of citizens to read or view what they want without judgment or coercion. Intellectual freedom is a central value of libraries throughout Canada and across the world.

  - o Many collection development policies state that they support the Library Association of Alberta's Statement on Intellectual Freedom or the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries, and have policies about how to respond to challenged materials. A copy of the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries can be found after the sample policy.

Procedures to consider

- It's good practice to have all patrons who want the library to reconsider an item in their collection fill out a written form to do so. A sample form is enclosed here.

- Do not be afraid to turn down material donations, even from significant community members, if they do not fit the collection policy or are in poor physical condition.

- Set up a schedule for collection review and weeding, so the entire collection is reviewed every 3-5 years. Your library system may be able to help develop this schedule.

  - o Consult with patrons and check circulation statistics when reviewing your collection to ensure the collection continues meets the needs of the community.

[Name] Library Board

Selection, Acquisition, Purchase, and Disposition of Resources Policy

Background

Collection development and assessment is an ongoing concern of public libraries. It arises from the formal and informal assessment of educational, informational, and recreational needs of the community. A collection development policy must meet the changing interests and concerns of the community.

Selection

1. The Library Manager is responsible for the selection of library materials.

2. Materials are selected to meet the information and entertainment needs of the residents of the library's service area, and to meet the goals of the library's Plan of Service.

3. The Library Manager will use sources such as trade publications, reviews, requests by users, and other resources to develop the library collection.

4. Materials will be evaluated and selected according to the following criteria:

   - Currency of information
   - Popular demand
   - Relevance to community needs and interests, as based on community awareness and the library's Plan of Service.
   - Popularity of format (e.g. DVD over VHS)
   - Authority of the writer, editor and/or publisher
   - Accuracy or artistic quality of the content
   - Price and availability
   - Space considerations
   - Relationship to existing collection
   - Canadian content, especially where such is critical, such as law, government or finance
   - Enduring value
   - Availability of resource or similar material elsewhere (e.g. other libraries, online licensed databases)
   - Quality of construction (e.g. durable binding and paper)

An item need not meet all of the above criteria to be acceptable. Multiple copies may be purchased to meet the need for high-demand titles.

Gifts and Donations

5. The Board encourages donations of books and other materials to the [name] Public Library. Such gifts are greatly appreciated.

6. All material donations become the exclusive property of the [name] Library Board and will not be returned.

7. The same principles of selection are applied to gifts as purchased materials.

8. Generally material donations should be less than three years old and in good condition, i.e. not musty, mouldy, damp, worn, smelly, cracked, etc.

9. Restrictions placed on library donations will only be followed at the mutual agreement of the donor and the library board.

10. Material donations may or may not become part of the Library's collection.

11. Material donations are accepted with the understanding that if the library cannot use them, it may at any time dispose of them in any way it sees fit. Unwanted material donations are generally sold to patrons at the library's regular book sale, donated to another library or organization (e.g. schools, seniors' centres), or recycled.

12. Receipts will not be issued for donated materials.

Weeding

13. Materials that no longer fit the stated mission and service priorities of the library will be withdrawn from the collection.

14. The materials will be examined to determine suitability for the collection on the following criteria:

   - physical condition and appearance (e.g. markings in the book, broken spine, yellow pages, outdated cover art)
   - currency and accuracy of subject matter
   - usage (i.e. not checked out in 3 years)
   - relevance to the needs and interests of the community
   - availability elsewhere (e.g. other libraries, online licensed databases)

15. When necessary, local experts will be consulted to determine the continued relevance and reliability of materials.

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

17. Replacement copies will be considered when a title is withdrawn from the collection due to loss, damage, or wear, but is still considered relevant to the needs of the community.

18. Weeded materials will disposed of at the discretion of the Library Manager, generally by donation to another library or organization (e.g. schools, seniors' centres), sale to the public, or recycling.

19. Dangerously outdated materials (i.e. medical or legal materials more than five years old) will not be sold to the public or donated and will instead be recycled or destroyed. Following outdated medical or legal information in a used book could cause physical harm or legal problems for members of the public.

Intellectual Freedom and Challenged Materials

20. The [name] Library Board subscribes to the *Statement on Intellectual Freedom and Libraries* of the Canadian Federation of Library Associations, as found attached to this policy.

21. The [name] Library Board does not believe its role, or that of its staff, is to censor materials or act in any way as the supervisor of public morals.

22. If an individual strongly objects to an item, he/she may complete a "Request for Reconsideration of Library Material" form, and submit this form to the Library Manager for review by the Board. Only requests for reconsideration submitted on this form will be considered by the Board.

23. The Board will review the written request, usually at its next regular board meeting.

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

   i.   Discussion of complaint with patron by the Library Manager.
   ii.   Review Selection, Acquisition, Purchase, and Disposition of Resources Policy.
   iii. Provision of "Request for Reconsideration of Library Material" (attached) form to complainant.
   iv.   Informing Board chair.
   v.   Forming material review committee (2 members of the Board and the Library Manager).
   vi.   Committee review of material, which shall include:

   - o Reading and/or viewing the challenged item.
   - o Seeking out and reading reviews and other evaluations of the challenged item.
   - o Determining if challenged item meets the Selection, Acquisition, Purchase, and Disposition of Resources Policy.
   - o Providing written report of committee recommendation to the Board.

   vii. Communicating Board decision to complainant in writing.

[Name] Library Board
Request for Reconsideration of Library Materials Form

Date issued: _____   Date returned: _____

Author/Creator of the item: _____

Title of the item: _____

Request initiated by: _____

Name: _____

Address: _____

Telephone: _____

Requester represents:

Self ____OR name of group/organization _____

1. Did you read/listen to/view the entire item? _____

    If not, what parts? _____

2. To what in the item do you object? (Please be specific, cite pages or scenes)

_____

3. What do you feel might be the result of reading/viewing/listening to this item?

_____

4. Is there anything positive about this item?

_____

5. Have you read any reviews of this item by literary critics/reviewers? What did they think of this item?

_____

6. What would you like your Library to do about this item?

_____

7. Have you read the [name] Public Library Selection, Acquisition, Purchase, and Disposition of Resources Policy?
☐ Yes   ☐ No

Requester's Signature _____

Library Manager Signature _____

CANADIAN FEDERATION OF LIBRARY ASSOCIATIONS STATEMENT ON INTELLECTUAL FREEDOM AND LIBRARIES

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Approved by Executive Council June 27, 1974

Amended November 17, 1983; November 18, 1985; and September 27, 2015

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Resource Sharing

Resource sharing means making available to other libraries the library materials owned by a board, the information contained in those materials, and/or the staff expertise required to locate and provide the information or materials. No one collection can contain every conceivable item a patron might ask for. By sharing materials, a library can greatly expand the selection of resources available to patrons.

The province supports a library network including interlibrary loan service linking public libraries in the province to each other, university libraries, and out-of-province sources of materials.

Description (from Libraries Regulation)

"Resource sharing, including participation in a provincial resource sharing network and the conditions that apply to the acquisition of library resources and information from other sources, including inter-library loans and information in electronic databases." (*Libraries Regulation* 7(2)(c))

Points to consider while writing this policy

- This required policy defines how library boards share resources with other libraries in the province.

- This policy must contain a statement regarding participation in provincial resource sharing through the Public Library Network, your local library system (if applicable), and other provincial resource-sharing programs (e.g. TAL, ME Libraries)

- This policy must coordinate with the provincial Public Library Network policy and its associated operational policies in order for the board to benefit from participation in the Public Library Network.

- Note that section 36 (1) (3) (d) of the *Libraries* Act prohibits charging patrons for inter-library loan services.

- Reproduction of materials for patrons must follow the *Copyright Act*. See Appendix B for links to more information about the *Copyright Act*.

- Resource sharing is not a substitute for effective local collection development. Make sure the local collection meets community needs.

Procedures to consider

- Consult your local library system and Public Library Services Branch for information about procedures the library must follow for inter-library loans.

[Name of Municipality]Library Board

Resource Sharing Policy

1. The [name of municipality] Library Board participates in the Provincial Public Library Network.

2. The Board also participates in The Alberta Library (TAL) by virtue of membership in the [name] Library System.

3. The Board shall actively participate in resource-sharing programs and services, including but not limited to the provincial interlibrary loan program, ME Libraries, and the TAL Card program.

4. The board will not charge another public library for the interlibrary loan service.

5. The board publicizes the interlibrary loan, TAL card, and ME Library services to its patrons through newspaper articles, posters and brochures, presentations to groups and organizations, and displays within the community.

6. Training of staff in resource sharing is the responsibility of the Board and Library Management, in partnership with the [name] Library System, and Public Library Services Branch. Training shall be carried out through a combination of one-on-one training, on-site visits, online training, workshops, procedure manuals, and conferences as per the board's continuing education policy and procedures.

Provision of Resources to Persons Unable to Use Conventional Print

Persons unable to use conventional print are also known as print-disabled patrons, and they are more numerous than many library boards may think. A print-disabled patron may be someone who is visually impaired, or a person with cognitive disabilities who is unable to focus on a conventional print book, or a person who is unable to hold and manipulate a conventional print book due to limited motor skills (e.g. an arthritic patron), or someone otherwise disabled.

Print-disabled patrons are found in every community. Print disabled patrons are entitled to access library services. Boards must consider how to serve these patrons as effectively as possible.

Description (from Libraries Regulation)

"Provision of library resources to persons unable to use conventional print resources, including provision in co-operation with community agencies." (*Libraries Regulation* 7(2)(d))

Points to consider while writing this policy

- This required policy defines how library boards provide resources to persons who are unable to use conventional print materials, and how they will partner with other organizations to provide these materials.

- While it is not required by law, boards may also wish to consider how else to serve print-disabled patrons in this policy, for example by making accommodations in programs, space design, and marketing.

Procedures to consider

- Ensure that library staff members are trained in how to deliver service to print-disabled patrons. While the manager or another staff person may take the lead in delivering service to print-disabled patrons, they should not be the only one who knows how to provide these services.

- Resources from Public Library Services Branch, the National Network for Equitable Library Service (NNELS) and the Centre for Equitable Library Access (CELA) are available to support service to print-disabled patrons.

[Name of Municipality] Library Board

Provision of Service to Those Unable to Use Conventional Print Policy

1. A patron unable to use conventional print may also be known as a print-disabled patron. Print-disabled patrons include any patron who has a perceptual disability, defined in the *Copyright Act* as "a disability that prevents or inhibits a person from reading or hearing a literary, musical, dramatic or artistic work in its original format, and includes such a disability resulting from:

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

2. The [name] Library Board believes patrons unable to use conventional print materials should still have full access to library services and programs. It is therefore essential that library services for print-disabled patrons be incorporated into **all** aspects of library service.

3. Services to print-disabled patrons shall be incorporated into library planning, including the Plan of Service. Every patron who is print-disabled has unique needs, and a broad range of print disabilities may be found in all communities. The Library Board shall plan its services to meet the needs of a broad range of print disabilities.

4. Services to print-disabled patrons shall be treated as essential core services during the budgeting process, and adequate funds shall be allotted to these services.

5. The [name] Library Board shall work with or use the resources of other local, regional, provincial, and national organizations to provide services to print-disabled patrons. Such organizations may include:

   - The regional library system
   - Public Library Services Branch
   - Local community services organizations (e.g. Alberta Health Services, schools, social services)
   - Regional or national organizations (e.g. CELA, CNIB, NNELS)
   - Other organizations as required

6. All staff members shall be trained on how to provide services to print-disabled patrons. While one or two staff members may take the lead in providing services to print-disabled patrons, they should not be the only ones who know how to provide these services.

7. The [name] Library Board shall endeavour to provide materials in a form appropriate to the patron, from whatever source is available. Forms may include:

   - Adaptive computer software
   - Talking books (e.g. Books on CD, DAISY books)
   - Titles at a variety of reading levels for a variety of audiences (e.g. high/low titles)
   - Large print titles
   - Other adaptive technology

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

9. The Library Board shall ensure that the library building is accessible to people with print-disabilities. It shall do this by consulting with print-disabled members of its community, as well as building codes and design standards (e.g. Barrier-free design). The Library Board shall budget for appropriate building renovations and upgrades when necessary, but may also consider smaller changes such as accessible desks and clear, glare-free, easy-to-read signage or tactile signage.

10. The Library Board shall promote library services to persons with print disabilities through local media and partner organizations. Services can be promoted in standard and alternative formats, depending on the needs of the audience.

Loan of Library Resources

The loan of materials is the service most strongly associated with public libraries, and usually the most popular service offered by the public library. It is essential that the library deliver this service well.

This policy should focus on getting materials in the hands of patrons at a time and place convenient to the patron, with as few restrictions as possible. This policy should also facilitate the return of materials to the library in good condition and in a timely manner, so they can be borrowed again by another patron and do not have to be frequently replaced.

Description (from Libraries Regulation)

"The terms and conditions under which library resources will be loaned to members of the library for use in a location other than the library." (*Libraries Regulation* 7(2)(e))

Points to consider while writing this policy

- This required policy defines how library boards will loan resources to patrons for use outside the library. Be sure to coordinate with library system and/or consortium rules.

- It is best practice to require patrons to present their library card when checking out materials, and for patrons to stipulate who else may use their library card in written format, to protect patron privacy.

- Most libraries have some materials that are not lent to the public because they are fragile, difficult to replace, or heavily used in the library. The policy should indicate which materials are excluded from the general lending policy, being careful not to contravene the provincial Resource Sharing Operational policy.

- While loan periods, renewal periods, and fees for damaged and overdue books may be listed in this policy for reference purposes, they should also be listed in the safety and use bylaws so that they are legally enforceable.

Procedures to consider

- Ensure that all library staff members responsible for circulation are trained in proper materials check-in and check-out procedures.

[Name of Municipality] Library Board

Conditions Under Which Library Resources Will Be Loaned Policy

The intent of this policy is to make the widest possible selection of library items available to all patrons of the [name] Public Library, and to facilitate the return of library items in good condition and in a timely manner. The [name] Public Library will uphold the obligations of participation in the Public Library Network, the [name] Library System, the Alberta Library (TAL) Card program, and the ME Libraries Program.

1. A cardholder must present his or her library card to borrow materials. Cardholders must give prior written approval for anyone else to pick up materials on their behalf.

2. An eligible cardholder may borrow a maximum of fifty (50) circulating items at any one time, of which not more than five (5) may be items from the Video collection.

3. Books, audiobooks, and CDs may be borrowed for a period of three (3) weeks.

4. Items from the video collection (i.e. DVDs/Blu-Rays), and circulating magazines may be borrowed for a period of one (1) week.

5. Digital resources not provided by the library system may be borrowed for a period of time as stipulated by the content provider.

6. Interlibrary Loan (ILL) items may normally be borrowed for a period of three (3) weeks. This loan period may vary for out-of-system loans, as stipulated by the loaning library.

7.   Items in the reference collection or items deemed by the Library Manager to be irreplaceable may not be borrowed.

8. A maximum of two renewals per item are permitted.

    a. An item may not be renewed if another cardholder in the library system has placed a hold on that item.
    b. Renewals may not be possible for ILL items.
    c. Extended due dates may be granted at the discretion of the Library Manager or his designate in the event of holiday travel, anticipated hospitalization or recuperation, or other foreseeable absences.

9. Renewals may be made in person, over the phone, or via the Library's online catalogue.

10. It is the responsibility of cardholders to ensure items are returned on time. As per the Library bylaws, overdue fees are as follows:

    a. Children's materials (fiction, non-fiction, audio-visual): $0.10 per day
    b. Adult materials (fiction, non-fiction, audio-visual): $0.25 per day

11. Cardholders are encouraged to inform the library immediately about lost items.

   a. As per the Library bylaws, the cardholder will be charged the purchase price of the book as listed in the library's integrated library system (ILS), plus a processing fee of $5.00 for any lost item.
   b. Replacement charges may be waived if an exact replacement copy in new or pristine condition is provided by the cardholder.
   c. If an item is found by a cardholder after the replacement costs have been paid, that item becomes the property of the cardholder and cannot be returned to the library for reimbursement.

12. A cardholder's borrowing privileges are suspended when their total fines are equal to or greater than ten ($10.00) dollars.

Hours of Service

It is important that public libraries encourage all residents of the community to use the services and materials that they provide. While many library services are now delivered online, many library boards have a goal of being a community gathering place, or a comfortable place for patrons to read, visit, or learn.

An important part of achieving these goals is being open at times that are convenient to library patrons. Libraries should be open to the public as much as possible, within the limits of community expectations, budget, and staff.

Description (from Libraries Regulation)

"Hours of service at each library service point." (*Libraries Regulation* 7(2)(f))

Points to consider while writing this policy

- This required policy defines the hours of service at every service point the library board operates.

- Note that the hours of service for each service point must be identified separately.

- Usually, this policy also includes a list of holidays when the library is closed, and direction on how the library manager can close the library in emergency situations.

Procedures to consider

- Whenever hours of service are changed, make sure that stakeholders are properly notified well in advance. This includes patrons, employees, your library system, your municipality, and Public Library Services Branch.

- Ensure that required operational changes can be completed before the change in hours takes effect (e.g. changes in employee schedules).

[Name of Municipality] Library Board

Hours of Service Policy

The [name] Library Board shall set hours of service that are convenient for members of the community.

1. The hours of service for the main branch are as follows:

    a. Monday, Wednesday, Friday: 10:00 AM – 6:00 PM
    b. Tuesday, Thursday: 10:00 AM – 8:00 PM
    c. Saturday: 12:00 PM – 4:00 PM

2. The hours of service for the satellite branch are as follows:

    a. Monday, Wednesday: 10:00 AM – 8:00 PM
    b. Saturday: 2:00 PM – 6:00 PM

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

4. At her discretion, the Library Manager may authorize that one or both branches be closed in emergency situations (e.g. power failure, extreme weather conditions). Whenever possible, the Library Manager should inform the Board Chair or at least one other board member of an emergency closure.

5. Other closure dates not covered in points 3 or 4 must be approved in advance by Board motion.

6. The public must be notified of library closure dates in advance, except in emergencies.

Areas Not Used for Library Purposes (e.g. Meeting Rooms)

Many public libraries have a meeting room or other library space that they do not normally use for library purposes. The board should ensure that any group using this space must meet certain standards for use, to ensure that the space is not damaged, abused or used for inappropriate purposes.

Library boards can choose to serve community groups by allowing them to use meeting room space, and possibly even assisting in program delivery if the program meets the goals and objectives of both organizations.

Description (from Libraries Regulation)
"The terms and conditions for use of any areas of a building managed by the board that are not normally used for library purposes, including who may use those areas." (*Libraries Regulation* 7(2)(g))

Points to consider while writing this policy
- This required policy defines the use of areas of the building not normally used for library purposes. Normally, these areas are meeting rooms or program spaces.

- Rental fees may be listed here for reference purposes, but they should also be in Safety and Use bylaws so they are legally enforceable.

Procedures to consider
- This policy is frequently made available to members of the public, so be sure that information and procedures on how to book and access the room are clear.

    o How big is the room?

    o Are there any materials that patrons can use with the room (e.g. Tables & chairs, TV with DVD player, data projector)?

    o Is there a specific staff member that is in charge of room bookings?

    o Is there a form for bookings?

    o How do users get access to the room? Do they get a key, will a staff member let them in, or is there another method?   How will they secure the room once their rental time is up?

    o What conduct is expected for room renters? What happens if renters don't follow these expectations? What constitutes damage that should be repaired? Who is responsible for the cost of repairs, if they are needed?

- Keep a written record of reservations to avoid double booking.

[Name of the Municipality] Library Board

Conditions for Use of Areas of the Library Not Normally Used for Public Service Policy

The purpose of this policy is to facilitate the use of the [name] Public Library meeting room by members of the public, while ensuring that the room remains in good repair. The meeting room measures about 450 square feet, and will hold about 40 people comfortably. The meeting room includes 45 chairs, 10 rectangular tables, and a whiteboard.

1. Members of the public must speak to a library staff member and fill out the appropriate form to book the library meeting room.

2. The meeting room is only available for use by the public during regular library open hours. A library staff member will open the meeting room for renters at their scheduled time.

3. As per the library bylaws, the fees for use of the meeting room are as follows. Payment is due in full at the time of booking:

    a. Non-profits, not-for-profit organizations, and private individuals: $10.00 per hour.
    b. For-profit organizations: $20.00 per hour.

4. The Library Board reserves the right to refuse rental requests at its discretion.

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

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

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

What are Bylaws? What are Safety and Use Bylaws?

Bylaws are policies that are legally enforceable. If someone violates a bylaw, law enforcement personnel can respond. Financial obligations created through bylaws can be enforced through debt collectors and other methods.

The *Libraries Act* gives the board the power to pass bylaws around the safety and use of the library. These bylaws may include the terms and conditions under which:

- the public may be admitted into the building,
- library materials may be used or borrowed by members of the public, and
- borrowing privileges may be suspended or revoked

They may also include fees that are to be paid for:

- issuing a library card,
- use of those parts of the building not used for library purposes (e.g. meeting rooms)
- photocopying
- receiving information in print, electronic, or other format
- receiving, on request, a library service not normally provided by a public library (e.g. business consultation services).

The above are the only items that can be included in safety and use bylaws. Note that fees for any of the following are prohibited:

- admittance to the parts of the library building used for public library services
- using library resources on library premises
- borrowing library materials that are normally lent by the library (NOTE: this doesn't affect the ability to charge for issuing library cards.)
- receiving inter-library loans
- consultation with library staff
- receiving basic information service.

How do Safety and Use Bylaws become enforceable?

To be legally enforceable, safety and use bylaws must be passed by the board and accepted by municipal council. Bylaws are usually passed by three board motions (or "readings") conducted over at least two library board meetings.

Once the board has passed bylaws, they are sent to municipal council. Municipal council cannot make changes to library bylaws, but they can accept them as they would any other correspondence to council. If they do this, the bylaws are legal and enforceable.

If municipal council does not accept a bylaw, the bylaw is disallowed and is not legal or enforceable. If this happens, communicate with the municipality and draft a new bylaw that is acceptable to both council and board. Then the board must pass new these new bylaws so they can be sent on to council once again where they will hopefully be accepted.

How are Safety and Use Bylaws different than other bylaws?

Safety and use bylaws are not the same as the municipal bylaw that formed the library board. The municipal bylaw is passed by the municipality and creates the library board. Safety and use bylaws are passed by the library board and they govern how the library is used by staff and members of the public.

Safety and use bylaws are not the same as society bylaws. Society bylaws set out the governance structure for a society (e.g. who is on the board, how members are appointed to the executive, etc.). The governance structure for public library boards is laid out in the *Libraries Act* and cannot be included in safety and use bylaws.

SAFETY & USE BYLAWS OF THE [Name of the municipality] LIBRARY BOARD

Approved by the Board on: _____

Accepted by (Name of the municipality) Municipal Council on:_____

The [Name] Library Board enacts the following Bylaws pursuant to Section 36 of the Alberta *Libraries Act.*

1.   Definitions in these Bylaws shall mean:
    1.1. **Board:** the [name] Library Board.
    1.2. **Applicant:** a person applying for a library card.
    1.3. **Cardholder:** the registered user of a current library card.
    1.4. **Cardholder Categories** shall include the following:
      1.4.1. Adult: any person 18 years and older.
      1.4.2. Young adult: any person 13 through 17 years of age.
      1.4.3. Child: any person up to and including 12 years of age.
      1.4.4. Family: two or more members of the same family residing in the same home.
      1.4.5. TAL Card borrower: a cardholder with a current TAL card. This could include non-residents with a card from another library.
      1.4.6. ME Libraries borrower: a cardholder whose card is registered in the ME Libraries program.   This could include non-residents with a card from another library.
    1.5. **Good Standing:** a cardholder with no outstanding overdue items or charges.
    1.6. **Library Manager:** the person charged by the Board with operation of the [name]Public Library.
    1.7. **Library:** the [name] Public Library.
    1.8. **Library resources:** any resources, regardless of format, that are held in the [name] Public Library's collection, or borrowed by the [name] Public Library, and include but are not limited to books, periodicals, audio recordings, video recordings, projected media, paintings, drawings, photographs, toys and games, kits, and electronic databases.
    1.9. **Loan Period:** the period of time, as set out in schedule B, which a cardholder may borrow library resources and includes any renewal of an original loan period.
    1.10. **ME Libraries:** A provincial program that allows library card holders to borrow materials from any library in Alberta that participates in the Alberta Public Library Network.
    1.11. **Non-resident:** any person who does not have a residence within the service area and does not pay property or business taxes within the service area (see 1.13).
    1.12. **Resident:** any person who has a residence within and/or pays property or business taxes within the service area (see 1.13).
    1.13. **Service Area:** the [name of municipality] and the [name] divisions of the County of [name].
    1.14. **TAL card:** the Alberta Library card allows a cardholder to borrow materials from any library participating in the Alberta Library Card program.

2.   Interpreting the Bylaws
    2.1. The Board is a corporation established under the *Libraries Act* Sect 3(4) as defined by the *Interpretation Act, R.S.A.2000 Chapter I-8.*

3. Admittance to/Conduct in the Building
    3.1. The building is to be open free of charge to the public for library purposes at the hours posted.

3.2. No person using the library building shall:

 3.2.1. Contravene any Board policy

 3.2.2. Create any unnecessary disturbance for other library users

 3.2.3. Take away any library item from the building unless the item has been properly checked out in accordance with library circulation policies and procedures.

 3.2.4. Go into or stay in the building outside of those time periods chosen for public use, unless approved by a motion of the Board.

 3.2.5.   Solicit other library users and staff for personal, commercial, religious, or political reasons.

3.3. Except with the permission of the Library Manager, no person shall:

 3.3.1. Consume food or drink while using the public access computers.

 3.3.2. Bring any animal, other than a service animal, into the building.

 3.3.3. Bring a wheeled vehicle or conveyance, other than a wheelchair, walker, baby carriage or stroller, into the building.

3.4. Persons who do not act in accordance with 3.2 and 3.3 shall be asked to put an end to their actions. If the action continues or the seriousness of the action justifies it, library staff will direct the person to leave the building. Library staff may also ask for outside assistance, including contacting local law enforcement officers.

3.5. All persons using the library shall comply with applicable public health regulations.

3.6. No member of the public is to be left in the library building for any purpose without a library staff person or member of the Board present at all times.   (Name of Municipality) staff shall have access to the building in relation to building concerns. Law enforcement officers or fire fighters may have access to the building under special circumstances.

4.   Procedures for Acquiring a Library Card

4.1. Anyone is eligible to apply for a library card. However, non-residents are encouraged to apply for a library card at their local library.

4.2. A library card is issued upon:

 4.2.1. Completion of an official [name]Public Library card application form.

 4.2.2. Presentation of one piece of photo identification bearing the applicant's permanent address if a young adult or an adult is applying for a card. If a child is applying for a card, a parent or legal guardian must present photo identification bearing his/her permanent address.

 4.2.3. Presentation of payment of applicable fees as outlined in Schedule A.

4.3. Applicants will receive a library card which:

 4.3.1. is valid from the date of issue to the date of expiry, unless revoked by the Library Manager under 7.3.

 4.3.2. Remains the property of the [name] Library Board.

4.4. An applicant may receive a TAL card if the applicant is a resident cardholder in good standing.

4.5. An applicant may participate in the ME Libraries program if the applicant is a resident cardholder in good standing.

5. Responsibilities of a Cardholder

5.1. The cardholder named on a library card will be the only person that may use the card. The cardholder may designate alternate people to access his/her library records or collect holds on their behalf.

5.2. Loss or theft of a current library card must be reported immediately to the Library. Cardholders are responsible for all library resources borrowed and all charges attributable before the loss or theft of the card is reported. Cardholders may be assessed a minimal charge as outlined in Schedule A for a replacement card.

5.3. Cardholders must notify the library of any change of contact information as soon as possible.

5.4. A cardholder is responsible for all library items borrowed on their card and will compensate the library for all library items damaged or lost while borrowed on their card. In the case of a family card, the designated cardholder(s) listed on the family card application form is/are responsible for all library items borrowed on all family cards on that application form, and will compensate the library for all library items damaged or lost while borrowed on those cards. In the case of a Child or Young Adult card, the parent or legal guardian who signed the Child/Young Adult cardholder's application form is responsible for all library items borrowed on that library card and will compensate the library for all library items damaged or lost while borrowed on that card.

  5.5. A cardholder will return or renew any library items on or before the due date as provided in Schedule B.

6. Loan of Library Resources

  6.1. There is no charge for using library resources on library premises or borrowing library resources normally lent by the library, consultation with members of the library staff or receiving basic information service.

  6.2. Loan periods for library resources are set out in Schedule B.

  6.3. Library resources may be reserved and/or renewed in accordance with procedures established by the Library Manager.

SAMPLE

7. Penalty Provisions

  7.1. The procedures for demanding the return of overdue resources are as set out in Schedule C.

  7.2. As per 5.4, cardholders are responsible for all charges resulting from failing to return or the late return of library resources. The fine schedule is outlined in Schedule C.

  7.3. A library card may be denied or revoked if the cardholder fails to satisfy the conditions prescribed in 6 or has previously shown that he/she cannot be trusted with library resources by repeated damage to or loss of library materials, non-payment of overdue fines, and/or loss or damage assessments.

  7.4. In cases of serious dereliction, the Board may prosecute an offence under the *Libraries Act, s.41.* Such an offense is punishable under the *Libraries Act, s.41.* The range of penalties applying on conviction for such an offense is set out in Schedule C.

  7.5. Any fine or penalty imposed pursuant to an offence under 7.4 inures to the benefit of the [name] Public Library Board in accordance with the *Libraries Act, s.42.*

8. Service and Equipment Rental

  8.1. Service and Equipment rental fees are listed in Schedule D.

9. Room Rental Fees

   9.1 Charges for the use of library premises not normally used for public library purposes (i.e. the library meeting room) are set out in Schedule E.

SCHEDULE A – Fees for the Issuance of Library Cards

Resident Individual Adult Card Fee (18 years and older) $10.00/ year

Resident Family Card Fee $15.00/ year

Non-resident Individual Adult Card Fee (18 years and older) $60.00/ year

Non-resident Family Card Fee $80.00/ year

Replacement Card Fee $2.00/ card

Card fees may be waived at the discretion of the Library Manager – proof of hardship may be required. All library cards are subject to review.

SCHEDULE B – Loan Periods for Library Resources

1. All circulating resources are loaned for three weeks, with the following exceptions:

    a. Audiovisual recordings are loaned for one week.

    b. Interlibrary items are typically loaned for three weeks unless otherwise authorized by the lending library.

2. Renewal Periods: All circulating resources may be renewed a maximum of two times for a total loan of nine weeks, with the exception of video recordings which may be renewed twice for a total loan of three weeks.

    a. Extended due dates may be granted by at the discretion of the Library Manager or his designate in the event of upcoming travel, anticipated hospitalization or recuperation, or other foreseeable absences.

    b. All renewals are subject to recall or reservations from other cardholders.

SCHEDULE C – Overdue Fines and Procedures for the Return of Overdue Material

Material Type	Charge per day
Children's Materials including fiction, non-fiction, and audiovisual materials	$0.10
Adult and Young Adult Materials including fiction, non-fiction, large print, and audiovisual materials	$0.25

Procedures for return of overdue materials

1. An overdue notice is produced one week after the item(s) is/are due and the cardholder is called and/or a message is left. A record is kept of all calls made.

2. A second overdue notice is produced two weeks after the item(s) is/are due and the cardholder is called and/or a message is left. A record is kept of all calls made.

3. A third and final notice is produced four weeks after the item(s) is/are due. It is printed and mailed to the cardholder.

4. Cardholders who have reached a maximum fine of $10.00, or have other fees owing totaling an amount greater than $10.00, will not be allowed to borrow resources until their account is paid.

5. Notwithstanding number 4, accounts may be paid in installments without loss of borrowing privileges and accounts may be reduced or waived under special circumstances at the discretion of the Library Manager.

Penalties for lost or damaged items

1. The purchase cost as listed in the library's integrated library system (ILS) shall be charged. This charge may be waived if an exact replacement copy in new or pristine condition is provided by the cardholder before the replacement item is purchased. If the item is found after a replacement copy has been purchased, the found item becomes the property of the cardholder and the replacement fee will not be waived.

2. A processing fee of $5.00 will be charged on any lost or damaged item.

SCHEDULE D – Service and Equipment Fees

Photocopying and Printing	$0.25 per page
Faxing (sending)	$2.00 first page $0.50 per additional page
Faxing (receiving)	$0.25 per page

SCHEDULE E – Meeting Room Rental Fees

Non-Profit Organizations and Private Individuals	$10.00 per hour
For-Profit Companies	$20.00 per hour

Appendix B: Other Relevant Legislation

Public library boards are subject to many other laws and regulations besides the *Libraries Act* and *Libraries Regulation.* Some of the most important laws and regulations are summarized below, along with who to contact for more information (Contact information is current as of August 2017):

- **Alberta Employment Standards Code:** These are the minimum standards of employment for employers and employees in Alberta workplaces. They include standards for employees under 18; general holidays and general holiday pay; hours of work, rest periods, and days of rest; Maternity and Parental Leave; minimum wage; overtime hours and overtime pay; payment of earnings; reservist leave; termination of employment and termination pay; and vacations and vacation pay.

  Contact: Employment Standards Contact Centre of Alberta - 1‑877‑427‑3731. A guide to the standards can be found at http://work.alberta.ca/employment-standards/standards-and-definitions.html.

- **Occupational Health and Safety (OH&S) Act, Code, and Regulation:** This provincial legislation sets rules for safety in the workplace, including rules for working alone.

  - Many small public libraries have only one employee, who often has to work alone. Alberta has specific legal requirements for employees who have to work alone.

  Contact: Occupational Health and Safety (OHS) of Alberta - 1-866-415-8690, http://work.alberta.ca/occupational-health-safety.html. A guide to working alone safely can be found at https://work.alberta.ca/documents/WHS-PUB_workingalone.pdf

- **Freedom of Information and Protection of Privacy Act (FOIP)**: This provincial legislation governs how records, including personal information, can be collected, used, and released by public organizations in Alberta. This legislation requires library boards to have several policies:

  - **FOIP Policy**: This is a policy passed by a library board that states who will be responsible for managing FOIP requests at your library and how fees will be charged. A sample policy can be found in Appendix C.

    - Whenever a patron's personal information is collected on a form, include a FOIP notice stating under what authority the information is collected, what the information will be used for, and who can be contacted with questions about the information. A sample notice can be found in Appendix C

  - **Records Retention Policy:** This is a policy that states how long the board will keep its various records, in what format, and how the records will be destroyed after they are kept.

  - **Personal Information Bank (PIB) Policy:** This is a policy that states what personal information is managed by the library about specific groups of people, where that information is stored, and who has access to it. The personal information bank policy should be made available to the public.

Contact: Information Access and Protection Branch of Alberta Help Desk - 780-427-5848. Dial toll free in Alberta by first dialing 310-0000 and then the number. Website: http://www.servicealberta.ca/foip/

- A guide to creating a records management policy can be found at http://www.servicealberta.ca/foip/documents/chapter8.pdf

- A guide to creating a PIB policy can be found at http://www.servicealberta.ca/foip/documents/pibguide.pdf

- **Canadian Charter of Rights and Freedoms:** Part of the Canadian constitution, this federal legislation outlines the basic freedoms entitled to all Canadians. Some of these freedoms include the freedoms of thought, belief, opinion, and expression.

  Contact: Canadian Human Rights Commission – 1-888-214-1090. Website: https://www.chrc-ccdp.gc.ca/eng.

  - A copy of the Charter can be found at: http://laws-lois.justice.gc.ca/eng/Const/page-15.html.

- **Copyright Act**: Copyright protects works from being reproduced without the permission of the copyright holder. This federal legislation outlines how copyrighted material can be used by individuals and corporations.

  Contact: Canadian Intellectual Property Office - 1-866-997-1936. Guide to Canadian copyright: http://www.cipo.ic.gc.ca/eic/site/cipoInternet-Internetopic.nsf/eng/h_wr02281.html.

- **Human Rights Legislation:** This legislation prohibits discrimination on various protected grounds, including race, colour, ancestry, place of origin, religious beliefs, gender, age, physical disability, mental disability, marital status, family status, source of income and sexual orientation.

  - There is both provincial and federal legislation related to human rights. Federal human rights legislation includes the *Canadian Human Rights Act* and the *Employment Equity Act.* Provincial human rights legislation includes the *Alberta Human Rights Act.*

  Contact: Federal: Canadian Human Rights Commission. Information on federal human rights can be found at http://www.chrc-ccdp.gc.ca/eng/content/i-want-know-more-about-human-rights.

  - The *Canadian Human Rights Act* can be found at http://laws-lois.justice.gc.ca/eng/acts/h-6/, the *Employment Equity Act* can be found at http://lois-laws.justice.gc.ca/eng/acts/e-5.401/index.html, and the *Alberta Human Rights Act* can be found at http://www.qp.alberta.ca/documents/Acts/A25P5.pdf

  Contact: Provincial: Online at http://www.albertahumanrights.ab.ca/employment.asp

  - Information on protected grounds in Alberta: https://www.albertahumanrights.ab.ca/publications/bulletins_sheets_booklets/sheets/Pages/protected_grounds.aspx

[Name of Municipality] Library Board
FOIP Policy

The [name] Library Board shall take steps to manage FOIP requests and keep the personal information in its care confidential, except when required by law.

1. The Library Manager is designated as head of the local public body for the purposes of the *FOIP Act*.

2. When a FOIP applicant may be charged a fee for services under Schedule 2 of the *Freedom of Information and Protection of Privacy Regulation*, the maximum amount shall be charged.

Sample FOIP Collection Notice

"The information on this form is being collected under the authority of Section 33(c) of *The Freedom of Information and Protection of Privacy Act*. The information provided will be used to issue library cards, contact you about requested or borrowed library resources, contact you about fees and fines owed to the library, calculate administrative statistics, and to provide you with information about library programs. If you have any questions about the collection or use of this information, please contact [job title of your FOIP head or coordinator] at [phone number and/or email]."

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Thanks to the following library boards for providing policy examples:

Village of Bawlf Library Board
Municipality of Crowsnest Pass Library Board
City of Edmonton Library Board
Town of High River Library Board
City of Medicine Hat Library Board
Village of Milo Library Board
City of Red Deer Library Board
Town of Sylvan Lake Library Board
Village of Thorsby Library Board
Town of Vegreville Library Board
Yellowhead County Library Board