

**POLICY MANUAL**

## 2014 18 Street, Coaldale Alberta TM1 1N1

**COALDALE PUBLIC LIBRARY**

**Mission Statement**

The Coaldale Public Library provides access to educational and recreational services to meet the changing needs of our community. The Library creates a welcoming and supportive environment while providing quality service, resources and opportunities to meet the needs of patrons.

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# 1. Definitions

In the Policies of the Coaldale Public Library, terms are defined as follows:

Board Town of Coaldale Library Board

Cardholder a person to whom a current Chinook Arch Regional Library System Library card has been issued

Head Librarian the person hired by the Town of Coaldale Library Board to operate the Coaldale Public Library and administer the Policies of the Coaldale Public Library

Library Card a current Chinook Arch Regional Library System library card

Library Materials all items belonging to the Coaldale Public Library and other libraries through resource sharing agreements

Library Coaldale Public Library

Patron a person on the premises of the Coaldale Public Library

Staff employees of Coaldale Public Library

Trustee a member of the Town of Coaldale Library Board

# 2. TRUSTEESHIP

## 2.1 Duties and Responsibilities of the Town of Coaldale Library Board

Town of Coaldale Library Board is the legal authority for the Coaldale Public Library. The Board is responsible for governing the Library. Members of the Board, called Trustees, are appointed by the Town of Coaldale Municipal Council. Trustees are volunteers representing the interests of the community. A Trustee is responsible for actively participating in discussion, policy development, and decision making.

Requirements of a Trustee:

* belief in the importance of libraries
* commitment to the work of the Library
* interest in or knowledge of one or more of the areas of Board governance: policy, finance, program, personnel or advocacy
* willingness to serve on one or more Board committees
* commitment to attend Board and committee meetings
* support of special and fundraising events.

Trustee Duties

Policy Governance

* ensure adherence to the *Libraries Act* and Regulations
* enact and update bylaws as required under Section 40 of the *Libraries Act*, Alberta
* submit reports to provincial and federal regulatory agencies
* review, prepare, and approve policies
* initiate and regularly revise the policy manual

Program and Service Governance

* ensure the Head Librarian has a program planning cycle
* ensure Library resources are effectively utilized in the delivery of programs and services
* keep a current Plan of Service
* ensure the development and funding of programs and services based on the current Plan of Service

Personnel Governance

* define roles, responsibilities and functions of the Board
* hire, evaluate and terminate the Head Librarian
* set policies for staff salaries, compensation, fringe benefits, health and retirement plans
* orient and train Trustees

Financial Governance

* ensure that facilities and capital equipment are meeting Patron needs
* establish budgeting and financial reporting systems
* approve the budget and review it periodically
* review and approve fundraising strategies
* participate in fundraising activities as required

2.1

Advocacy Governance

* represent the community and act as the Library's spokesperson in the community
* represent the Library to the community, government and library system
* monitor government legislation and advise elected officials on the impact of current and proposed legislation
* cooperate with other groups in the community on projects of joint interest
* participate in issue clarification and resolution
* develop community awareness of the unique role the Library plays

Evaluation

* participate in organizational evaluation
* monitor Board effectiveness
* recommend continuing education activities for Trustees

Trustee Responsibilities (from the Alberta Libraries Trustees Association):

* believingand supporting the vision and mission of the Library
* being aware of the legal responsibilities of a Trustee
* contributing knowledge, experience, or expertise in major management areas such as finance,personnel, program, policy, or advocacy
* being aware of issues affecting the Library
* handling Board business effectively and fairly
* maintaining an active Library membership
* participating in the development of framework, governance, and operation policies
* helping to develop goals and objectives congruent with the Library’s vision and mission
* regularly evaluating and reviewing bylaws, policies, and goals and objectives, and amending as required
* ensuring adequate funds from government and other sources to carry out goals and objectives
* participating in the financial management of the Library
* developing awareness of the difference between Board and staff roles
* increasing knowledge of library matters through discussion, ongoing orientation, and attendance at workshops and conferences
* participating in the organization and implementation of marketing and fundraising plans and activities
* assisting in the formation of partnerships with other community organizations
* embracing the Alberta Library Trustees’ Association *Code Of Ethics* and the Canadian Library Association *Statement Of Intellectual Freedom.*

Last Revised: May 21, 2019 2.1

## 2.2 Trustee Code of Ethics

From the Alberta Libraries Trustees Association:

Library boards exist to develop, promote, and monitor library services as a public trust. To this end, library trustees should be committed to the following principles:

1. The primary goal of public library trustees is to ensure that the public has access to the highest quality library services possible.
2. Trustees should ensure that each person has access to the most complete library service possible compatible with equal service for others. Where limitations in service are unavoidable, any inherent inequality of service should favour those residents least able to obtain alternate service.
3. Library trustees should observe ethical standards with truth, integrity and honour.
4. Trustees should avoid situations where personal advantage or financial benefits may be gained at the expense of Patrons.
5. Trustees should distinguish between their personal views and those of the institution by respecting the position of the Board, even though they may disagree.
6. Trustees should respect the confidential nature of library records within the framework which allows for the monitoring of material usage and the need for public accounting.
7. Trustees should respect the established structure of the library.
8. Trustees should attempt to work harmoniously with the Board and ultimately accept its will.
9. Trustees should limit their trusteeship role to policy governance and advocacy.
10. Trustees are expected to take responsibility for their personal development through continuing education opportunities and participation in provincial and national library organizations.
11. Trustees should support intellectual freedom in the selection of library material.

Last Revised: May 21, 2019 2.2

## 2.3 Trustee Committees

Committees are appointed annually at November meeting. Each committee appoints a chairperson. Committee meetings are held as required to complete assigned duties. There are three standing committees: Finance, Human Resources, and Policy. Other committees may be established as needed.

Finance

General Purpose: arrangement and administration of the financial affairs of the Library

Duties: establish and supervise budget and financial reporting systems develop annual budget and review it regularly

acquire and manage Library’s assets

make applications to the Town, County and Province for grants and annual funding

Composition: Committee Chair, Board Chair and at least two Trustees

Meetings: as required

Reports: present income and expense statements to Board at each meeting

Budget: voted by Board as required

Human Resources

General Purpose: responsibility for Board and staff personnel

Duties: define the roles, responsibilities and functions of Trustees, Head Librarian, staff, and volunteers

develop human resources policies

oversee evaluation and termination when necessary of the Head Librarian

ensure that volunteer recognition occurs

execute a self-evaluation of Board members to complete once per year

Composition: Committee Chair, Board Chair and at least two Trustees

Meetings: as required

Reports: verbal reports to Board after each committee meeting and at timely intervals

Budget: voted by Board as required

Policy

General Purpose: general and long range policy decisions

Duties: research and propose policy

areas not covered by other standing committees

oversee the development and updates of the Plan of Service

develop, review and revise policies and bylaws

Composition: Committee Chair, Board Chair and other Trustees as required

Meetings: as required

Reports: written reports to Board after each committee meeting and at timely intervals

Budget: voted by Board as required

Last Revised: January 19, 2024 2.3

## 2.4 Trustee Meetings

1. The Board will hold a minimum of five meetings annually.
2. The Board will establish a yearly calendar of regular meetings each November.
3. Special meetings maybe called at any time by the Chair or by at least two Trustees.
4. Quorum for a regular or special meeting is half of the Trustees plus one.
5. A Trustee is disqualified from the Board if the Trustee fails to attend three consecutive regular meetings of the Board without being authorized by a resolution of the Board to do so.
6. Unless authorized by a resolution of the Board, meetings are held in at the Library.
7. A motion in writing digitally signed by all Trustees and adopted at the next subsequent meeting is valid as if passed at a meeting held as at the date of the motion.
8. The Chair may adjourn a meeting to an in camera session for discussion of items not of public record.
9. Only Trustees will be present at an in camera session.
10. No minutes will be recorded during an in camera session.

Last Revised: May 21, 2019 2.4

## 2.5 Trustee Officer Descriptions

The Trustees will elect from among themselves the positions of Chair, Vice-Chair, and Secretary at each November meeting. The term of office is one year.

Chair

* provides leadership to the Board
* sets the tone and climate for Board activity
* ensures the Board meets requirements of trusteeship
* determines the need for meetings, sets the agenda in consultation with the Head Librarian and chairs meetings in accordance with Robert's Rules of Order
* notifies Trustees of meetings
* distributes the meeting minutes to Trustees
* calls meetings to order and adjourns meetings within the appointed times
* summarizes and brings closure to discussion as required
* appoints committee chair persons with input from Trustees
* encourages Trustees to expand their knowledge and responsibilities in regards to serving as Trustees
* ensures all Trustees have an opportunity to express themselves freely on policies and decisions without indication of bias
* ensures that proper minutes meetings are kept and signs the adopted minutes of previous meetings
* conducts an annual review of objectives, plans and needs for the Library
* represents the Board to community agencies and Coaldale Town Council

Vice-Chair

* assumes duties of the Chair in absence of the Chair
* may have assigned duties

Secretary

* records minutes of Board meetings and provides copies to the Chair
* maintains a file of original minutes and copies of reports, correspondence etc. at the Library
* handles correspondence as directed by the Board
* brings required materials (by-laws, minutes and reports) to meetings
* acts as chair if both Chair and Vice-Chair are absent
* performs any actions arising out of the meeting which pertain to the Secretary
* may have assigned duties

Last Revised: January 19, 2024 2.5

## 2.6 Trustee Orientation and Continuing Education

The Town of Coaldale Library Board recognizes the need for orientation of new Trustees and the need to acquire skills and knowledge relating to their roles as Trustees. The Board will provide resources and materials for orientation of new Trustees.

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

Orientation

1. A Trustee orientation binder will be distributed to each new Trustee prior to her/his first Board meeting.
2. The Board Secretary with the Head Librarian will be responsible for the preparation, updating and distribution of the orientation binder.
3. The orientation binder will contain:
4. Library bylaws and Policy Manual
5. municipal bylaw establishing Library
6. financial statements and budget
7. most recent Annual Report
8. sources of Library funding
9. *Libraries Act* and Regulations
10. introduction to the local library system and the services it provides
11. introduction to the Provincial library network and the services it provides
12. current Plan of Service
13. map of area served by the Library
14. list of Trustees and committees
15. names and positions of staff
16. Trustee job description
17. Alberta Trustees Association resources.
18. The orientation process will be the responsibility of a Board Representative and the Head Librarian. This process will include:
19. a tour of the Library
20. a review of the Trustees Handbook and Plan of Service
21. a review of previous year’s Annual Report and current budget
22. minutes of the most recent Board meeting
23. Trustees will acquaint themselves with procedures and programs at the Library.

2.6

Continuing Education

1. Trustees will regularly attend library or trustee courses, workshops, and conferences in Southern Alberta as time and budget guidelines permit to keep skills current and to keep up-to-date on library trends.
2. Trustees will provide a verbal report on conference attendance to the Board.
3. Within budget guidelines, expenses incurred by individual Trustees with prior approval of the Board for registration fees, travel, subsistence, and lodging will be reimbursed by the Board, upon submission of receipts to the Board.
4. Travel and subsistence expenses will be paid in accordance with Town of Coaldale policy.
5. There is neither honorarium nor expenses paid for attendance at Board meetings.

Association Memberships

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

Last Revised: January 19, 2024 2.6

## 2.7 Finance

The Town of Coaldale Library Board is accountable for the effective management of the Library’s financial resources. The day-to-day administration of finances of the Coaldale Public Library are the responsibility of the Head Librarian. The Board will continuously monitor finances and ensure compliance with legislation by requiring regular and timely financial reports.

1. The Town of Coaldale provides accounting, payroll, and financial services as needed to the Library.
2. Upon request, the Town of Coaldale prepares a Year to Date Actual and Budget Variance report which is reviewed regularly by the board at board meetings.
3. All budgeted funds not expended in a budget year will be deemed excess funds and allocated to operational reserve funds.
4. The Board will maintain bank accounts to hold reserve funds. These accounts may include savings accounts and other investments as approved by the Board. Any interest on a reserve fund account will be reinvested in that account. Any expenditure from a reserve fund account must have prior approval of the Board. Every three years the Board will consider service fees charged by financial institutions and may move accounts.
5. The Board chairperson, vice-chairperson, and secretary will be appointed signing officers for the Board. Additional signing officers may be appointed from the Board by the Board. Any two are required to sign for all financial expenditures. Signatories cannot sign off on expenses being issued to themselves.
6. The fiscal year of the Board will be January 1 to December 31.
7. An operating budget will be prepared annually. The Head Librarian is authorized to administer funds according to the budget approved by the Board. Expenditures outside the scope of the original budget, re-allotments, or over-expenditures of funds will require the prior approval of the Board.
8. The Board will authorize reimbursement of Staff and Trustees for pre-approved professional development expenses, including courses, workshops, and conferences. These expenses may include tuition, registration, mileage, meals, and accommodation. Reimbursement will require an original receipt and a completed Expense Claim Form (schedule A) submitted to the Head Librarian.
9. Mileage shall be paid at the current rate set by the Alberta Government Expense Policy for use of a private vehicle.
10. On occasion Staff and Trustees may be required to purchase items on behalf of the Library. Reimbursement for approved purchases will require an original receipt and a completed Expense Claim Form submitted to the Head Librarian.
11. All expense invoices and receipts for reimbursement require approval of the Head Librarian. The Head Librarian’s invoices and receipts require approval of a Finance Committee member or the Town of Coaldale.

Last Revised: January 19, 2024 2.7

## Schedule A

## 2.8 Policy Review

The Town of Coaldale Library Board will review the policies of the Library on a regular basis and as needed.

1. Policies will be reviewed annually by the Board according to the attached Policy Review Schedule.

2. The Policy Committee will meet with the Head Librarian at the request of the Head Librarian to review policy or draft new policy.

3. Changes to policy and new policy will be drafted by the Policy Committee and presented to the Board for approval.

4. Any changes that have been made upon Board review will be edited and distributed at the next Board meeting.

5. A record will be kept by the head librarian as revisions made and policies updated.

Last Revised: September 19, 2023 2.8

**2.9 Policy Review Schedule**

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| **Policy** | **Month** |
| Duties and Responsibilities of the Board of Trustees | November |
| Trustee Code of Ethics | November |
| Trustee Committees | November |
| Trustee Meetings | November |
| Trustee Officer Descriptions | January |
| Trustee Orientation and Continuing Education | January |
| Finance | January |
| Policy Review | January |
| Selection, Acquisition and Disposition of Library Resources | February |
| Resource Sharing | February |
| Provision of Library Resources for Persons unable to use Conventional Print Resources | February |
| Conditions under which Library Resources will be Loaned | February |
| Intellectual Freedom | March |
| Challenged Materials | March |
| Hours of Service | March |
| Patron Code of Conduct  Terms and Conditions for use of Public Meeting Space | March  March |
| Personnel | April |
| Recruitment and Hiring of Staff | April |
| Recognition of Long-Term Employees and Retirement | May |
| Working Alone | May |
| Anti-Nepotism | May |
| Harassment | June |
| Unpaid Job Protected Leave | June |
| Holidays, Vacations and Leaves | June |
| Health and Safety | September |
| Staff Orientation and Continuing Education | September |
| FOIP | October |
| Confidentiality of Patron Records | October |
| Personal Information Banks | October |
| Computer and Internet Use | October |
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| Last Revised: May 21, 2019 | 2.9 |
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# 3. Library Materials

## 3.1 Selection, Acquisition and Disposition of Library Resources

Collection development and assessment is an ongoing process taking into consideration the educational, informational, and recreational needs of the community.

Library resources will meet the goals of the Library’s Plan of Service and Mission Statement.

Selection of Resources

1. The Head Librarian is responsible for the selection of Library resources.
2. Resources will be evaluated and selected according to one or more of the following criteria:

* currency of information
* popular demand
* relevance to community needs and interests and the Library’s Plan of Service
* popularity of format
* 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
* 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).

Donation of Resources

1. Donations of resources to the Library are encouraged and appreciated.
2. All donated resources become the property of the Library and may or may not become part of the Library’s collection.
3. The Head Librarian will decide if donated resources become part of the Library’s collection or if they are sold, donated or destroyed.
4. The Library will not accept restrictions on donated resources.
5. Receipts will not be issued for donated resources.

Disposition of Resources

1. Resources will be examined to determine suitability for the collection on the following criteria:

* meeting the Mission Statement
* physical condition and appearance
* currency and accuracy of subject matter (medical and legal materials more than five years old will be recycled or destroyed)
* usage
* availability elsewhere (e.g. other libraries, online licensed databases).

1. Material of local interest (i.e. local histories, local authors, and other materials specifically relating to Coaldale and area) will be retained for as long as the material is in good physical condition.
2. Resources removed from the collection will be disposed of (sold, donated or destroyed) at the discretion of the Head Librarian.

Last Revised: May 21, 2019 3.1

**3.2 Resource Sharing**

1. The Library will actively participate in interlibrary loan programs and resource-sharing programs and services.
2. The Library will participate in the Alberta Public Libraries Electronic Network Provincial Public Libraries Network.
3. The Library will participate in The Alberta Library (TAL) by virtue of membership in the Chinook Arch Regional Library System.
4. The Library will participate in ME Libraries.
5. Alberta public libraries will not be charged for interlibrary loan service.
6. The agreements entered into pursuant to each interlibrary loan program and resource-sharing program and service will govern the resource sharing.

Last Revised: May 21, 2019 3.2

## 3.3 Provision of Library Resources to Persons Unable to Use Conventional Print Resources

The Coaldale Public Library will provide library services to Cardholders unable to use conventional print resources.

1. The Library will endeavor to provide resources in a form appropriate to a Cardholder from whatever source is available. Forms may include:
2. adaptive computer software
3. talking books (e.g. audiobooks, books on CD, DAISY books)
4. titles at a variety of reading levels for a variety of audiences
5. large print titles
6. other adaptive technology.
7. The Library will work with local, regional, provincial, and national organizations to provide services to Cardholders unable to use conventional print resources. Such organizations may include:

Chinook Arch Regional Library System

Public Library Services Branch

local community services organizations (e.g. Alberta Health Services, FCSS, schools, social services)

regional or national organizations (e.g. CELA, CNIB, NNELS).

1. Promotion of services to persons unable to use conventional print resources will be done through the Library newsletter, local media and at functions at which the Library has a display table.
2. The Library will deliver library resources within the Town of Coaldale to Cardholders unable to access the Library.
3. All staff will be trained to provide services to print-disabled Patrons.
4. Local community and social service organizations will be contacted and informed semi-annually about Library services to persons unable to use conventional print resources.

Last Revised: May 21, 2019 3.3

## 3.4 Conditions under which Library Resources Will be Loaned

The Coaldale Public Library will uphold the obligations of participation in the Chinook Arch Regional Library System, the Alberta Library (TAL) Card program, and the ME Libraries.

1. A Patron must have a Chinook Arch Regional Library System Library Card in order to borrow items from the Library.
2. A Cardholder must present his or her Library Card, or a valid ID, to borrow items.
3. A Cardholder must give prior written approval for anyone else to pick up items on her or his behalf.
4. The Head Librarian may restrict the number of items borrowed by any Cardholder.
5. DVDs, blu-ray discs and video games cannot be borrowed on a juvenile Library Card.
6. Items in the reference collection or items irreplaceable by the Head Librarian may not be borrowed.

Loan Periods

1. Cardholders are responsible for returning a borrowed item within its loan period.
2. Books, audiobooks, CDs and toys may be borrowed for a period of three weeks.
3. Video games, DVDs, blu-ray discs and circulating magazines may be borrowed for a period of one week.
4. Digital resources not provided by the Library may be borrowed for a period of time as stipulated by the content provider.
5. Interlibrary Loan items may normally be borrowed for a period of three weeks. This loan period may vary for out-of-system loans, as stipulated by the loaning library.
6. Renewals of borrowed items may be made in person, over the phone, or via the Library’s online catalogue.
7. A maximum of two renewals per item are permitted, with the following exceptions:
   1. an item may not be renewed if another Cardholder in the library system has placed a hold on that item
   2. renewals may not be possible for ILL items
   3. extended due dates may be granted by the Head Librarian in the event of holiday travel, anticipated hospitalization or recuperation, or other foreseeable absences.

Toys

1. Toys borrowed from the Library must be returned to the Library.
2. Holds cannot be placed on toys.

3.4

Fines

1. An item not returned within its loan period will be subject to a fine.
2. Fines for Library items are as follows:
3. toys: $0.25 per day to a maximum of $5.00 per toy
4. juvenile books audio: $0.10 per day to a maximum of $5.00 per item
5. magazines: $0.25 per day to a maximum of $5.00 per magazine
6. video games, DVDs, blu-ray discs: $1.00 per day to a maximum of $10.00 per item
7. adult and young adult fiction, non-fiction, audio: $0.25 per day to a maximum of $10.00 per item.
8. Overdue fines for interlibrary loan items will be set by the loaning library.

Lost Items

1. Cardholders are to inform Library staff immediately about lost items.
2. A Cardholder will be charged between 50% and 100% of the replacement cost of a lost or damaged item. The charges will be determined by the Head Librarian.
   1. Replacement charges may be waived if an exact replacement copy in new or pristine condition is provided by the Cardholder.
   2. 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.

Suspension of Borrowing Privileges

1. A Cardholder’s borrowing privileges may be suspended when:
   1. total fines on the Library Card are equal to or greater than $25.01, or
   2. an item has not been returned to the Library or replacement charge not paid.

Revocation of Library Card

1. A Library Card may be revoked for:
   1. behavior contrary to the Patron Code of Conduct, or
   2. failure to pay fines or charges for overdue, damaged or lost items.

Last Revised: February 20, 2024 3.4

## 3.5 Intellectual Freedom

The Town of Coaldale Library Board adheres to the *Statement on Intellectual Freedom and Libraries* of the Canadian Federation of Library Associations. The Statement reads as follows:

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.

3.5

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.

Adopted by the Canadian Federation of Library Associations on June 27, 1974 and amended November 17, 1983; November 18, 1985; and September 27, 2015

Last Revised: May 21, 2019 3.5

## 3.6 Challenged Materials

1. If a Town of Coaldale Library cardholder strongly objects to a library item then that person will be given a copy of this policy and the Request for Reconsideration of Library Item form. Schedule B.
2. If a cardholder strongly objects to a library item and wishes the Board to reconsider the item having a place in the Library, then the “Request for Reconsideration” form must be completed by the Patron and submitted to the Head Librarian.
3. If the Head Librarian receives a completed Request for Reconsideration form then:
4. the Head Librarian will give a copy of the form to the Board Chair;
5. the Board Chair will convene an Item Review committee consisting of two Board members and the Head Librarian;
6. the Item Review committee will:
7. read or view the challenged item;
8. read reviews and evaluations of the challenged item;
9. give a written recommendation to the Board at the next regularly scheduled Board meeting; and
10. the Head Librarian will communicate the decision of the Board in writing to the card holder.
11. Once a library item has been reconsidered, it cannot be done again for five years.
12. Cardholders may only submit three Request for Reconsiderations per year.
13. The Head Librarian does not have to accept requests from people who do not hold a Town of Coaldale Library card.

Last Revised: April 19, 2024 3.6

Schedule B

** Request for Reconsideration of Library Item**

Item Information

**Title:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Item Type:** (please circle one) **Book Movie Music Toy Program Other** (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

**Call Number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Author:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Publisher/Distributor**: (if known) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Patron Information

**Library card number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Your name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Please print)

**Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Street) (Town/Village) (Postal Code)

**Phone number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Email:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you represent an organization/group?** \_\_\_\_\_\_\_

**If yes, what organization/group?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. To what do you object to in this item? (Please be specific, cite pages, scenes or track numbers)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Have you viewed the entire item? \_\_\_\_\_\_\_\_

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

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Have you read any reviews of this item? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. What would you like the Coaldale Public Library to do about this item?

\_\_\_\_\_\_\_\_ withdraw it from all patrons

\_\_\_\_\_\_\_\_ reconsider where the item is kept in the library’s collection

6. Other comments, if any? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Have you read the Coaldale Public Library Selection, Acquisition, Purchase and Deposition of Resources Policy? Yes \_\_\_\_\_\_\_\_\_\_\_\_ No \_\_\_\_\_\_\_\_\_\_\_

If there is not enough room above for your comments, please add another page. Please submit this request to the Head Librarian. Your request will be considered by the Board of Trustees. Consideration will take time. A written reply will be sent to you.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

# 

# Library Facilities

## 4.1 Patron Code of Conduct

The Coaldale Public Library is committed to providing a quality environment and universal access for the delivery of information for cultural, economic, educational and recreational development to the public.

The Library will be a safe environment for Staff and Patrons. Library Materials will be protected and preserved.

Patrons are entitled to use the Library Materials and services in a safe and comfortable environment while respecting other Patrons and Staff.

Obligations

1. Patrons must:
2. respect Staff and other Patrons
3. handle Library Materials with care
4. be responsible for their own personal possessions at all times
5. wear shirts, footwear and non-offensive attire at all times
6. comply with the Library’s Internet Use Policy
7. promptly leave the Library at closing time, unless permission to stay has been granted earlier
8. promptly leave the Library in the case of fire alarms or other emergency situations.

Prohibitions

1. Patrons must **not:**
2. brings any animals into the Library, except for registered guide or service animals
3. act in a way that is disruptive, disorderly, excessively loud, impeding, abusive, insulting, harassing or threatening to Staff or other Patrons
4. vandalize or willfully damage Library property, including Library Materials and equipment
5. remove Library property, including Library Materials and equipment without authorization
6. use furniture or facilities in a manner for which they were not intended or designed
7. smoke or consume alcoholic beverages in the Library
8. eat or drink near computer terminals
9. use sports equipment, including rollerblades and skateboards, in the Library
10. enter into Staff areas without permission
11. post notices, distribute circulars or petitions, solicit, or engage in any commercial activity in the Library without prior permission from the Head Librarian
12. take photographs, film or video-record within the Library without prior permission from the Head Librarian.

4.1

Patrons under the age of 18 years

3. Staff are not responsible for supervising children unless the children are willing participants in a Library program.

1. Children aged five years and under must be accompanied by and in the clear view of a parent/guardian/adult caregiver at all times.
2. Children aged six to nine years must be accompanied by a parent/guardian/adult caregiver at all times, unless the child is participating in a supervised Library program.
3. Children aged 10 and older may visit the Library unaccompanied.
4. If Staff believe an unaccompanied child is in need of protection, Staff will call the local policing authority.

Consequences of violation of Code of Conduct

4. If a Patron disobeys Library rules then:

1. Staff will issue a verbal warning to the Patron that his/her behavior is unacceptable and will explain appropriate Library behavior.
2. If the behavior continues then Staff may ask the Patron to leave the Library for the remainder of that day.
3. If a Patron refuses to leave the Library after being warned of her/his behavior and being asked to leave the Library, then Staff may call the local policing authority.
4. If a Patron repeatedly disobeys the Code of Conduct then the Head Librarian may ban the Patron from the Library for a period of time, at the discretion of the Head Librarian, and/or revoke the Patron’s Library privileges.
5. An excluded Patron may appeal her/his expulsion or loss of Library privileges, in writing, to the Board within 30 days of exclusion.

Last Revised: April 19, 2024 4.1

## 4.2 Hours of Service

The Coaldale Public Library will have hours of service convenient for members of the community.

1. The hours of service to the public will be:

Monday 9:30 am – 9:00 pm

Tuesday 9:30 am – 9:00 pm

Wednesday 9:30 am – 9:00 pm

Thursday: 9:30 am – 9:00 pm

Friday: 11:00 am – 5:00 pm

Saturday: 11:00 am – 5:00 pm

1. The Library will be closed to the public on New Year’s Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Heritage Day, Labour Day, Truth and Reconciliation Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.
2. The Head Librarian may authorize the closure of the Library under any condition which may result in an unsafe environment (e.g. power failure, extreme weather conditions). The Head Librarian will contact the Board Chair to advise of an emergency closure. The Trustees will be advised via email of an emergency closure.
3. Library closure due to unsafe environment may be based on one or more of the following criteria:

action being taken by the Town of Coaldale;

the nature and likely duration of inclement weather or industrial incident;

the time of day of inclement weather or industrial incident;

the likelihood that Patrons and Staff will be able to reach their homes safely.

1. Reasonable effort will be made to inform the public of an emergency closure via notice posted in the entrance to the Library and/or online.
2. Closure dates not covered in paragraphs 2 or 3 must be approved in advance by the Board.
3. The public will be notified of Library closure dates in advance, excepting emergency closures.

Last Revised: April 19, 2024 4.2

## 4.3 Terms and Conditions for use of Public Meeting Space

The Coaldale Public Library building is owned by the Town of Coaldale and governed by the Town of Coaldale Library Board. The Board leases the McCain Gallery and small meeting room to individuals, groups and organizations for community, education, literacy, social, recreational and cultural use during the hours the Library is open to the public.

1. The act of leasing space in the Library does not constitute endorsement by the Board of any policies or beliefs of the individuals, groups and organizations leasing space.
2. Lease arrangements are made through the Head Librarian or any designated staff. The Library’s Room Rental Agreement must be signed (Schedule E) and fees must be paid to confirm a booking.
3. A user of leased space in the Library must:
4. sign the Library’s Room Rental Agreement prior to the use of space
5. follow all Library Policies
6. set up and put away chairs, tables and any other furniture or equipment used
7. leave the leased space in a neat condition and in the order in which it was found
8. remove all items brought into the Library immediately after the lease period
9. leave all equipment leased from the Library in proper operating condition
10. only use “blue tack” to attach materials to the walls in the leased space (materials may be attached to the picture track or whiteboard with masking tape)
11. provide their own general office supplies such as blue tack, masking tape, scissors, markers, extension cords, flip chart paper, overhead slides
12. compensate the Library for all damages occurred in the Library during the lease period and any janitorial clean-up required as a result of the lease
13. not allow smoking in any form or consumption of alcoholic beverages
14. keep noise level at a volume which does not disturb other Patrons.
15. The Library will not:
16. take responsibility for items a user brings into the Library for the purposes of the meeting
17. provide catering, dishes, utensils and clean-up
18. provide any equipment other than that listed on the Agreement for Use.
19. Invigilation service is available. Examination times will be determined by the student and Head Librarian. A fee is payable by the student to the Library.
20. See attached Schedule E for lease rates and fees and Schedule F for the Room Rental Agreement.

4.3

Schedule E

Rental Charges: McCain Gallery & Small Meeting Room

Invigilation Fee

Rental Charges

Non-refundable deposit may be required.

Payment required at time of rental.

Rental Hours: Monday – Thursday 9:30 am – 9 pm  
Friday 11:00 am - 5 pm  
Saturday 11:00 am - 5 pm

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **McCain Gallery Rentals** | | | | |
| **Group type** | **Costs:** | **Up to 2 hours** | **4 hours** | **Full day** |
| Commercial Use | | $37.50 + GST | $75.00 + GST | $112.50 + GST |
| Non-Commercial meetings, non-profit groups, community use, etc. | | $25.00 + GST | $50.00 + GST | $75.00 + GST |
| School or Adult Community Learning groups | | 50% of above (non-commercial) rate + GST | | |
| **Small Meeting Room** | | | | |
| All groups | | $7.00 per hour + GST | | $56.00 + GST |

Further fees will be charged for non-compliance of any provision of the Room Rental Agreement.

In special circumstances the above fees may be waived at the discretion of the Board.

Invigilation Fee

|  |  |  |
| --- | --- | --- |
| **Invigilation Fee** | $20.00 |  |

**Room Rental Agreement**

**Leased Space:** ❑ McCain Gallery

❑ Meeting room

**Date requested**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Time**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of User:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of event: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Rental rate: ❑ Commercial: \_\_\_\_\_\_\_\_\_\_ ❑ Non-profit: \_\_\_\_\_\_\_\_\_\_

❑ Educational: \_\_\_\_\_\_\_\_\_\_

❑ Waived (only available by application to the Town of Coaldale Library Board)

Add 5% GST \_\_\_\_\_\_\_\_\_\_\_ TOTAL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

I/We, as User, agree to the following terms:

1. If leasing the McCain Gallery, as indicted above, the User has access to ONLY the McCain Gallery and adjacent washroom facilities.
2. If leasing the Meeting Room, as indicated above, the User has access to ONLY the Meeting Room.
3. The User has access to the Leased Space ONLY during the time stated on this Room Rental Agreement.
4. The User must supply adequate supervision of children.
5. The User is responsible for the behaviour and conduct of all spectators, participants and others associated with the User and the Leased Space.
6. The User is financially responsible to the Board for all loss or damage to the equipment or facilities by any person or persons admitted to the Library on behalf of the User during the period of the lease, and for any additional janitorial clean up required in returning the Leased Space to the state it was in prior to rental.
7. The Library will not set up the Leased Space for the purposes of the User.
8. The User will leave the Leased Space in the order and condition in which it was prior to use by the User, unless otherwise directed noted in writing hereon. Failure to do so will result in an additional $50 charge.
9. The Library is not responsible for providing general office supplies such as blue tack, masking/scotch tape, scissors, markers, extension cords, flip chart paper, overhead slides etc.
10. Catering, associated dishes, utensils and clean-up are not provided by the Library.
11. The Library and the Board assume no responsibility for the safety, loss or damage of articles owned by the User or participants.
12. The decision of the Board is final in all matters pertaining to the use of Leased Space and equipment.
13. The User must indemnify and save harmless the Town of Coaldale and the Town of Coaldale Library Board from and against all liability whatsoever resulting from injury or damage to any persons or any property during the use of the Leased Space. The User understands and agrees that neither the Town of Coaldale nor the Town of Coaldale Library Board provide property or liability insurance to the User.

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

Signature of User

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

Signature of Library Staff

Rental rate: ❑ Commercial: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ ❑ Non-profit: \_\_\_\_\_\_\_\_\_\_\_

❑ Educational: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

❑ Waived (only available by application to the Town of Coaldale Library Board)

Add 5% GST \_\_\_\_\_\_\_\_\_\_\_ TOTAL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Payment is due at the time of signing the Room Rental Agreement.**

**Please make cheques payable to Town of Coaldale Public Library**.

Last Revised: April 19, 2024 4.3

# Human Resource Management

## 5.1 Personnel

In the event of any discrepancy between the policies of the Board and Alberta Employment Standards, the latter will prevail. Alberta Employment Standards is available online at the Government of Alberta website. If Library policy exceeds minimums established by Alberta Employment Standards, then Library policy will prevail.

Working Hours

1. The hours of work of Library employees will be set to meet the needs of Patrons with consideration given to meeting the needs of employees.
2. The regular hours of work for the Head Librarian and Assistant Librarian are 7.5 hours per day, and 37.5 hours per week.
3. A full time employee works more than 30 hours a week at the Library.
4. A part time employee works fewer than 30 hours a week at the Library.
5. A casual employee works on an as-needed basis for any number of hours per week.
6. Breaks will be provided according to Employment Standards Code.
7. Statutory holiday pay will be given as provided for in the Employment Standards Code.
8. Extra shifts or hours will be paid at the employee’s normal rate of pay.
9. Overtime hours for non-managerial employees are hours worked after eight hours per day or after forty-four hours per week and will be paid in accordance with Employment Standards Code.
10. A full time employee called back to work outside his/her scheduled hours will be paid for a minimum of three hours at overtime rates.
11. In order to allow for flexibility and accommodate occasional need for time off on a work day, employees may occasionally bank time to be taken in the future as time-in-lieu. This requires advance written approval of the Head Librarian. Time in lieu will be given at the rate set in the Employment Standards Code. The time off will be provided, taken or paid within six months of the end of the pay period in which it is earned.
12. Work schedules will be posted a minimum of seven working days in advance of the work days. It is the responsibility of employees to be aware of when they are expected to work.
13. Each employee must complete an electronic time sheet 900 am every second Monday, unless otherwise instructed by the Head Librarian.

Compensation

1. A job category pay scale will be set periodically by the Board.
2. Annual cost of living increases, effective on January 1 of each year, will be considered by the Board.
3. A benefit package will be provided, as per Town of Coaldale policy. The benefit package for the Head Librarian will be the same as the benefit package given to Managers of the Town of Coaldale. Other full time employees will be given the same benefit package as that provided of AUPE members.

5.1

1. Employees on an authorized leave of absence may opt to continue to participate in the group benefit plan. The Employee shall prepay both the employer and employee portion of applicable premiums.
2. All employees are entitled to a free individual membership at the Library and shall be exempt from late charges.
3. When the Library is closed due to unsafe environment:
4. and subsequently re-opens late, Staff scheduled to work who report to work will be paid for the number of hours they were scheduled to work that day;
5. and subsequently re-opens late, Staff scheduled to work who do not report to work within a reasonable time will not be paid for the number of hours they were scheduled to work that day, but may utilize a vacation or personal day;
6. if the closure is for an entire day, then all Staff scheduled to work will be paid for the number of hours they were scheduled to work that day;
7. if the closure occurs once the Library is open for the day, then Staff will be paid for the number of hours they were scheduled to work that day.

Discipline

1. If the Head Librarian determines that an employee is not meeting minimum acceptable performance standards, then work plans will be reviewed and objectives set with the employee to identify causes of deficiencies. The Head Librarian and the employee will develop a written action plan to assist the employee to improve their performance. Where there are persistent deficiencies the following steps will be taken:

First: a documented verbal warning with an agreed upon time frame to discuss the deficiency;

Second: a written warning that includes a reasonable time frame to correct the deficiency;

Third: a second written warning that includes a reasonable time frame to correct the deficiency.

1. All disciplinary documentation will be immediately copied to the employee and a signed copy acknowledging receipt will be placed in the employee’s personnel file.

Termination of Employment

1. Termination for just cause will be administered in accordance with guidelines established by Alberta Employment Standards.
2. The Head Librarian has the authority and responsibility to discipline or dismiss any employee for just cause.
3. Termination for just cause may include, but shall not be limited to, conduct or any act of an employee prejudicial or injurious to the Library, its interests, its reputation or its operation. Such causes may include; theft, dishonesty, wilful misconduct, violence, disobedience and conflict of interest.
4. An employee dismissed for just cause will forfeit any special privileges or benefits and will receive only wages and vacation pay due, as well as a completed Record of Employment.

Resignation

1. An employee wishing to terminate employment for any reason must submit a written notice at least two weeks prior to termination date.
2. The Head Librarian must inform the Board of an employee resignation.

5.1

1. With a notice of termination, termination pay will be provided based on appropriate period of employment.
2. The Head Librarian must give a minimum of six weeks notice in writing to the Board prior to resigning.

Performance Evaluation

1. 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.
2. The Head Librarian will be evaluated by the Human Resources Committee on an annual basis. The Human Resources Committee will submit an evaluation report to the Board.
3. Employees will be evaluated yearly by the Head Librarian.
4. Volunteers will be evaluated yearly by the Head Librarian.

Grievance Procedure

1. Grievances from staff or volunteers will be made in writing to the Head Librarian. If the matter is not settled to the griever’s satisfaction within 10 working days of submission of the written grievance, the griever may forward the grievance to the Board for consideration at their next scheduled meeting. The Board will make a decision within 30 days of the Board meeting and forward the decision in writing to the griever.

Last Revised: April 19, 2024 5.1

## 5.2 Recruitment and Hiring of Staff

**5.2 Recruitment and Hiring of Staff**

The Town of Coaldale Library Board, following the recommendation of a Trustee ad hoc recruitment committee, is responsible for hiring the Head Librarian.

1. The committee should consist of three board member's and be struck within seven days of a resignation of the Head Librarian to initiate the hiring process.
2. The committee will have the option of using the Town of Coaldale’s hiring resources, or proceed on their own.
3. The committee will review applications, selecting candidates to be interviewed by the committee
4. All internal candidates will automatically receive interviews.
5. The committee will present its preferred candidate to the Board for approval.
6. An offer letter will be sent to the successful applicant outlining the particulars of the position and requesting a written response and references. Upon acceptance of the offer, the Town of Coaldale will be notified of the Board’s selection
7. The Head Librarian Applicant will complete a six-month probation period and a successful review before permanent employment status is granted. The Coaldale Public Library Board retains the legal discretion to terminate employees at any time during their probationary period, without recourse of the grievance procedure.

The Head Librarian is responsible for hiring Library staff.

1. An offer letter will be sent to the successful applicant outlining the particulars of the position and requesting a response in writing from the applicant.
2. Library new hires will complete a three month probation before permanent employment status is granted. The Head Librarian retains the legal discretion to terminate employees at any time during their probationary period, without recourse of the grievance procedure.
3. Two or more family members may be employed at the Library at the same time if:  
   a. The second family member to apply to the Library has clearly specified on

her/his application form that another family member is employed at the Library; and  
b. members of the same family are not employed in a direct superior-subordinate

relationship.

Police Check Requirements for all staff

1. A Police Information Check and references are required for all successful applicants.
2. A Police Information Check must be submitted within 30 days of the date of hiring.
3. Police checks for all employees must be updated every three years.

Last Revised: February 20, 2024 5.2

## 5.3 Job Descriptions

Job Title: Head Librarian

Reports to: Board

General Description

The Head Librarian is responsible for integrating the policies of the Board with the operations of the Library.

Skill Level and Qualifications

Excellent interpersonal skills are required in order to work effectively with the Board, Town of Coaldale staff, Library staff, Lethbridge County, Chinook Arch Regional Library System, Friends of the Coaldale Library Society, volunteers, and the community.

Specific qualities include:

* Master of Library and Information Science (MLIS or MLS) and previous public library experience
* ability to interpret Board policy to staff
* ability to analyse Library problems in preparation for Board action
* leadership, coordination, initiative, and independence
* administrative skills
* supervisory skills
* personnel and financial management skills
* effective public speaking and written communication skills
* willing to expand knowledge in the field of Library Science
* advanced computer skills

Responsibilities

The Board

* support the Board by providing prompt and accurate information and ongoing assistance
* provide regular reports to the Board
* provide professional expertise and opinions to the Board
* outside of Board meetings communicate to the Board Chair
* maintain a good working relationship with the Board
* participate in Board and community activities
* work with the Board to obtain adequate funds for Library operations
* oversee Trustee orientation with one Board member, including, preparing the binder and additional paperwork

Library Administration

* direct policy implementation
* manage the day-to-day operations of the Library
* establish objectives, based on Governance policy, for operational areas of the Library

Personnel Administration

* interpret Board policy to staff
* hire, supervise, evaluate, and dismiss Staff
* monitor Staff progress, suggest further training, and provide motivation
* accept responsibility for staff performance
* establish and maintain personnel files

5.3

Planning

* suggest policy to be set by the Board
* assess need for new programs
* prepare long- and short-term program plans and proposals in consultation with the board, staff, volunteers, and other community organizations
* establish on-going plans for existing Library activities
* evaluate program achievements

Financial Control

* establish and maintain procedures for bookkeeping and fiscal control
* administer Library funds according to the approved budget
* prepare and submit draft budgets to the Board and Town Council
* attend budget review meetings in an advisory capacity

Public Relations

* promote public awareness of the Library
* ensure effective representation of the Library in the community

Special Requirements

* Candidates offered a position with Coaldale Public Library will be required to obtain a criminal record check verifying a clear record before a job offer can be finalized.
* Candidates must be physically capable of lifting boxes up to 23 kilograms (50 pounds), maneuvering book trucks weighing up to 23 kilograms (50 pounds), and climbing on stools and ladders.

Job Title: Assistant Librarian

Reports to: Head Librarian

Supervises: Assistant Library Clerk

General Description

The Assistant Librarian is accountable to the Head Librarian. In the event of the absence of the Head Librarian due to vacation, illness, or outside administrative responsibilities, the Assistant will assume the duties of the Head Librarian.

Skill Level and Qualifications

* diploma or undergraduate degree in Library information technology program, or a related field
* a minimum of 2 years’ experience working in a library environment
* excellent interpersonal, and customer service skills are required including the ability to communicate and interpret Library policy and procedures in dealing with volunteers, staff, and Library Patrons
* supervisory experience including training and creating schedules
* proficiency with Microsoft Office applications, experience with integrated Library systems and a strong knowledge of new technologies is required.
* working knowledge of current provincial and federal library legislation, and understands the role of Library bylaws and policies

Responsibilities

* schedule the information desks
* provide operational oversight and direction to Assistant Library Clerks and volunteers
* make recommendations for changes to Library service delivery
* perform Library circulation duties
* provide Patrons with computer and eReader assistance
* conduct readers’ advisory and reference searches for Patrons
* work together with Staff to plan and deliver special events and programming
* assist with collection management including acquisition recommendations and the weeding and withdrawing of old materials
* assist with Library marketing and communications including updates to the Library website, newsletter production, reader’s advisory publications etc.
* perform other related duties requested by Head Librarian
* In the event there is no Assistant Librarian, additional duties may be assigned to other Library staff by the Head Librarian.

Special Requirements

* Candidates offered a position with Coaldale Public Library will be required to obtain a criminal record check verifying a clear record before a final job offer can be finalized.
* Candidates must be physically capable of lifting boxes up to 23 kilograms (50 pounds) maneuvering book trucks weighing up to 23 kilograms (50 pounds) and climbing on stools and ladders.
* Candidates must have a valid driver’s license.

Job Title: Program Coordinator

Reports to: Head Librarian

Supervises: Summer Reading Program Coordinator

General Description

The Program Coordinator is accountable to the Head Librarian. The Program Coordinator carries out the day to day development, planning, marketing and delivery of regular and special in-house programs; establishes and maintains collaborative working relationships for the purpose of partnering on programs; represents the Library at off-site community events; promotes the Library; and provides basic circulation duties and customer service.

Skill Level and Qualifications

* post-secondary education
* previous experience with program planning and delivery
* strong oral and written communication skills
* ability to plan, organize, direct and implement creative Library programming to groups of all ages
* ability to establish and maintain effective working relationships with staff, public and other community organizations
* ability to work with minimal supervision
* strong interpersonal skills; able to work in both a group setting and independently
* attention to detail, organizational and time management skills
* strong computer skills with working knowledge of Microsoft Office Suite, Microsoft Outlook, and social media
* ability to work within set budget
* able to work split shifts, evenings and Saturdays

Responsibilities

* develop, present and report on a wide variety of programs for Patrons of all ages that align with the Library’s current Plan of Service
* set up and take down including: moving chairs, tables, and podiums; setting up audiovisual equipment; setting out refreshments; greeting guests, making introductions and wrapping up programs
* establish and maintain collaborative working relationships with local businesses, organizations, artists and co-workers to partner on the development and delivery of programs.
* collect program evaluations and to write program reports in order to inform future programming
* share programs, events and marketing material with local organizations, and media outlets
* in partnership with the Head Librarian and Assistant Librarian represent the Library at local events and off-site programs
* in partnership with the Head Librarian and Assistant Librarian manage social media accounts
* create eye-catching and effective hard copy and digital marketing resources, such as flyers and handouts
* assist with Library displays and exhibitions
* other duties as assigned by Head Librarian

Special Requirements

* Candidates offered a position with Coaldale Public Library will be required to obtain a Criminal Record Check/Police Information Check verifying a clear record before a job offer can be finalized.
* Candidates must be physically capable of lifting boxes up to 23 kilograms (50 pounds), maneuvering book trucks weighing up to 23 kilograms (50 pounds), and climbing on stools and ladders.
* Candidates must have a valid driver’s licence.

Job Title:Library Clerk

Reports to: Head Librarian

General Description

The Library Clerk is accountable to the Head Librarian. The Library Clerk is the first point of contact for Library Patrons, often at the circulation desk. The Library Clerk is to maintain a neat appearance and helpful attitude.

Skill Level and Qualifications

Excellent interpersonal skills are required in order to work effectively with other staff, volunteers, and the public.

Specific qualities include:

* ability to work independently and effectively in a team environment
* supervisory skills
* effective time management skills
* written communication skills
* willingness to increase Library knowledge through Library education courses and training
* self-motivated
* excellent computer skills
* comfortable dealing with Patrons of all ages and needs
* willing to organize and supervise programs for children
* minimum of high school diploma or equivalent

Responsibilities

Perform daily duties to provide Library service to Patrons:

* + charge and discharge materials
  + shelve returned materials as needed
  + accept and record payments
  + place holds and inter Library loan requests
  + provide reference services for Patrons including information searches and readers advisory
  + register memberships

Assist Patrons with the use of technology:

* perform catalogue searches
* provide basic computer help on public access terminals
* guide Patrons with accessing online Library resources
* assist Patrons with copier/fax/scanner as necessary
* supervise Assistant Library Clerk when on duty with them, assisting them when necessary:
  + if apparent that wrong information is being given out
  + if having difficulty with Patrons in person or on the phone
  + if duties are performed incorrectly
  + by assigning tasks from "tasks to do" list when extra time is available
  + perform collection management duties including back shelving, book repair, processing of new Library materials and discarding weeded materials etc.
  + collaborate with Staff to provide Library programs to Patrons
  + collaborate with Staff to set up displays within the Library
  + collaborate with Staff to keep Library and workroom tidy
  + be responsible to see that all closing up duties have been completed
  + make acquisition recommendations to the Head Librarian based on Patron needs
  + perform other related duties as requested by supervisor

Special Requirements

* Candidates offered a position with Coaldale Public Library will be required to obtain a criminal record check verifying a clear record before a job offer can be finalized.
* Candidates must be physically capable of lifting boxes up to 23 kilograms (50 pounds), maneuvering book trucks weighing up to 23 kilograms (50 pounds), and climbing on stools and ladders.

Job Title: Assistant Library Clerk

Reports to: Head Librarian

General Description

The Assistant Library Clerk is accountable to the Head Librarian.

Skill Level and Qualifications

* + - effective interpersonal skills
    - competent computer user
    - ability to arrange items in alphabetical and numerical order
    - effective time management skills
    - detail oriented
    - 16 years of age or over
    - familiarity with libraries is an asset

Responsibilities

Perform day to day duties involved in providing Library service to Patrons:

* charge and discharge materials
* shelve returned materials
* assist Patrons with copier/scanner/fax
* provide basic computer help to Patrons as needed
* basic customer service
* assist with Library programming
* shelf-read
* prepare delivery bins for pick up
* assist with closing up duties
* work with Staff in keeping general Library areas and workroom tidy
* other duties as assigned by Head Librarian
* perform other related duties as requested by supervisor

Special Requirements

* Candidates offered a position with Coaldale Public Library will be required to obtain a criminal record check verifying a clear record before a job offer can be finalized.
* Candidates must be physically capable of lifting boxes up to 23 kilograms (50 pounds), maneuvering book trucks weighing up to 23 kilograms (50 pounds), and climbing on stools and ladders.

Last Revised: September 12, 2024 5.3

## 5.4 Recognition of Long-Term Employees and Retirement

1. Service awards will be given to full-time and part-time employees at the completion of each five years employment. The years of service will be calculated from the employee’s anniversary date of employment.
2. Service awards will be as follows:
3. after five years of service - a gift certificate in the value of $100.00
4. after ten years of service - a gift certificate in the value of $150.00
5. after fifteen years of service - a gift certificate in the value of $200.00
6. after twenty years of service - gift certificate in the value of $250.00
7. after twenty-five years of service - a gift certificate in the value of $350.00
8. after thirty years of service - a gift certificate in the value of $400.00
9. after thirty-five years of service - a gift certificate in the value of $450.00
10. Retirement recognition will be given to employees who retire after more than 10 years of service with a gift valued at $10 per year of service, based on the employee’s anniversary date of employment.

Last Revised: June 20, 2024 5.4

## 5.5 Working Alone

The Town of Coaldale Library Board is committed to protecting the safety of its staff and to maintaining a work environment free of hazards.

1. If staff is working alone in the Library, then:
2. access to a phone for use in an emergency situation must be available
3. the staff must have prior training on the requirements and responsibilities of working alone
4. the staff must demonstrate knowledge of who to call for assistance
5. there must be easy access to phone numbers for the following:
6. emergency services
7. Town of Coaldale office during office hours
8. Town of Coaldale office during non-office hours.
9. The Head Librarian is responsible for providing staff with training on working alone and implementing safety procedures.

Last Revised: May 21, 2019 5.5

## 5.6 Anti-Nepotism

The Coaldale Public Library is an equal opportunity employer striving to ensure that fair hiring practices are utilized and that hiring processes and employment are free of any real or perceived conflict of interest.

1. No person will be employed at the Library if the employment of that person could give rise to a real or perceived conflict of interest.
2. A conflict of interest exists when an employee is able to gain a special advantage due to being a relative or friend of a Trustee or Library employee. A conflict of interest may include:
3. influence exercised directly or indirectly by a Trustee or employee in the selection and hiring process;
4. an employee reporting directly to a relative or friend;
5. influence over human resource matters including, but not limited to, performance reviews, preferred work assignments, promotions, reclassifications, disciplinary matters, special leaves, and/or access to additional hours and/or overtime;
6. relatives employed in positions that establish a real or potential security, confidentiality, or financial risk to the Library.

2. The Board or Head Librarian will not discriminate in hiring on the basis that a candidate is a relative or friend to a current employee or Trustee. Relatives and friends of current employees and Trustee are eligible for employment with the Library provided that:

1. the relative or friend relationship is disclosed during the interview;
2. the hiring process is open and equitable, and candidates are selected in accordance with the Library’s policies;
3. the candidate has all the requisite qualifications;
4. employees or Trustees do not directly or indirectly influence the selection and hiring process in which their relative is a candidate;
5. a direct or indirect supervisor/subordinate reporting relationship is not created between such employees or Trustees.
6. If a real or perceived conflict of interest arises due to marriage or cohabitation of two employees after employment with the Library then:
7. the employees will notify the Head Librarian; and
8. the Head Librarian will assess the situation and determine if there is a real or perceived conflict of interest and will make reasonable efforts to investigate suitable options within the Library for one of the related employees.

Last Revised: May 21, 2019 5.6

## 5.7 Harassment

The Town of Coaldale Library Board promotes an environment in which all people respect one another. Any act of harassment within the Library will not be tolerated. Any person within the Library will not subject any person to harassment or allow or create conditions that support harassment.

Harassment occurs when a person is subjected to unwelcome verbal or physical conduct.

Harassment is not normal management exercise of day-to-day operations by the Head Librarian. This includes, but is not limited to: performance assessment, assignment of tasks and feedback, reference checks, progressive discipline, and termination.

1. A reasonable belief of imminent physical harm to a person in the Library will be immediately reported to the RCMP by the Library supervisor or designate.
2. A person experiencing or witnessing harassment in the Library is to report the incident to the Library supervisor or designate. An incident report, signed by the complainant, will be produced.
3. The Head Librarian must investigate each reported incident of harassment and document each incident.
4. The Head Librarian will address a reported incident with the alleged offender.
5. If harassment continues after being addressed by the Head Librarian, the Head Librarian will provide a written report to the Board of the initial incident, the steps taken to address the incident, and subsequent incidents.
6. Library employees or volunteers perpetrating harassment will be subject to disciplinary action which may include dismissal.
7. Patrons perpetrating harassment may be subject to temporary or permanent withdrawal of services.
8. No action will be taken against a person making a complaint of harassment unless the complaint is made maliciously or without credible grounds.
9. At least once every 15 months the Head Librarian will hold an information session to review with employees and staff manifestations of harassment, Library procedures, and assistance to victims.

Last Revised: September 12, 2024 5.7

## 5.8 Unpaid Job Protected Leave

Unpaid job protected leave is provided for employees as per the Alberta Employment Standards Code. Employment Standards Code is available online at the Government of Alberta website.

1. Employees are eligible for unpaid job protected leaves according to the standards provided in the Employment Standards Code.

Last Revised: June 16, 2020 5.8

## 5.9 Vacation, Leaves and Holidays

Vacation

1. Part-time employees will be granted three weeks of unpaid vacation at the completion of each year of employment. Part-time employees will receive 4 percent holiday pay on each pay period during the first five years of employment and 6 percent holiday pay on each pay period after the first five years of employment.
2. Permanent full-time employees will be granted annual paid vacation based on the number of months of employment and calculated as shown below:

|  |  |  |
| --- | --- | --- |
| Years of Employment | Days of Vacation accumulated per month of employment | Maximum Vacation |
| 0 to 8 years | 1.25 | 3 weeks |
| 8 to 15 years | 1.67 | 4 weeks |
| 15 years plus | 2.08 | 5 weeks |

1. Employees who are eligible to accrue vacation time will receive their yearly vacation allotment at the beginning of each calendar year. If employment is terminated after vacation days are used, the unearned amount will be deducted from their final pay.
2. Vacation requests must be made in writing to the Head Librarian at least three weeks prior to the first day of vacation requested. Vacations days will be granted based on maintaining necessary coverage.
3. Permanent full-time employees’ earned vacation days will only be taken as time off. Unused vacation days will only be paid out at the end of employment.
4. A Permanent full-time employee who suffers an illness or injury during their vacation will, upon their request and the provision of a satisfactory physician's certificate, be granted sick leave for the period of vacation affected.

Sick Leave

1. At the beginning of each calendar year, full-time employees will be entitled to fifteen days of sick leave credit for that calendar year. Part-time employees will be entitled to sick leave credits in each calendar year, based on the proportion of time worked to full-time.
2. Sick leave cannot be used to extend vacations.
3. Sick leave is currently added to the payroll system January 1st and zeroed out December 31 of the same year.

Compassionate Leave

1. Three days of compassionate leave with pay will be granted to full-time employees due to the death of the employee’s immediate family. Immediate family is defined as: spouse, adult interdependent partner, child, parent, sibling, grandparent, father-in-law, mother-in-law, brother-in-law, sister-in-law, grandchildren.

Jury Duty

1. A full-time employee called to jury duty will be granted a leave of absence for the time needed to fulfill the duty with pay, less any monies paid to the employee for jury duty.

5.9

Administration Days

12. The Head librarian will be entitled to 5 administration days in lieu of overtime.

Holidays

13. The Library will be closed and staff will not be scheduled to work on the following days:

* 1. New Year’s Day
  2. Family Day
  3. Good Friday
  4. Easter Monday
  5. Victoria Day
  6. Canada Day
  7. Heritage Day
  8. Labour Day
  9. Truth and Reconciliation Day
  10. Thanksgiving Day
  11. Remembrance Day
  12. Christmas Day
  13. Boxing Day
  14. a declared Provincial holiday

Last Revised: September 12, 2024 5.9

## 5.10 Health & Safety

Procedures to ensure the health and safety of Library staff and volunteers will be established and followed pursuant to the *Occupational Health and Safety Act* and regulations and OHS Code. These procedures may be the Town of Coaldale Safety Manual.

1. The Head Librarian is the health and safety representative of the Library.
2. The Head Librarian is to ensure that staff and volunteers work in the manner and in accordance with the procedures and measures required by the *Occupational Health and Safety Act* and regulations and OHS Code.
3. Staff and volunteers will be made aware of and follow safety procedures and requirements. Staff and volunteers will be made aware of the location of the Safety Manual in the Library.
4. Staff and volunteers must report hazards and safety incidents to the Head Librarian.
5. The Head Librarian will facilitate an annual formal hazard assessment of the Library building in conjunction with the Town of Coaldale.

Last Revised: May 21, 2019 5.10

## 5.11 Staff Orientation and Continuing Education

The Town of Coaldale Library Board recognizes the importance of informed and well-trained staff. The Board provides, within the limits of its budget, orientation, encouragement and support for attendance at library conferences, workshops, and library-related courses within and outside of Coaldale, and, institutional membership in library organizations.

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

Orientation

1. New staff will be given an Employee Handbook and orientation and training to prepare them to best provide service to the public within the first week of employment.
2. Orientation and training of new staff is the responsibility of the Head Librarian.
3. Orientation and training of new staff will include:
4. training for the duties and responsibilities of the new staff position
5. introduction to staff
6. tour of the Library
7. the role of the Library in Coaldale and Lethbridge County
8. the role of the Library in Chinook Regional Library System and the provincial library network
9. the responsibilities and duties of the Board and staff
10. the Library’s by-laws, policies, services, goals, and objectives
11. the current Annual Report
12. period of probation
13. employee benefit plan (where applicable)
14. hours of work and shifts
15. sick leave, vacation and paid holidays
16. time sheets and pay periods
17. salary and salary review date
18. Library hours of operation
19. New staff will provide written acknowledgement of having read and understood the following policies: Health and Safety, Violence and Harassment, and Patron Confidentiality.

Continuing Education

1. The Head Librarian may, within the limits of the budget, approve staff attendance at library-related meetings, workshops and conferences.
2. Within budget guidelines and with prior approval of the Head Librarian, expenses incurred by individual staff for registration fees, travel, subsistence, and lodging fees will be reimbursed upon submission of receipts and properly completed forms to the Head Librarian.
3. Staff in attendance at pre-approved professional development activities will be paid at their regular rate of pay for the hours spent at training up to the maximum number of hours normally worked per day (normally up to 7.5 hours).

5.11

1. With prior authorization of the Board, the Head Librarian may occasionally close the Library to allow staff the opportunity to attend educational opportunities.

Association Memberships

1. The Library purchases an annual institutional membership in the Library Association of Alberta (LAA). The Head Librarian is the voting representative.
2. Within budget guidelines and with prior approval of the Head Librarian, other association institutional memberships may be purchased.
3. The Head Librarian may approve individual memberships in associations. Expenses incurred by individual library staff for association memberships may be reimbursed, with prior approval of the Head Librarian.

Last Revised: May 21, 2019 5.11

# 5.12 Personal Vehicle for Business use

Designated staff will be required to provide proof of liability insurance of at least 2 million dollars for business use.

Approved: May 16, 2023 5.12

# Records Management

## 6.1 Freedom of Information and Protection of Privacy

The Town of Coaldale Library Board will manage freedom of information requests and will keep the personal information in its care confidential, except when divulging personal information as required by law.

1. The Head Librarian is the ‘head of the local public body’ for the purposes of the *Freedom of Information and Protection of Privacy Act*, Alberta.
2. The maximum fee for services under Schedule 2 of the *Freedom of Information and Protection of Privacy Regulation* will be charged to applicants.

Last Revised: May 21, 2019 6.1

## 6.2 Confidentiality of Patron Records

Coaldale Public Library and its Board and staff are subject to the *Libraries Act* *and Freedom of Information and Protection of Privacy Act (FOIP)*.

1. Coaldale Public Library and its Board and staff and volunteers will NOT:
2. keep records of the frequency or content of visits to the Library by specific Patrons
3. discuss or disclose the reading and viewing habits of specific Patrons
4. keep records of a Cardholder’s item checkout history, unless the Cardholder choses to keep a record. If this record is kept, it is subject to disclosure with the Cardholder’s other records under the conditions described in below
5. disclose a Cardholder’s personal information and records to a third party without the Cardholder’s consent, except:
6. if a parent or guardian’s signature was required for a Cardholder to obtain a Library Card, then that parent or guardian may have full access to the Cardholder’s records
7. in response to a search warrant, court order or another specific written request from a law enforcement agency to assist in an investigation
8. 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
9. for the purpose of contacting next of kin or emergency response personnel in the case of an emergency.
10. Cardholders, by obtaining a Library Card, acknowledge that the information provided in order to obtain a Library Card, will be available to others for the purposes listed in paragraph 1d.
11. Upon written request, Cardholders will be given access to all information concerning their records that the Library has on file.

Last Revised: May 21, 2019 6.2

## 6.3 Personal Information Banks

Coaldale Public Library

Patron Records

Location: Chinook Arch Regional Library System server

Individuals: Cardholders

Information contained: name, library barcode identification, address, phone number, email address, birth date, membership type, borrowing history (Patron elected)

Purpose: to support the use and lending of Library Materials and services

Legal Authority: *Freedom of Information and Privacy Act*, s. 33(c)

Inter Library Loan Requests

Location: Coaldale Public Library

Individuals: Cardholders

Information contained: name, library barcode identification

Purpose: to allow Cardholders to receive items from other libraries

Legal Authority: *Freedom of Information and Privacy Act*, s. 33(c)

Program Participants

Location: Coaldale Public Library

Individuals: Library program participants

Information contained: name, phone number, email address

Purpose: when necessary, to contact participants in Library programs

Legal Authority: *Freedom of Information and Privacy Act*, s. 33(c)

Volunteer Records

Location: Coaldale Public Library

Individuals: Library volunteers

Information contained: name, phone number, email address

Purpose: schedule volunteer shifts

Legal Authority: *Freedom of Information and Privacy Act*, s. 33(c)

6.3

Human Resources

Location: Coaldale Public Library, Town of Coaldale Administration Office

Individuals: Library staff

Information contained: name, address, phone number, birth date, employment commencement date, salary grid placement, payroll deductions, benefit plans, vacation status, sick leave, emergency contacts

Purpose: administrative and payroll functions

Legal Authority: *Employment Standards Code*, *Income Tax Act*

Personnel Records

Location: Coaldale Public Library

Individuals: Library staff

Information contained: name, performance evaluations, employment contracts

Purpose: staff retention and development

Legal Authority: *Freedom of Information and Privacy Act*, s. 33(c)

Trustee Directory

Location: Coaldale Public Library, Town of Coaldale Administration Office

Individuals: Trustees and Head Librarian

Information contained: name, phone number, email address, term expiration

Purpose: Board retention and development

Legal Authority: *Freedom of Information and Privacy Act*, s. 33(c)

Last Revised: October 18, 2023 6.3

## 6.4 Computer and Internet Use

While the Internet offers an abundance of information resources that are professionally and culturally enriching, it also enables access to some material that may be offensive, disturbing, illegal or inappropriate.

The Library does not monitor or have control over the information accessed through the Internet and is not responsible for Internet content. Patrons are responsible for the Internet sites and information accessed.

Access to Computers and the Internet

1. Computers and the Internet provided by the Library are available to Patrons ages 16 and over. Patrons aged 12-15 years may use public computers and access the Internet if the waiver below is signed by their parent or guardian. Children under the age of 12 years may not use computers unless they are under the direct supervision of a parent or guardian 18 years and over.
2. Patrons are eligible to access public computers for a maximum of one hour per day, with additional time granted at the discretion of Staff. Access will be made available on a first come, first served appointment basis.
3. The Library cannot control the availability of access to the Internet or to websites. The capacity of the Library's Internet provider is limited and access is not available at all times.
4. Parents or guardians, not Staff, are responsible for websites and information accessed by their children.

Patron Responsibilities

1. Use of computers is at the sole risk of Patrons. The Library will not be responsible for damage to a Patron's external memory devices, other hardware, or any electronic device, or for any loss of data, damage or liability that may occur from a Patron's use of Library computers for whatever reason, whether from a computer virus or otherwise.
2. Computer workstations are in public areas shared by people of all ages and sensibilities. Patrons are responsible for respecting the rights of others when accessing websites. Staff will determine if Patrons are viewing inappropriate content.
3. Computers are not to be used for illegal or unethical purposes.
4. Patrons cannot use Library computers to engage in inappropriate behaviors including but not limited to bullying, harassment or intimidation.

Consequences of Misuse

1. Staff will monitor computer use and will advise Patrons of inappropriate viewing or conduct and of the consequences if inappropriate viewing or conduct is repeated.
2. A Patron continuing inappropriate conduct or continuing to view content deemed inappropriate for viewing in a public area will be barred from the Library and lose computer privileges for 24 hours.
3. Staff will report suspicion of illegal activity to authorities.
4. Any Patron who violates Computer and Internet Use policy may have their Library privileges suspended or be barred from the Library or face prosecution.

Technical support

1. Staff cannot provide training on the Internet, computer hardware or software use or computer jargon on demand. If time and job commitments allow, Staff may assist Patrons in accessing the Internet.

6.4

**Coaldale Public Library**

**Internet Permission Slip (for youth aged 12 - 15)**

Child’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

*I hereby give* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *permission to use computers to access the Internet at the Coaldale Public Library from this date forward. I realize the computers are unsupervised and unfiltered. I understand that the Library does not accept responsibility for any content viewed. I accept that the Library reserves the right to revoke this privilege if my son/daughter is found to be in violation of the Library’s internet and computer use guidelines.*

Parent/Legal Guardian’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Legal Guardian’s Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***For Library use only:***

Date received: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Initials: \_\_\_\_\_

Last revised: October 18, 2023 6.4