

2024

# Olds and District Municipal Library Policy Manual

---

*Olds Municipal Library Policy Manual*

---

**TABLE OF CONTENTS**

<b>POLICY 1.0: PERSONNEL.....</b>	<b>4</b>
1.1 RESPONSIBILITIES AND PURPOSE.....	4
<i>Statement of Intent</i> .....	4
<i>Definitions</i> .....	4
<i>Employment and Authority</i> .....	5
1.2 CONDITIONS OF EMPLOYMENT.....	5
<i>Appointment</i> .....	5
<i>Orientation</i> .....	5
<i>Job Description</i> .....	5
<i>Expectations of Conduct</i> .....	5
<i>Lateness and Absenteeism</i> .....	6
<i>Inclement Weather or Other Transportation Difficulties</i> .....	6
1.3 HOURS OF WORK AND REMUNERATION.....	6
<i>Hours of Work</i> .....	6
<i>Payment of Wages and Salaries</i> .....	6
<i>Travel Allowance and Expenses</i> .....	6
1.4 BENEFITS .....	7
<i>Personal Leave</i> .....	7
<i>Compassionate Leave</i> .....	7
<i>Holidays</i> .....	8
<i>Jury Duty</i> .....	8
<i>Paternal and Adoption Leave</i> .....	9
<i>Vacation Pay and Vacation Time</i> .....	9
<i>Employee Health Benefits</i> .....	9
1.5 QUALIFICATION, HIRING PROCEDURES, JOB VACANCIES AND PERFORMANCE APPRAISALS.....	10
<i>Hiring Procedures for New Positions, Job Vacancies</i> .....	10
<i>Promotions and Transfers</i> .....	10
1.6 PERFORMANCE MANAGEMENT .....	10
<i>Probationary Period</i> .....	10
<i>Performance Appraisal</i> .....	11
<i>Resignations and Retirements</i> .....	12
<i>Dismissal Procedure</i> .....	12
<i>Grievance Procedure</i> .....	13
1.7 SECURITY .....	13
1.8 STAFF DEVELOPMENT .....	13
1.9 STAFF REDUCTION .....	14
1.10 CONTRACT WORKERS.....	14
1.11 WORKING ALONE.....	16
<b>POLICY 2.0: TRUSTEES.....</b>	<b>17</b>
2.1 BOARD COMMITTEES .....	17
2.1.1 <i>Executive Committee</i> .....	17
2.1.2 <i>Personnel Committee</i> .....	17
2.1.3 <i>Finance Committee</i> .....	18
2.1.4 <i>Community Relations Committee</i> .....	18
2.1.5 <i>Safety Committee</i> .....	18
2.1.6 <i>Ad Hoc Committees</i> .....	19

---

*Olds Municipal Library Policy Manual*

---

2.2	BOARD OFFICERS.....	19
2.2.1	<i>Chair</i> .....	19
2.2.2	<i>Secretary</i> .....	19
2.2.3	<i>Treasurer</i> .....	19
2.2.4	<i>Vice Chair</i> .....	19
2.3	BOARD MEMBERSHIPS.....	19
2.4	CODE OF CONDUCT.....	20
2.5	EDUCATION OF TRUSTEES.....	20
2.5.1	<i>Orientation</i> .....	20
2.5.2	<i>Continuing Education</i> .....	20
2.6	TRUSTEE HONORARIA AND EXPENSES.....	21
<b>POLICY 3.0 ANIMALS IN THE LIBRARY .....</b>		<b>22</b>
<b>POLICY 4.0: MEETING ROOM .....</b>		<b>23</b>
4.1	RESPONSIBILITY.....	23
4.2	PRIORITY.....	23
4.3	CONDUCT.....	23
4.5	RENTAL RESERVATIONS.....	23
4.6	RENTAL PROCEDURE.....	23
4.7	RENTER RESPONSIBILITIES.....	23
4.8	JANITORIAL COSTS.....	24
4.9	ATTACHMENT OF MATERIALS.....	24
4.10	MEETING ROOM KEY.....	24
4.11	CHARGE.....	24
4.12	CANCELLATIONS.....	24
<b>POLICY 5.0: COLLECTION MANAGEMENT.....</b>		<b>25</b>
5.1	LENDING AND RESOURCE SHARING.....	25
5.1.1	<i>Loan Periods and Renewals</i> .....	25
5.1.2	<i>Resource Sharing and Interlibrary Loans (ILL)</i> .....	25
5.1.3	<i>Borrowing Privileges</i> .....	25
5.2	SELECTION.....	26
5.2.1	<i>Statement of Intent</i> .....	26
5.2.2	<i>Selection Criteria</i> .....	26
5.2.3	<i>Responsibility</i> .....	26
5.3	DISPOSITION AND WEEDING.....	26
5.4	PROGRAMS AND SERVICES.....	26
5.5	CENSORSHIP.....	27
5.6	STATEMENT OF INTELLECTUAL FREEDOM.....	28
5.7	GIFTS AND DONATIONS.....	29
5.7.2	<i>Donations of Furnishing, Equipment, Etc.</i> .....	29
5.8	EQUIPMENT REPLACEMENT POLICY.....	30
<b>POLICY 6.0: COMMUNITY RELATIONS, PUBLICITY AND PUBLIC RELATIONS .....</b>		<b>31</b>
<b>POLICY 7.0: HOURS OF SERVICE .....</b>		<b>32</b>
7.1	LIBRARY BUSINESS HOURS.....	32
<b>POLICY 8.0: LIBRARY PROGRAMS.....</b>		<b>33</b>
8.1	BLOCK BOOKINGS.....	33
8.2	WAIVER OF LIABILITY.....	33

---

*Olds Municipal Library Policy Manual*

---

8.3	UNATTENDED CHILDREN .....	33
8.4	PROGRAM FEES.....	34
<b>POLICY 9.0: INTERNET ACCESS POLICY .....</b>		<b>35</b>
9.1	APPROPRIATE USE .....	35
9.2	CHILDREN & FAMILIES.....	35
9.3	WITHDRAWAL OF PRIVILEGES .....	35
<b>POLICY 10.0: FINANCE POLICY .....</b>		<b>36</b>
10.1	YEAR END AUDIT.....	36
10.2	BANKING .....	36
10.3	BUDGET.....	36
10.4	SIGNING AUTHORITY FOR CHEQUES .....	36
10.5	CAPITAL ASSETS .....	36
10.6	FINANCIAL STATEMENTS .....	36
10.7	FISCAL YEAR .....	37
10.8	N.S.F. CHARGES .....	37
10.9	OPERATING AND CAPITAL RESERVES.....	37
10.10	CHARITY AND TAX RECEIPTS .....	38
<b>POLICY 11.0 RECORD KEEPING (INCLUDES USER RECORDS &amp; FOIP) .....</b>		<b>39</b>
11.1	RECORDS MANAGEMENT .....	39
11.2	INTERVIEW/PHOTOGRAPH/VIDEO CONSENT FORM.....	39
11.3	PERSONAL INFORMATION BANKS (PIB'S) .....	39
11.4	CONFIDENTIALITY OF USER RECORDS.....	40
11.5	OFFICE PROCEDURES MANUAL .....	40
11.6	OFFICE RECORDS/FILE MANAGEMENT.....	40
<b>SCHEDULES .....</b>		<b>41</b>
	LIBRARIAN / LIBRARY MANAGER (SAMPLE) .....	41
	ASSISTANT LIBRARIAN (SAMPLE) .....	44
	PROGRAM COORDINATOR (SAMPLE).....	45
	LIBRARY CLERK (SAMPLE).....	46
	MARKETING COORDINATOR (SAMPLE) .....	48
	TECH SERVICES COORDINATOR (SAMPLE).....	49
	LIBRARY PAGE (SAMPLE) .....	50
	CASUAL CIRCULATION (SAMPLE) .....	51
	SALARY SCHEDULE.....	52
	EXPENSE ALLOWANCE.....	52
	EMPLOYEE HEALTH BENEFITS – ELIGIBLE EXPENSES .....	53
	OML MEETING ROOM RENTAL FORM .....	56
	EXPRESSION OF CONCERN REGARDING LIBRARY MATERIALS AND PROGRAMS .....	57
	RECORDS MANAGEMENT SCHEDULE.....	59
	WAIVER OF LIABILITY SCHEDULE .....	60
	UNATTENDED CHILDREN LETTER SAMPLE.....	61

## **Policy 1.0: Personnel**

*Libraries Regulation (Alberta Regulation 141/98), The Alberta Libraries Act Chapter L12-1, 1983 and Libraries Amendment Act Chapter 19, 1998:*

*7(1) Subject to section 40 of the Act, every board shall establish policies with respect to the following:*

*7.1.b) orientation and continuing education of board members and staff, including expenses for attendance at library meetings, conference workshops and courses and for memberships in library associations.*

*7(2) Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:*

*7.2.a) personnel, including job descriptions and performance appraisals for employees and volunteers, qualifications for staff positions, working hours, conditions of employment and a grievance procedure.*

*The Personnel Policy falls under the Alberta Employment Standards Code and the Employment Standards Regulation. Where not specifically stated, these codes should be referred to for appropriate procedures and policies. <https://work.alberta.ca/employment-standards.html>*

### **1.1 Responsibilities and Purpose**

- Personnel policies are recommended by the Personnel Committee in consultation with the Library Manager and approved by the Board according to procedures prescribed by the provisions of The Alberta Libraries Act and the Bylaws of the ODML Board.
- The Library Manager is responsible for the implementation of policies.

### **Statement of Intent**

- Olds and District Municipal Library (ODML) Board has the responsibility for setting the standards and policies to ensure a work force that can carry out the functions required by the Board.
- ODML shall be staffed by suitably qualified staff with the knowledge and ability to help Library users find information and provide service according to their needs and interests, within the ability of ODML to provide for these needs and services.
- ODML aims to be a fair and safe workplace.
- ODML also provides personnel with opportunities to use their skills to achieve further development.

### **Definitions**

- Staff is defined as any person who is paid and entrusted with the security and/or operation of the ODML in the course of provision of Library service to the community.
- Full time staff are those employees working 30 hours or more per week, and part time staff are those staff members working less than 30 hours per week. Casual employees are those staff members not regularly scheduled, but available to call in for work.

---

*Olds Municipal Library Policy Manual*

---

- Volunteers shall be bound by the same standards of conduct, and procedures as are staff and can expect in return the same treatment as to orientation, job training, job descriptions, and access to opportunities for further skill development as available and according to budget.
- A personal day is defined as the regular shift for each employee position.
- Immediate family members include spouse (marital or common-law) and dependent children.

**Employment and Authority**

- Staff are considered to be employed by the ODML Board, which established all personnel policies in accordance with the Alberta Employment Standards Code and the Individual Rights Protection Act.
- The Alberta Employment Standards Code shall be posted on the premises.
- Employees are covered under the Workers Compensation Act as the Act may apply.

**1.2 Conditions of Employment****Appointment**

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

**Orientation**

- New employees shall be given orientation and training consisting of an introduction to all staff by their supervisor; or other staff member as delegated by the supervisor; an overview of ODML's missions, services and organization; and provided with access to the ODML policy manual.
- New employees are expected to become familiar with the mission, goals and objectives of the ODML and the contents of the ODML Policies and Procedures Manual.

**Job Description**

- A job description must exist for each position and must be in existence prior to any advertisement of a position and available to any candidate applying for a position.
- Job descriptions are reviewed as part of the performance appraisal process and are required to be updated annually or when necessary. It is the responsibility of the Library Manager to maintain an updated job description for each position
- The job description for the Library Manager is ratified and revised as required by the Board, on recommendation of the Personnel Committee

**Expectations of Conduct**

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

---

*Olds Municipal Library Policy Manual*

---

- Staff members are expected to maintain an orderly work area and ensure that the business of ODML is carried on in an efficient manner. Similarly, documents that are the property of ODML should be appropriately filed and accessible in an efficient manner.
- Staff is expected to report for work dressed and groomed in an appropriate way for their work and appropriate to this place of business.

**Lateness and Absenteeism**

- Employees are expected to make every effort to be at their workstation at the time agreed upon with their supervisor including regular shifts, staff meetings, and training where required. If employees are not able to report for work as scheduled, they shall notify the Library Manager or person in charge as early in the day as possible. In the event of consistent lateness or absenteeism, the supervisor is expected to ascertain the reason and take steps to solve the problem. Continued excessive lateness or absenteeism will result in disciplinary action.

**Inclement Weather or Other Transportation Difficulties**

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

**1.3 Hours of Work and Remuneration****Hours of Work**

- Hours of work for the Library Manager shall be set by the Board and defined in the employment contract according to the service needs as determined by the Board.
- Hours of work for the other staff positions are determined according to need and at the direction of the Library Manager.

**Payment of Wages and Salaries**

- Wages and salaries shall be paid according to the payroll payment schedule as set by the Olds Municipal Library Board.
- Wages shall be reviewed by the Board as part of the annual budget preparation. At the Board's discretion, with consideration for performance appraisals, budgetary limits, annual cost of living and salary awards in similar sectors of the local economy, wages may be adjusted at this or any time.

**Travel Allowance and Expenses**

- Miles/kilometer rates shall be paid to employees using their own automobiles for Library business as per the rate set by the Province of Alberta. Allowance for reimbursement of travel, meals or other authorized expenses shall be paid by the board at rates set by the Town of Olds.
- Each trip must be authorized by the Library Manager and/or the Board.

---

*Olds Municipal Library Policy Manual*

---

**1.4 Benefits****Personal Leave**

Personal leave benefits are intended for protecting an employee from loss of income when the employee is unable to work due to health or related concerns.

- 1) All staff shall accumulate one personal day per month for every 120 hours worked, to a maximum of 25 days.
- 2) After three consecutive days off sick, a medical certificate will be required.
- 3) When Workers Compensation is payable to an employee, the personal leave benefit is not applicable.
- 4) Personal leave can be used in half day or full day increments and does not apply hourly. Employees using personal days will receive full pay for the day they were absent regardless of hours worked.
- 5) Personal leave will not be payable as a retirement or termination gratuity.
- 6) An employee, upon authorization of the supervisor, may use his/her personal leave entitlement to care for an ailing immediate family member.
- 7) Should the Library Manager and/or Board feel that an employee is abusing the personal leave benefit, they may notify the employee in writing and ask that a medical certificate be produced for each absence of the employee and/or that evidence of an on-going medical condition be produced.
- 8) An employee who has exhausted his/her personal leave credits but is not able to return to work may be considered on leave of absence without pay for one month for every year worked at ODML up to six months, at the discretion of the Board. After this period of time, the employee's employment will be considered terminated.
- 9) Records of earned and spent sick leave credits shall be kept and updated monthly. Any employee may examine his/her own record on request.
- 10) An employee who resigns from ODML and returns after a period of more than six months shall not be entitled to any of the personal leave credits accumulated in the prior employment.
- 11) An employee, upon authorization of the supervisor, may use a personal leave day for medical or similar appointments for her(his)self or for immediate family members.

**Compassionate Leave**

Paid compassionate leave for full time and pro-rated compassionate leave for part time staff may be given as follows:

- five days per year for the death or illness of a parent, spouse or child;
- three days per year for the death or illness of a sibling, grandparent or in-law.



---

*Olds Municipal Library Policy Manual*

---

### **Holidays**

The Employment Standards Code of Alberta designates the following nine days as general statutory holidays in Alberta:

General Holiday	Definition of Holiday
New Year's Day	January 1
Alberta Family Day	Third Monday in February
Good Friday	Friday before Easter*
Victoria Day	Monday before May 25
Canada Day	July 1, except when it falls on a Sunday, then it is July 2
Labour Day	First Monday in September
Thanksgiving Day	Second Monday in October
Remembrance Day	November 11
Christmas Day	December 25

The Olds Municipal Library will be closed on the following additional days. These days are not statutory holidays, but will be considered a day off with pay for employees.

Optional Holiday	Definition of Holiday
Easter Monday	First Monday following Easter
Heritage Day	First Monday in August
Truth and Reconciliation Day	September 30 <sup>th</sup>
Boxing Day	December 26

If any of these holidays fall on a Friday or Monday, the library will be closed on the adjacent Saturday to allow employees time with their families. This is also an unpaid holiday.

### **Jury Duty**

An employee required by law to appear in court as a member of a jury or as a witness shall be paid the difference between the pay received for such court service and the pay the employee would have received if they had been working. The employee will report to work during those hours that he/she is not required to attend court. There shall be no loss of benefits while serving on a jury.

---

*Olds Municipal Library Policy Manual*

---

**Paternal and Adoption Leave**

Paternal and Adoption leave shall be granted in compliance with the Alberta Employment Standards Code.

**Vacation Pay and Vacation Time**

- Salaried employees will receive paid vacation days based on their years of service as outlined below. Hourly employees will receive a monthly vacation pay allocation based on their wages as outlined below.
- For hourly employees, vacation pay will be retained until the employee takes holidays, and will be paid out on following pay cheque in order to compensate for lost paid hours.
- Hourly employees may request payment of vacation pay up to one month prior to their vacation at the discretion of the library manager.
- All hourly employees must take at least one week of holidays in each 12-month period. If a mutually acceptable time for the employee's vacation cannot be found, the employer can decide on the time. However, the employee must receive at least two weeks' notice in writing of the start date of their vacation. The employee must take their vacation at that time.
- All vacation pay still owing will be paid out at the end of December.

**Entitlements:****Vacation pay for Salaried Employees:**

- Minimum two weeks, with pay, after each of the first four years of employment.
- Minimum three weeks, with pay, after five consecutive years of employment.
- (other entitlements may be given at the discretion of the library board.)

**Vacation Pay for Hourly Employees:**

- 4% for the first four years of employment.
- 6% after five consecutive years of employment.

**Employee Health Benefits**

All permanent staff are eligible to have a Flexible Employee Health Credit subsidized to maximum of 3% of their gross monthly salary. The Employee Health Credit does not provide full medical coverage and is not a group benefit or insurance plan. Instead, this credit gives employees the opportunity to be in control of how their health-related costs are covered.

The benefits are allocated monthly based on a percentage gross earnings. If an employee chooses not to use the credit allotted that year the balance will carry over to a maximum of \$2500.00. This benefit is only available while employed, and unused amounts are not paid out upon termination of employment.

The Credit will be managed on a reimbursement basis. Employees must pay for any medical costs up front and submit all receipts for reimbursement. Records will be kept in the employees file. Coverage of expenses is managed on an 80/20 split with the employee being reimbursed for 80% of the eligible expense. Should the Library Manager and/or Board feel that an employee is abusing the employee health credit, they may notify the employee in writing that the claim has been declined and provide reasons for declining the

---

*Olds Municipal Library Policy Manual*

---

reimbursement. If an employee is unsure that their expense will be covered they should ask the Library Manager prior to incurring the expense.

Eligible expenses can be found in the policy schedules.

## **1.5 Qualification, Hiring Procedures, Job Vacancies and Performance Appraisals**

### **Hiring Procedures for New Positions, Job Vacancies**

- 1) Job vacancies and new positions shall be advertised in the appropriate media and in the Library.
- 2) Present employees with the qualifications, ability, training, experience and seniority must apply for the positions to be considered.
- 3) Positions will be filled after an interviewing process.
- 4) The position of the Library Manager must be ratified by the Board.

### **Promotions and Transfers**

An employee who is promoted or transferred will be on probation for three months. During this period, the Library Manager or the employee may decide that the employee is not suited to the new position and return the employee to the previously held position or another position.

## **1.6 Performance Management**

### **Probationary Period**

The probationary period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The employer uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or the employer may end the employment relationship at any time during the first 3 months of the 6-month probationary period, with or without cause or advance notice.

All new and rehired employees work on a probationary basis for the first 6 months after their date of hire. Before the first 3 months of the probationary period the employee may be given a performance evaluation. If an unsatisfactory evaluation occurs, the employee may be given the second half of the probationary period to improve job performance. If the employer determines that the designated probationary period does not allow significant time to thoroughly evaluate the employee's performance, the probationary period may be extended for a specified period.

Upon satisfactory completion of the probationary period, employees enter the permanent employment classification.

---

*Olds Municipal Library Policy Manual*

---

**Performance Appraisal**

- 1) The ODML staff will be evaluated in relation to their specific job descriptions three months after commencing employment, six months after commencing employment and thereafter, an annual evaluation will be conducted.
- 2) All other staff will be evaluated by the Library Manager. The Library Manager will be evaluated by the Personnel Committee and the Board Chair.
- 3) The method of evaluation will be as follows:
  - a) Each staff member will be notified of the specific day and time that the evaluation will take place. Evaluator and Evaluatee will bring a copy of the applicable job description with them to the evaluation meeting. Each point of responsibility in the job description will be discussed as to the appropriateness of the description for the tasks the individual normally performs. Any necessary adjustments will be noted.
  - b) The adequacy with which the employee performs his/her assigned tasks will be discussed from the employee's point of view. The purpose of the discussion is:
    - i. to make commendation for effort and/or excellence;
    - ii. to assist in understanding or improving task performance;
    - iii. to ensure reasonable work distribution and expectations; and
    - iv. to correct misunderstanding and/or poor task performance.
- 4) The content and results of each evaluation discussion will be compiled in written form by the Evaluator. One copy of the evaluation will be given to the staff member for whom the evaluation was performed. The staff member shall sign the completed form as confirmation that the contents have been reviewed with the employee. One signed copy will be given to the employee, and one signed copy will remain in the employee's personnel file.
- 5) Completed performance appraisal forms shall remain confidential.
- 6) Access to staff performance appraisals shall be limited to the person appraised, the Library Manager and the Board.
- 7) Employees who wish to appeal their performance appraisal will follow the steps outlined in the Grievance Procedure (see 1.6.5).
- 8) The Library Manager shall take responsibility for the performance appraisal process and may change it and adapt it from time to time with the approval of the Board
- 9) The performance appraisal of the Head Library Manager will also include evaluation of success in achievement of goals and objectives for the past year, and setting of priorities in goals and objectives for the upcoming year.

---

*Olds Municipal Library Policy Manual*

---

**Resignations and Retirements**

1. All staff members are required to follow the standards set by the Alberta Employment Standards Code. Employees wishing to terminate their employment must give the Library Manager a written termination notice of at least:
  - one week, if employed more than three months but less than two years; and
  - two weeks, if employed two years or more.

**Dismissal Procedure**

Employees will be given written notice of the cause for their impending dismissal. In exceptional cases, such as for theft, summary dismissal may occur.

Employers wishing to terminate the employment of an employee must give the employee written termination notice as follows as per Employment Standards Code.

- 1) Library Manager
  - a) The Chair, or a Committee of the Board which will include the Chair, will discuss with the Library Manager the area(s) causing concern and leave with the Library Manager a written statement of the expectations.
  - b) A recommended period of three months will be given to the Library Manager for the fulfillment of the expectations. If, during this period the Library Manager does not show an intent to change the behavior, and the board has established just cause in accordance with the Alberta Labour Code, the employee may be terminated before the probationary period is expired.
  - c) At the end of the allotted time period, if expectations have not been fulfilled, the Library Manager shall be given at least one month notice of dismissal, or notice as outlined in 1.6.3, depending upon employment period.
  - d) The Library Manager may appeal dismissal through the established Grievance Procedure in the Conditions of Employment.
- 2) Other Staff
  - a) The Library Manager will discuss with the staff member the area(s) causing concern and leave with the staff member a written statement of expectations.
  - b) A recommended period of three months will be given to the Library staff member for the fulfillment of the expectations. If, during this period the employee does not show an intent to change the behavior, and the Library Manager has established just cause in accordance with the Alberta Labour Code, the employee may be terminated before the probationary period is expired.
  - c) If, after the given period, improvement has not occurred, the Library Manager will recommend to the Board the dismissal of the employee.
  - d) The staff member may appeal the dismissal through the established Grievance Procedure in the Conditions of Employment.

---

*Olds Municipal Library Policy Manual*

---

**Grievance Procedure**

- 1) An employee having a grievance arising from the interpretation, application, operation or alleged violation of the Conditions of Employment, or other matter(s) relating to his/her employment, should first discuss the subject of the proposed grievance with the Library Manager in an attempt to resolve the matter. If both parties agree, a member of the Personnel Committee may be invited to meet with the parties to mediate a solution.
- 2) Then if the grievance cannot be resolved, a full written record of the complaint (from both parties) should be made to the Chair of the Library Board. The Board shall appoint a Grievance Committee of one Board member, a representative from the Personnel Committee and the Chair.
- 3) If an employee is not satisfied with the decision received from the Grievance Committee, he/she has the right to appeal to the entire Board with a full written record of the complaint, further to the Alberta Labour Relations Board.

**1.7 Security**

All personnel are required to alert the Library Manager regarding any security concerns. Staff working in the building during off hours are responsible for maintaining the security of the building during their stay and for leaving the building secure.

**1.8 Staff Development**

- 1) Staff are expected and encouraged to continue their professional development through attendance at conferences, seminars and workshops concerned with the Library.
- 2) Time spent at conferences, conventions, workshop seminars or similar training courses shall neither be considered as lieu nor overtime, nor shall travel time spent to attend the above.
- 3) Such attendance is to be determined in consultation with the appropriate supervisor and must stay within budget approved by Board.
- 4) The Library Manager shall report on participation of staff in staff development activities to the Board.
- 5) Course fees shall be reimbursed as pre-authorized upon presentation of proof of successful completion of relevant courses.
- 6) Conference (e.g. The Alberta Library Conference) registration fees will be prepaid by the Board.

---

*Olds Municipal Library Policy Manual*

---

**1.9 Staff Reduction**

- 1) Should the Board deem a reduction in the number of staff necessary, it will endeavor first to affect such reduction through voluntary attrition, which includes the following:
  - a) resignation;
  - b) retirement;
  - c) leave of absence;
  - d) change in employment status, i.e., full-time to part-time; and
  - e) reduction of hours if necessary through:
- 2) lay-off, or
- 3) mandatory reduction of hours of part-time staff at the discretion of the Library Manager.
- 4) Should reduction not be achieved through the above means the Board will effect reduction through termination of employment.
- 5) The following criteria will be utilized in the determination of which employees will be retained.
  - a) the most appropriate qualifications as they apply to the job description;
  - b) the highest level of relative competency based on written performance appraisals done by the Library Manager; and
  - c) the greatest level of seniority.
- 6) Where qualifications and relative competency are deemed to be equal, then seniority with the Library will be the determining factor for retention.
- 7) The Board delegates to the Library Manager the responsibility for applying these criteria and for recommending to the Board those employees to be terminated.
- 8) Termination of employee(s) designated will be done in accordance with the Alberta Labour Code.
- 9) This policy and regulation does not require the Board to assign an employee to any vacant position or a position occupied by a part-time employee if they do not meet the above criteria.

**1.10 Contract Workers**

The library manager may enter into a contract for service with outside companies for services budgeted by the board. Examples of outside contracts may include accounting services. At least three quotes should be obtained before entering into a contract, and the best provider within budget should be chosen. Should the library manager not find a suitable candidate within budget, they should bring the budget to the board for further consideration and approval.

- All contracts should be entered into for no more than 5 years, at which time new quotes should be collected unless otherwise approved by the board.
- All contracts should have a 6 week exit clause and grievance process for both parties.
- All contractors are required to follow Occupational Health and Safety rules for their industry and have valid workers compensation benefits for their employees.

---

*Olds Municipal Library Policy Manual*

---

- A formal invitation to quote with a clear outline of qualifications, timelines, and expectations should be created for each service to ensure a fair process for those who wish to submit.
- Quotes for contracts resulting in over \$5000 annually should be posted for a minimum of one month and every effort should be made to notify local industry leaders in that field to inform them of the invitation.
- All eligible quotes should include:
  - Contractors Company Name and Full Address.
  - Three written references for work previously completed.
  - Complete breakdown of costs associated with contract.
  - Any other relevant information the contractor sees fit.



---

*Olds Municipal Library Policy Manual*

---

**1.11 Working Alone**

The ODML shall endeavour to provide a safe environment for library staff and patrons through established procedures to be followed if a situation arises that would put staff or patrons safety at risk.

**1.11.1 Facility**

- 1) Furniture and shelving units are to be kept in lines to ensure visibility of patrons is not obstructed. Cameras, accessible for viewing at the circulation desk, will be positioned to show blind spots around the library.
- 2) Computer stations are to be positioned so they are visible to staff and or cameras.
- 3) Cash float at the circulation desk is to be kept at a maximum of \$50.00 at the end of the day.
- 4) Olds RCMP and other emergency contact numbers are to be posted in an area readily visible to both staff and patrons.
- 5) New staff and volunteers are to be oriented to the Work Alone Policy, and trained in safety procedures.

**1.11.2 Procedures**

- 1) RCMP are to be contacted annually to remind them of the regular library hours, and are to be notified when activities are scheduled outside of the regular hours.
- 2) The back door is to be kept locked at all times.
- 3) At closing staff will check to make sure all patrons have left the building.
- 4) The doors will be locked following the arrival of participants of after hour meetings, programs, and activities.
- 5) If a situation arises that endangers the safety of staff or patrons, the library is to be evacuated with all personnel directed to the Olds arena whereupon emergency services should be contacted.

January 17, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

## **Policy 2.0: Trustees**

*Libraries Regulation 141/98:*

*7(1) Subject to section 40 of the Act, every board shall establish policies with respect to the following:*

*(b) Orientation and continuing education of trustees and staff including expenses for attendance at library meetings, conference workshops and courses and for memberships in library associations*

### **2.1 Board Committees**

Note: The library manager sits as a member on all committees to assist with information and administration work for the committee.

#### **2.1.1 Executive Committee**

The Executive Committee is comprised of the officers of the Board: Chair, Vice Chair, Secretary, and Treasurer. The Committee shall meet at the call of the Chair to:

- 1) Deal with issues that arise between meetings of the Board that need immediate attention and plan, when necessary, for subsequent meetings.
- 2) Oversee the process of long-range planning by the Board and assure that the Plan of Service is maintained and provided to the Libraries Branch of the Government.
- 3) Monitor the maintenance of the Bylaws and Policy and Procedures Manual.

#### **2.1.2 Personnel Committee**

The Personnel Committee is comprised of three persons: The Board Chair, who chairs the committee, and two other Board members appointed by the Board. The responsibilities of the Committee include:

- 1) Conducting the regular performance appraisal of the Library Manager.
- 2) When the Library Manager's position becomes vacant, through a hiring process, recommending to the Board a person to fill the vacancy.
- 3) Being the resource persons for the Library Manager at the Library Manager's request, in dealing with recruitment, evaluation, and termination of personnel.
- 4) Monitoring and recommending changes to by-laws and policy as they pertain to personnel.
- 5) Serving as part of the grievance process as outlined in the policy.

---

*Olds Municipal Library Policy Manual*

---

**2.1.3 Finance Committee**

The Finance Committee is comprised of the Treasurer who chairs the committee, and at least one other Board member appointed by the Board. The responsibilities of the committee include:

- 1) Planning, in conjunction with the Library Manager, the annual budget for the Library for presentation to the Board and to the Town of Olds.
- 2) Overseeing the care of the reserve funds and major financial donations, their investment and use, consistent with policy and with Board approval.
- 3) Being a resource to the Library Manager in the allocation and expenditure of funds consistent with the budget.
- 4) Recommending to the Board an auditor to conduct the annual audit of the library's finances.
- 5) Monitoring and recommending changes to the by-laws and policy as they pertain to library finance.

**2.1.4 Community Relations Committee**

The Community Relations Committee is comprised of at least three board members appointed by the Board. The Committee selects its own Chair. The responsibilities of this committee include:

- 1) Assisting the Library Manager in planning and applying for government and private grants available to the Library.
- 2) Developing and implementing an annual plan for income accrued through donations, gifts, and grants for the library budget.
- 3) Promoting and marketing the library to key stakeholder groups in the community.
- 4) Monitoring and recommending changes to by-laws and policy as they pertain to community relations.

**2.1.5 Safety Committee**

The Safety Committee is comprised of at least two board members appointed by the Board. The Committee selects its own Chair. The responsibilities of this committee include:

- 1) Do a yearly walkthrough to identify and deal with hazard that may have arisen causing danger to staff and public.
- 2) Ensure there is a hazard assessment in place and is reviewed annually.
- 3) Ensure that the library manager, and subsequently the library staff, adhere to all the OHS requirements as outlined in the OHS Act.

---

*Olds Municipal Library Policy Manual*

---

- 4) Ensure procedures are in place for emergency situations that may put the staff or public at risk (i.e. bomb threat, train derailment, etc.)

#### **2.1.6 Ad Hoc Committees**

The Board may from time to time establish an Ad Hoc committee for a specific purpose. The Board shall name the committee, determine its composition, establish the work of the committee, and determine when the work of the committee is completed.

### **2.2 Board Officers**

#### **2.2.1 Chair**

The Chair of the ODML Board is elected by the Board at each annual general meeting. The Chair shall:

- 1) Lead in planning the work of the Board.
- 2) Call special meetings of the Board when necessary.
- 3) Chair the meetings of the Board.
- 4) Have the authority to expel any person guilty of improper or disorderly conduct in conjunction with meetings of the Board.
- 5) Be the official spokesperson for the Board.

#### **2.2.2 Secretary**

The secretary is elected by the Board at each annual general meeting. The Secretary shall take the minutes of the meeting of the Board and assure that the minutes and other document of the Board are kept secure and delivered to the Library Manager and Town of Olds administrative assistant no later than two weeks after the regular meeting.

#### **2.2.3 Treasurer**

The treasurer is elected by the Board at each annual general meeting. The Treasurer shall monitor the accounts of the Library and be responsible for the presentation of monthly and annual financial statements and reviewing weekly financials including signing cheques and online payments. The treasurer also ensures that another board member is available to sign if they are unavailable.

#### **2.2.4 Vice Chair**

The vice chair is elected by the Board at each annual general meeting. The Vice Chair assume duties of the chair in the absence of the chair; perform any other duties as assigned by the chair. The vice chair has signing authority.

### **2.3 Board memberships**

The Board may seek institutional memberships in appropriate organizations

---

*Olds Municipal Library Policy Manual*

---

## **2.4 Code of Conduct**

The Board and its members shall operate in an ethical and professional manner, representing the Board in a positive light and taking no private action that will compromise the Board and its decisions.

Board trustees shall work in an ethical manner, avoiding personal or financial benefits at the expense of other library users. The trustees should attempt to work harmoniously with the Board, respecting the structure and views of the institution and Board members to work in the best interests of the institution. Confidentiality of library records is crucial and trustees must limit their trusteeship role to policy governance and advocacy.

Trustees are also expected to take responsibility for their personal development through continuing education opportunities and participation in provincial and national library organizations. Trustees should support intellectual freedom for the selection of library material.

## **2.5 Education of Trustees**

### **2.5.1 Orientation**

The Chair of the Board is responsible for the orientation of new Board members in cooperation with the Library Manager and the Treasurer. The orientation will involve, as a minimum:

- 1) Receipt and review of the *Trustee's Handbook* (included in the *Trustees Manual*).
- 2) A tour of the ODML premises with attention to areas germane to trustee work.
- 3) A review of the previous year's annual financial statement, the current financial statement, the budget and reimbursement available to the trustee for conferences and workshop attendance.
- 4) It is highly recommended that new board members attend a training workshop provided by Municipal Affairs or Parkland Regional Library when it is in the area.

### **2.5.2 Continuing Education**

- 1) Definition: Continuing education includes conferences, workshops, courses and area forums held at Board meetings in Alberta and elsewhere. It includes membership in professional organizations. Board development workshops may be held at regular Board meetings.
- 2) Board members may attend appropriate conference as a representative of the Board as time permits. The Board covers the registration, accommodation, and travel costs of those whom it approves as its representatives.

---

*Olds Municipal Library Policy Manual*

---

**2.6 Trustee Honoraria and Expenses**

The Board, as part of its budget deliberations, will establish rates for reimbursement of trustee expenses when payment is approved by the Board. Expenses, (such as meals, mileage, workshop and conference fees, and accommodation), may be incurred as part of the following: Board and committee meetings, courses, conferences, workshops, and out-of-town meetings approved by the Board. Whenever possible representatives are requested to share travel and accommodation costs. Payment shall be made upon receipt of a completed expense form accompanied by receipts. Honoraria are not paid to trustees.

February 21, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

---

*Olds Municipal Library Policy Manual*

---

**Policy 3.0 Animals in the Library**

Animals are not permitted in the Olds Municipal Library with the exception of service animals or animals involved in library programs

October 16, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

## **Policy 4.0: Meeting Room**

*Libraries Regulation 141/98:*

- 7(2) *Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:*
- (g) *the terms and conditions for use of any areas of a building managed by the board that are not normally used for library purposes, including who may use those areas*

The ODML has a meeting room that will be available to all patrons, residents and groups. The meeting area includes the washroom facilities. The fact that a group is permitted to meet at the Library does not in any way constitute an endorsement of the group's policies or beliefs by the Library staff or Board.

### **4.1 Responsibility**

ODML Board, via the Library Manager, undertakes the sole responsibility for the scheduling of time and space for the use of the ODML meeting room.

### **4.2 Priority**

ODML sponsored or co-sponsored programs will have priority over non-library programs, but whenever possible, advance registration will be honored.

### **4.3 Conduct**

Renters are responsible for their conduct while using the library facility. Any conduct resulting in damage or loss of library property will be the responsibility of the renter. Likewise, any extra cleaning charges incurred will be billed to the renter.

If Alcoholic beverages are being consumed, the renter may be asked, at the discretion of the Library Manager, to have Facility Users Group Insurance (FUG).

### **4.5 Rental Reservations**

Meeting room reservations may be made at the Circulation Desk of ODML during regular hours.

### **4.6 Rental Procedure**

When arranging for rental of the meeting room, a rental form must be completed. The fee is to be paid at this time.

### **4.7 Renter Responsibilities**

The individual or group booking the meeting room is responsible for setting up and putting away chairs and tables (provided by ODML), and any other furniture or equipment to be used. The room must be left in a neat and orderly condition.



---

*Olds Municipal Library Policy Manual*

---

**4.8 Janitorial Costs**

There may be additional janitorial costs applied to rental charge. (See conduct)

**4.9 Attachment of Materials**

Attaching anything to floors, walls or doors of meeting room is not allowed.

**4.10 Meeting Room Key**

The key will be available during library hours on the day of rental and is to be returned as early as possible during library hours the following day or may be placed in the book drop the evening of the rental. If the renter does arrange to pick up a key, there will be an extra \$20.00/hour charge to have a staff member open the building and lock up the building

**4.11 Charge**

The rental charge rate will be set and adjusted by the Library Manager. Current fees can be viewed on the Meeting Room Rental Form. All rentals should be prepaid unless arranged with the Library Manager in advance.

**4.12 Cancellations**

At least 48 hours notice must be given to cancel the meeting room without penalty. Inadequate notice will result in the rental fee being forfeited. At the discretion of the Library Manager, allowance may be made for extenuating circumstances regarding forgiving the notice period/penalty.

May 15, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

## **Policy 5.0: Collection Management**

### *Libraries Regulation 141/98:*

*7(2) Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:*

*(b) selection, acquisition, purchase and disposition of library resources, including a policy respecting gifts and donations*

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

*(e) the terms and conditions under which library resources will be loaned to members of the library for use in a location other than the library*

### **5.1 Lending and Resource Sharing**

#### **5.1.1 Loan Periods and Renewals**

- a) All materials are available to patrons with a valid library card and are lent in accordance with our Bylaw Schedule which outlines loan periods, limits, sharing, and fines and penalties.
- b) Patrons will be allowed to renew eligible materials online, by phone, or in person unless there are holds placed on the items.
- c) The number of renewals permitted is 4 for all regular library materials and 1 for Library of Things Materials.
- d) Digital Materials will be managed by a third-party digital rights management software. Procedures for use, renewal, and returning digital materials will be kept up to date on the library website.

#### **5.1.2 Resource Sharing and Interlibrary Loans (ILL)**

- a) The ODML participates in the provincial resource-sharing program and therefore shall abide by the rules and procedures as outlined by the Parkland Agreement and any agreements pertaining to network operation that Parkland Regional Library system may be bound by.
- b) There are no associated fees for materials borrowed from other libraries within the Alberta Resource Sharing Network. However, fees may apply if materials are brought in from libraries outside the province. Patrons will be notified before proceeding with orders when extra fees apply.

#### **5.1.3 Borrowing Privileges**

- a) Borrowing privileges are contingent upon a patron having a valid library card in good standing.
- b) Late fees will be assessed for overdue materials according to a the bylaw fees schedule.
- c) Lost or damaged materials may incur replacement charges.
- d) Failure to return items or pay appropriate fees may result in suspension of library privileges.

---

*Olds Municipal Library Policy Manual*

---

## **5.2 Selection**

### **5.2.1 Statement of Intent**

ODML's collection, programs, and services should be extensive, comprehensive and current. They should meet the basic recreational, information and educational needs, both stated and unstated, of the community. The library recognizes its obligations to satisfy the cultural, educational and artistic needs of a large group of people with varied backgrounds, tastes and interests.

The ODML encourages its Library Manager, volunteers, board members and the patrons to make suggestions as to materials to be purchased and programs to facilitate.

### **5.2.2 Selection Criteria**

Selection decisions are based upon many criteria, including:

- a) favourable attention from reviews, critics and/or public;
- b) relationship to the existing collection (does it supplement the collection, fill a gap, or is there adequate information currently in that area?);
- c) popular appeal/demand;
- d) receipt of literary, artistic or other awards;
- e) relevance to community needs and interests;
- f) budgetary and space priorities;
- g) timeliness - most up-to-date material available;
- h) textbooks and curriculum-related materials will not normally be included in the collection unless they have general appeal beyond the classroom.

### **5.2.3 Responsibility**

Ultimate legal responsibility for selection of materials rests with the ODML Board, which delegates the task to the Library Manager operating within the framework of policies set by the Board.

## **5.3 Disposition and Weeding**

A current, attractive and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent upon demand, usefulness, more recent acquisitions, and availability of newer editions. ODML materials are analyzed on an on-going basis by the Library Manager, utilizing Parkland's expertise and advice when necessary. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

## **5.4 Programs and Services**

When planning programs, consideration is given to criteria which includes, but is not limited to:

- a) relation to Library collections, resources, exhibits, mission, and service goals;

---

*Olds Municipal Library Policy Manual*

---

- b) community needs and interest as directed by our Plan of Service and patron feedback;
- c) presentation quality and treatment of content for intended audience;
- d) representation of diverse cultural backgrounds, opinions and viewpoints;
- e) presenter background/qualifications;
- f) availability of program space;
- g) budget and staffing considerations and;
- h) connection to other community programs, exhibits or events.

## 5.5 Censorship

The ODML Board does not interpret its function nor that of its administrators to be the supervisor of public morals. It believes in freedom of the individual and the rights and obligations of Guardians to develop, interpret and enforce their own code of acceptable conduct/reading upon their own household.

There is a possibility that an item or program in the library may be regarded by some as unpleasant or offensive, or in political opposition to local beliefs. If the ODML is to fulfill its obligation to its community it must include materials and programs of varied points of view, even those which may be regarded by some as controversial. The Library will provide, as much as possible, materials and programs on all sides of controversial issues, including representation of unpopular or unorthodox positions without censorship or bias.

Unless an item is officially prohibited from entering the province, materials cannot be legally withdrawn from the library shelves. However, If an individual objects very strongly to a particular item or program they will have the right to make an official complaint. Each complaint will be dealt with in the following manner:

- a) Patron will complete an *Expression of Concern Regarding Library Materials or Programs* form. Only written complaints, or complaints submitted through our online form will be dealt with. The Library Manager will review the material with the patron, noting areas of contention, and the patron will be informed of the review procedure and when to expect a reply from the Board regarding the complaint.
- b) The material will be removed from the shelf until a review is conducted.
- c) The Library Manager will present the Expression of Concern at the next Board meeting held. If a decision cannot be reached at the Board meeting, an ad hoc *Reconsideration Committee*, composed of the Library Manager and two Board Members, will meet to review the concerns and decide the future status of the material.
- d) The Library Manager will inform the patron in writing of library policy and of the review outcome.
- e) If the concern cannot be satisfactorily dealt with through this process, assistance will be solicited from Parkland Regional Library Consultants.

## 5.6 Statement of Intellectual Freedom

The ODML affirms the Canadian Library Association's "*Statement on Intellectual Freedom*", (adopted by the Canadian Library Association in 1974 and amended in 1983 and 1985), and recognizes its intent in regards to programming as well. The statement reads:

*Every person in Canada has the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity and to express their thoughts publicly. The right to intellectual freedom under the law is essential to the health and development of Canadian society.*

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

*It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials. It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them. Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups. Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.*

The Olds Library recognizes its duty, in addition to its institutional responsibilities, to uphold these principles.

---

*Olds Municipal Library Policy Manual*

---

## 5.7 Gifts and Donations

The ODML accepts gifts and donations of books and materials, money, equipment, furnishings, etc. All donations are acknowledged with a letter of thanks from the Library Manager

### 5.7.1 Donations of Materials

The ODML Board encourages donations of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information the Library Manager can dispose of them as she/he sees fit. Donated items become the property of the library and will not be returned to the donor. A tax receipt will be issued for the assessed value of donated materials accepted as part of the collection. The value will be determined as follows:

Item Donated	Assessed Value
New item donated within 90 days of purchase and with sales receipt.	Market value of item excluding GST.
All other donated items	50% of market value of the item.

If the market value of an item cannot be determined then the current generic library assessment of material will apply.

### 5.7.2 Donations of Furnishing, Equipment, Etc.

1. Individual and group donations of \$50.00 or more will be publicly acknowledged.
2. The Library Board, in consultation with the Library Manager, reserves the right to reject donations that are not needed or that would quickly become obsolete.
3. The Library Board, in consultation with the Library Manager, reserves the right to remove donated items when they become obsolete. Every effort will be made to resell or donate items to another organization.
4. A file listing such donors is retained in the library
5. A tax receipt will be issued for the assessed value of accepted donations of furnishings and equipment. The value will be determined as follows:

Item Donated	Assessed Value
New furnishings and equipment donated within 90 days of purchase and with sales receipt.	Market value of donation excluding GST.
All other donated furnishings and equipment.	Up to 75% of market value of the donation.

---

*Olds Municipal Library Policy Manual*

---

**5.8 Equipment Replacement Policy**

The ODML plans for the replacement of computers, equipment, and furnishings, not covered by the PRL replacement policy, on a schedule in keeping with the best practices of the industry. Supplemental funds may be sought to address up-dating equipment as necessary from the capital reserve or through fundraising. The Finance Committee will consider this issue during its annual budget meetings. In cases of insufficient funding to address all of the identified needs. The Board will work with the Library Manager to establish priorities.

June 19, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

## **Policy 6.0: Community Relations, Publicity and Public Relations**

The ODML Board and the Library Manager shall provide sufficient information about the services, budget, financial statements, activities and programs of the ODML in sufficient variety of form and opportunity so as to reach the entire community.

Information shall be provided to groups and organizations, Municipal Councils, and the community at large in a form that is understandable, attractive and professional.

Publicity shall be organized over the term of the year under the direction of the Library Manager in order to be provided on a consistent basis and cover all aspects of service.

Information and promotional campaigns shall be designed to broaden support of library service within the community.

April 17, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update



---

*Olds Municipal Library Policy Manual*

---

## **Policy 7.0: Hours of Service**

*Libraries Regulation 141/98:*

*7(2) Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:*

*(f) Hours of service at each library service point*

### **7.1 Library Business Hours**

The ODML Library shall be open to the public an average of 43.5 hours per week. Scheduling of these hours will be at the discretion of the Library Manager. A Schedule of Library Business Hours can be obtained from the Library staff.

May 15, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

## **Policy 8.0: Library Programs**

The ODML shall endeavour to provide effective and varied programs for all age groups.

### **8.1 Block Bookings**

Block bookings will be accepted into library programs only when the programs are under-subscribed by individual bookings.

Large groups wishing special programs are required to make arrangements with the Library Manager at least one week prior to program commencement. Provision of any such programs will be contingent on whether staff time is available.

### **8.2 Waiver of Liability**

Guardians must sign a Waiver of Liability for any child under the age of 16 registered in a Library program

### **8.3 Unattended Children**

The Olds and District Municipal Library wishes to become a vital, friendly, comfortable center for providing cultural, informational, and recreational needs for all members of the district. The library welcomes children into its facilities and wants a safe and secure environment for children who use the Library. We ask each Guardian to be responsible for their children.

#### **Definitions**

*A responsible adult* is hereby defined as a guardian, teacher, or assigned child-care giver over the age of 16.

*A minor child* is hereby defined as any child under the age of 10 years of age. *An unattended child* is hereby defined as a child under the age of 10 who is in the Library not accompanied by a responsible adult for more than 2 hours.

#### **Responsibility**

The responsible adult who has transported a minor child or children onto the Library premises or who has otherwise directed or allowed minor children onto the Library premises shall be responsible for the care and safety of those Children at all times. This Policy affirms that the library staff are not responsible for unattended children. It is not the duty of any staff member to baby-sit, supervise, or entertain any child left alone in the library, unless that child is registered in and taking part in a scheduled library program.

Further, the Library board and staff do not accept responsibility for children without transportation after the library closes.

---

*Olds Municipal Library Policy Manual*

---

**Expectations**

- Children under the age of 10 may not be left unattended for more than 2 hours on library premises. No children under the age of 6 may be left unattended in the library under any circumstances.
- Minor children must be picked up at the library at least 5 minutes before closing time on any given day.
- Unattended children of any age may be asked to leave the library if their behavior is disruptive and they refuse to comply with library rules.
- Unattended children without a ride at the time the library closes will not be permitted to stay in the library under any circumstances.

**Procedure**

- If a Library staff member becomes aware of an unattended child, reasonable measures will be taken to locate the responsible adult.
- If the responsible adult cannot be notified, a letter will be sent to the responsible adult informing or reminding them of the library policy and library hours.
- If the situation persists a second and final notice will be sent to the responsible adult informing or reminding them of the library policy and library hours.
- If the situation arises again the police will be informed and the child will be escorted from the library in police care.

**8.4 Program Fees**

To encourage optimum participation, the Olds and District Municipal Library desires to offer programs with minimal financial barriers.

- Programs with minimal expenses for supplies and manpower will be offered free of charge. The Programmer will attempt to ensure that all programs for children and youth, if possible, are offered free of charge.
- Programs with significant expenses for supplies and/or manpower, may be charged to the program attendee on a breakeven basis.
- On the program registration webpage, the option to make a donation in lieu of paying a fee will be made available.
- Program fees may be waived if partners offering programs in conjunction with the library require the program to offer it free of charge.

November 20, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

## **Policy 9.0: Internet Access Policy**

The ODML provides Internet access as part of the Library's commitment to providing information and learning opportunities for the citizens of the library's service area. Although the Internet provides access to valuable sources of information, the library makes no guarantees regarding the accuracy or completeness of information found there. This Internet use policy has been established to ensure appropriate and effective use of this resource.

### **9.1 Appropriate Use**

Public-access computers are available during regular Library hours. In accordance with our policy on censorship, the library computers are unfiltered. However, the library's computers are located in a public space shared by people of all ages and backgrounds. When using these computers, individuals are required to do so in a responsible manner that respects the rights and privacy of others. Any use of the Internet which violates local, provincial, or federal laws including the Criminal Code and Copyright Act, or creates a hostile environment for others, is prohibited on all library computers.

### **9.2 Children & Families**

Parents and guardians are responsible for supervising their children's access to all library resources, including the Internet.

### **9.3 Withdrawal of Privileges**

Misuse and/or abuse of the terminal, Internet service and/or the rules governing appropriate use will result in suspension of Internet access privileges at the discretion of the Library Manager and staff.

October 16, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

## **Policy 10.0: Finance Policy**

*Libraries Regulation 141/98:*

7(1) *Subject to section 40 of the Act, every board shall establish policies with respect to the following:*

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

### **10.1 Year End Review**

Financial records must be independently reviewed each fiscal year. The Board, upon recommendation of the Finance Committee, will annually appoint the independent accountant. System financial records are prepared (by the Library Manager and the Finance Committee) for review as soon as reasonably possible after year end. The audited financial statement is received and approved by the Board and presented at the annual general meeting.

### **10.2 Banking**

The Board, upon recommendation of the Finance Committee, determines where banking services are secured.

### **10.3 Budget**

The budget is prepared by the Finance Committee in consultation with the Library Manager, in time for its approval by the Board and presentation to the Town of Olds for its budget considerations. The Finance Committee shall develop a long-term financial strategy for the ODML by planning for capital replacement, for financial emergencies, and for long-term stability of the system.

### **10.4 Signing Authority for Cheques**

The signing officers are the Library Manager, Assistant Librarian, Treasurer, Vice Chair, and Chair. Two signatures are required on each cheque. The Board member who signs is responsible for monitoring expenses for which payment is made and consigning it to the proper budget category. Additional signatories may be approved by the Board.

### **10.5 Capital Assets**

Whenever possible the purchase or lease of capital assets is provided for in the annual budget. Unbudgeted asset purchases must be approved by the Board upon recommendation of the Finance Committee.

### **10.6 Financial Statements**

Monthly financial statements are prepared by the Library Manager, and approved by the Treasurer, for presentation to the Board. The Finance Committee is responsible for overall supervision of the budget. The Library Manager shall report any financial anomalies to the Treasurer as soon as reasonably possible.

---

*Olds Municipal Library Policy Manual*

---

**10.7 Fiscal Year**

The fiscal year of the ODML shall be January 1 - December 31.

**10.8 N.S.F. Charges**

There will be a service charge applied to all N.S.F. cheques with exceptions at the discretion of the Library Manager. The fee will be based on the current bank rates.

**10.9 Operating and Capital Reserves**

The Finance Committee, in consultation with the Library Manager, is responsible for the investment and care of reserve funds. Interest from reserve funds is re-invested as part of the reserves. The Board may designate some or all of these funds for specific projects or purposes. The primary objective of this policy is to establish an operating reserve for the Olds Municipal Library that will ensure the Library has sufficient cash flow to meet its financial obligations.

Library shall strive to maintain Reserves and Reserve fund levels in line with public service associations' recommended best practices, Public Sector Accounting Board, and other public libraries and municipalities.

**Operating Reserve:**

Olds Municipal Library Board will maintain an operating reserve that will be no less than 2 months and no more than 3 months of the annual operating budget. The operating reserve will be reviewed by the Finance Committee at least annually to see if the organization is in compliance with this policy.

Earnings from the operating reserve investments will be added to the balance until the maximum reserve balance is achieved.

Any spending of the operating reserve must be approved in advance by the Board.

**Capital Reserve/Technology Reserve:**

Olds Municipal Library Board will maintain a capital reserve that will be no more than 33% of the total capital value of library assets. The number will be based on the annual schedule prepared for insurance purposes and will be reviewed annually by the board.

The Capital reserve shall be invested as approved by the board and reviewed when the term expires for reinvestment.

**Reserve Growth Plan:**

Any net surplus from the previous year shall be used to add to the capital and operating reserve. 80% of the Net surplus shall go to the reserve. The other 20% will be used at the discretion of the board. The division of these funds between operating and capital reserve shall be decided by the board annually at the AGM after financial statements are completed and reported for the previous year. If the minimum reserve requirement is met as outlined above, 100% of the surplus may be used at the discretion of the board.

Net surplus is calculated by taking the difference between the total revenue and total expenditures.

---

*Olds Municipal Library Policy Manual*

---

**10.10 Charity and Tax Receipts**

Monetary donations over \$10.00 are eligible for a tax receipt, which are sent out at the beginning of the following tax year.

Donations of materials and other in kind donations are eligible for a tax receipt as outlined in policy 5.0 *Selection, Acquisition and Disposition of Materials*

September 18, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

## **Policy 11.0 Record Keeping (includes User Records & FOIP)**

*Libraries Regulation 141/98:*

7(1) *Subject to section 40 of the Act, every board shall establish policies with respect to the following:*

(a) *confidentiality of user records, except where disclosure is required by law*

### **11.1 Records Management**

The official management of Library records is outlined in the schedules. This details all records kept by ODML and the retention period for each. The general management of Office Files/Records is outlined below.

### **11.2 Interview/Photograph/Video Consent Form**

When public relations events occur at the library, which include interviews, photographs or videos, the Library must have the patron(s) involved sign the Interview/Photograph/Video consent form (*see schedules*), and in the case of minors involved in a promotional event, must have the child's parent or guardian sign the consent form.

### **11.3 Personal Information Banks (PIB's)**

ODML maintains a collection of patron records. The records include the names, phone numbers and addresses of individuals who hold a Library membership, Library staff and trustees. The records clearly contain personal information, are maintained as a collection and the information is organized so that personal information is retrievable by the person's name. The following information is held:

- 1) **Patron Database**, kept by the ODML, contains names, addresses, phone numbers and outstanding fines. The legal authority is the Libraries Act and the Freedom of Information and Protection of Privacy Act, Section 32. The individuals listed are all patrons registered under the Alberta Public Library. The uses of the database are the following: it supports the lending library, overdue fines, reserve and inter-library loan notification. The reason for retention of this material will be posted in the library and made known to the patron when she/he is taking out a membership.
- 2) **Employee Records**, kept by the ODML, contains names, addresses, phone numbers, employment contracts, performance appraisals, birth date, salary grid, employment commencement date, payroll deductions, benefit plans, vacation status, sick leave, reprimands, commendations and discharge information. The legal authority for this information is the Libraries Act, Freedom of Information and Protection of Privacy Act Section 32, the Alberta Labour Code and the Canada Tax Act. Records are kept of permanent, part time and contract staff of ODML. The reason for these records is to support the daily maintenance of the library.
- 3) **Trustee and Staff Contact Information**, kept by the ODML and held by each staff and trustee member, contains names, addresses and phone numbers. The legal authority is the Libraries Act and Freedom of Information and Protection of Privacy Act Section 32. This information is used for contact purposes.



---

*Olds Municipal Library Policy Manual*

---

**11.4 Confidentiality of User Records**

All ODML employees and trustees shall hold in strict confidence any records or transactions relating to patrons' individual memberships, use, borrowing, complaints, delinquent accounts, etc.

Any video content recorded through the use of video surveillance purposes are for the express use of the library board to aid in police related issues affecting the library directly. They are subject to FOIP regulation and shall not be released without an official FOIP request.

**11.5 Office Procedures Manual**

The Library Manager will develop and maintain a complete Office Procedures Manual which outlines all activities and business of the Library performed by any and all Library staff (including the Library Manager). All forms utilized in the Library (some are mentioned in this Policy manual) are to be included in the Office Procedures Manual.

**11.6 Office Records/File Management**

If Board members needs to access a file or important documentation from Library files, which are held in a secure digital folder, they can do so through request of the library manager.

February 21, 2024

---

Chair's Signature

---

Date Last Affirmed or Approved Update

## Schedules

All schedules are the authority of the library manager. Changes made to these schedules do not need board approval with exception of the Library Manager job description.

### Librarian / Library Manager (sample)

#### General Description:

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

#### Duties and Responsibilities:

##### 1. Management and Administration

- a. Executes all duties defined under and within the authority provided in the Library Bylaws.
- b. Assures the Library is in compliance with the Alberta Library Act and Regulations.
- c. Acts as the Freedom of Information and Privacy Head (FOIP) to ensure compliance with the Freedom of Information and Protection of Privacy Act.
- d. Carries out duties and procedures required by the Library's affiliation with the Parkland Regional Library System.
- e. Provides leadership to staff and volunteers.
- f. Plans, organizes, directs and evaluates Library staff and volunteers, maintains personnel files and supports on going staff training and development.
- g. Performs all human resource duties including payroll, tax remittance, and T4 information.
- h. Responsible for organizing training of all staff members and facilitating training in library related or safety related professional development.
- i. Acts as liaison between staff and the Board.
- j. Assists in preparing annual budget and manages the use of those funds throughout the year.
- k. Assists in the preparation and development of the library strategic plan and facilitates the carrying out of that plan.
- l. Assists in the preparation and development of the library board bylaws and policy manual and facilitates the carrying out of these policies.
- m. Recommends and assists in changes to policy and bylaws.
- n. Assists with the preparation of agendas for Board meetings.
- o. Prepares and presents reports for the Board as required. These include, but are not limited to, financial reporting, Library needs and progress, community needs and assessments and a monthly Library Manager's report.
- p. Responsible for the selection and acquisition of new materials as well as development of inventory controls for the collection including collection analysis and collection development plans.

---

*Olds Municipal Library Policy Manual*

---

- q. Responsible for keeping and inventory of all Equipment in the library and preparing and supervising the implementation of a technology ever greening plan.
- r. Maintains periodical subscriptions, selects orders, renews and cancels according to patron usage and budget.
- s. Ensures that regular Library routines are followed such as the collection of mail, timely disbursements for expenses and revenue deposits.
- t. Responsible for grant applications and any applicable reporting requirements.
- u. Acts as a liaison with funders obtaining funding for library operations on an annual basis including programming and equipment purchases.
- v. Acts as a liaison between town administration and the library board on library issues and initiatives.
- w. Responsible for completing and submitting the annual report to library Services Branch and reports required by Parkland Regional Library and other reporting bodies as required.
- x. Organizes and reports all charitable donations to the library including the administration of all tax receipts and facilitates the annual report to the Charity Directorate.
- y. Responsible for the preparation of the Hazard Assessment and facilitates the use of this plan in the library including staff training and hazard removal.
- z. Assists with circulation and reference duties.

**2. Community and Public Services**

- a. Conducts reference searches by the most appropriate method available to answer client's questions.
- b. Initiates, implements and evaluates programs in relation to community needs.
- c. Prepares a marketing plan for the library and updates this plan regularly
- d. Supervises and actively engages in public relations promotion for the library within the community by ensuring that the local media is informed of current library events, and ensuring advertisements, posters and other displays are current.
- e. Serves as a liaison with community groups and agencies, and other community libraries and the Friends of the Library Board.
- f. Responsible for public presentations about library operations and library initiatives to community groups and various levels of government.

**3. Education/Work Experience**

Minimum: A suitable combination of the following:

- Library Technician Diploma or the minimum requirements specified in the Act if at a future time those exceed the Diploma level.
- Experience in a public or regional library system preferably at the administrative level.
- Working knowledge of computers to a degree of competency required for the library.

---

*Olds Municipal Library Policy Manual*

---

**Physical Requirements:**

- Required to lift, carry or move library materials weighing 5 – 10 kg, on a regular basis, with occasional lifting of heavier items.
- Able to reach a range of shelves between 5 cm and 200 cm above floor level.
- Able to handle exposure to dust.

**Hours of Work**

This is a 36 hours a week position that may require evening and weekend work.

NOTE: Authority for this Schedule: Board

---

*Olds Municipal Library Policy Manual*

---

**Assistant Librarian (sample)****General Description:**

The Library Assistant is directly responsible to the Library Manager. He/she will help in the supervising and training of staff and perform regular library duties. The Library Assistant attends all staff meetings and board meetings.

**Duties and Responsibilities:**

- a. Helping Library Manager supervise the circulation staff, program staff, and volunteers.
- b. Circulation duties as needed.
- c. Supervising the library staff in the absence of the Library Manager
- d. Manages patron concerns, complaints, and suggestions; consulting the Library Manager when needed.
- e. Responsible for sending out invoices and letters for damaged or lost books and dealing with patron complaints and concerns over damaged books.
- f. Processing new materials and donations.
- g. Assists Library Manager in maintaining book donation database and tax receipt database.
- h. Assists the Library Manager in assesses book donations received by the library and facilitates the replacement of materials and or book sales.
- i. Selecting books for ordering.
- j. Assists Library Manager in maintaining order database keeping track of books ordered and received throughout the year.
- k. Facilitates the magazine and subscription orders under the supervision of the Library Manager including database and financial reporting as well as purchasing.
- l. Helping Library Manager with filing and organization of library materials.
- m. Training library staff in areas as requested by the Library Manager.
- n. Performing other library duties as assigned by the Library Manager.

**Hours of Work**

This is a minimum 28 hours a week position that requires evening and weekend work.

---

*Olds Municipal Library Policy Manual*

---

**Program Coordinator (sample)****General Description:**

The Program Coordinator is responsible to and reports to the Library Manager. The Program Coordinator is responsible for assessing, developing, planning and facilitating implementation of programming for the Library. He or she also attends all staff meetings.

**Duties and Responsibilities:**

- a. Assessing, with the Library Manager, and others assigned to the program team, the programming needs of the library based on the library strategic plan before the beginning of each season.
- b. Assists Library Manager on assessing needs in the community.
- c. Planning, preparing, and conducting regular programs year-round including the summer program.
- d. Assisting in and maintaining library displays including bulletin boards and book displays as needed
- e. Maintaining library programming areas and storage areas, keeping them neat and organized.
- f. Responsible for purchasing of program materials based on budget set out by Library Manager.
- g. Responsible for reporting on program successes and making recommendations for improvement in the future through regular evaluation of programs and reporting.
- h. Liaisons with participants, parents, and program users and other community programming organizations to provide information about programs. This included attending community events, interagency meetings, and other advocacy opportunities including word of mouth advertising.
- i. Works in partnership with the Marketing Coordinator to maintain the learning opportunities of the library in public advertising places such as the library website, and other locations as required.
- j. Responsible for providing information to the marketing team about all programs offered at the library.
- k. Responsible for keeping statistics about library program participation for reporting to the board and other government agencies.
- l. Performs circulation duties when required including checking out books, registering patrons from programs, and memberships.
- m. Performing other related duties as required.

**Hours of Work**

30 hours a week. Hours may vary based on needs assessment and programs offered. May include evenings and weekend.

---

*Olds Municipal Library Policy Manual*

---

**Library Clerk (sample)**

**General Description:** The Library Clerk is responsible to and reports to the Library Manager. As a front-line service person, the Clerk's primary duty is patron service. The Clerk attends all staff meetings.

**Duties and Responsibilities:**

- a. Provide patron service and general circulation desk duties including:
  - Checking in and checking out materials.
  - Helping patrons find books, place holds, photocopy, print, and find answers to reference questions.
  - Assisting in Reader's Advisory and book selection.
  - Providing basic help at the computer terminals.
  - Processing new patron memberships and membership renewals.
  - Phoning in patron requests.
  - Providing circulation desk upkeep (preparing cards, photocopying library information)
  - Facilitating Interlibrary loan and intralibrary loan materials for patrons including sending books and receiving books between libraries and contacting patrons with requests.
  - Preparing books and other materials for mailing and courier.
  - Maintaining library magazine subscriptions and preparing them for circulation.
  - Informing patrons of community and library events.
  - Performing reference and research requests for patrons and students as required.
  - Assisting in patron training on electronic database use and performs database inquiries for patrons as needed.
  - Informing Library Manager and Library Assistant of patron requests and complaints.
  - Participating in and carrying out the duties as outlined in the Library Board Strategic Plan.
  - Repairing library materials when needed
  - Facilitating the book mobile program in the community including selection of library materials for each location including reader's advisory services and delivering books when required.
- b. General library maintenance including:
  - Insuring library facility is organized and in good repair as well as reporting needs to Library Manager and Library Assistant.
  - Maintaining new-book shelf and displays.

---

*Olds Municipal Library Policy Manual*

---

- c. Supervising the Library Pages and library volunteers in the absence of the Library Manager and Library Assistant
- d. Performing other library duties including:
  - Ordering and maintaining CNIB collection
  - Facilitating education requests for various online training courses and proctoring exams when required.
- e. Processing new materials and donations
- f. Performing other library duties as assigned by the Library Manager

**Hours of Work**

Hours for this position vary dependent upon need and responsibility, position requiring some evening and weekend work.



---

*Olds Municipal Library Policy Manual*

---

**Marketing Coordinator (sample)**

**General Description:** Marketing Coordinator is responsible to and reports to the Library Manager.

**Marketing Duties and Responsibilities:**

- a. Coordinates all Online and electronic and print communications and advertising for programs, special events and services at the library. These duties may evolve and change as the needs of the library change and the marketing coordinator is responsible for suggesting new marketing strategies to the library manager. These duties MAY include but are also not limited to:
  - Ensures information on the website is up to date.
  - Creating posters and print marketing material for the library for promotion of programs and services.
  - Manages the libraries Social Media feeds in cooperation with the library manager, program coordinator, and other staff as required.
  - Creates posters, as needed.
  - Writing and sending press releases on larger events (including PSA) when applicable.
  - Maintaining the Public Notice board
  - Preparing print and electronic calendar of events and brochure each month.
  - Taking advantage of other electronic and online opportunities as they arise. (i.e. Everything Olds)
  - Networking with other community groups for cross promotion of programs and services. (i.e. community showcase nights)
  - Ongoing communication with the program coordinator about programs at the library.
  - Assisting in inputting programs in the Google Calendar is up to date after each program meeting.
  - Assisting in the creation of the program document three times per year.
  - Creating registration forms for integration with the website.
- b. Works with the Library Manager to update and maintain a marketing and communication plan for the library.

**Hours of Work**

30 hours a week. May include some evenings and weekends.

---

*Olds Municipal Library Policy Manual*

---

**Tech Services Coordinator (sample)**

**General Description:** Marketing Coordinator is responsible to and reports to the Library Manager.

**Tech Services Duties and Responsibilities:**

- a. Computer Maintenance
  - Performs regular updates on public and staff computers including all program updates as required in coordination with PRL.
  - Maintains library hardware installing new computers and preparing them for public use as well as installing and repairing machines with hardware issues under the direction of PRL library staff where possible.
  - Repairs and troubleshoots computer problems for patrons and staff as required.
  - Responsible for maintaining Technology Inventory Database
  - Recommends budget considerations to Library Manager as required.
  - Facilitates and manages all technology in the library and coordinates setup, maintenance and care of VC equipment, Televisions, E-boards, and other technologies as they arise.
  - Manages online tools and technologies at the Olds Library.
- b. Patron Education
  - Teaches one on one training and other courses as outlined during program planning sessions each season.
  - Prepares all learning materials for patron training.
  - Facilitates patron troubleshooting and training questions as needed by technology users.
  - Facilitates all Video Conferences at the OML including some evening and weekend courses.
  - Facilitates and collaborates in the education of staff in technology related matters as requested.
- c. Other duties as required.

**Hours of Work**

30 hours a week. May include some evenings and weekends.

---

*Olds Municipal Library Policy Manual*

---

**Library Page (sample)****General Description:**

The Library Page's is responsible to and reports to the Library Manager. In the absence of the Library Manager the Library Page is responsible to the Assistant Librarian, or senior staff. He or she assists in providing quality service to patrons of the Library and assists other staff in the day-to-day maintenance of the Library collection and the premises. The Page is encouraged to attend staff meetings.

**Primary Duties and Responsibilities:**

- a. Shelving returned materials.
- b. Shelf reading the library collection
- c. Checking in in-house materials.
- d. Maintaining order in the library and neatness of the shelves.
- e. Performing other duties as assigned by the Library Manager or other supervising staff.

**Secondary Duties and Responsibilities:** If there is extra time in a shift, or the need arises, Library Pages may perform the following duties. The secondary responsibilities are in place to support the current circulation staff, and should never be left unsupervised.

- a. Checking in patron returns when primary circulation clerks are busy.
- b. Checking out patrons books when primary circulation clerks are busy.
- c. Assisting patrons with requests, holds, and general library questions.
- d. Deal with patron blocks when they arise.

**Other Notes:**

- Library Pages should always work alongside a primary circulation clerk or supervisor.
- Library Pages should not process memberships, program registration. If something should arise, the patron should be directed to the primary circulation clerk.

**Hours of Work**

Between 8 and 20 hours per week position requiring some weekend work.

**Casual Circulation (sample)****General Description:**

Casual Circulation Staff will be available to work on a casual basis to replace a regularly scheduled staff member as needed. They will assume the regular duties of that staff member. They are responsible to and report to the Library Manager.

**Duties and Responsibilities:**

- a. Provide patron service and general circulation desk duties including:
  - Checking in and checking out materials
  - Helping patrons find books, place holds, photocopy, print, and find answers to reference questions.
  - Providing basic help at the computer terminals.
  - Processing new patron memberships and membership renewals.
  - Dealing with patron Requests
  - Providing circulation desk upkeep (preparing cards, photocopying library information).
- b. General library maintenance including:
  - Shelf reading.
  - Shelving.
  - Straightening books and maintain circulation areas.
  - Maintaining new-book shelf and displays.
- c. Preparing and sending out Inter-Library loan and hold requests.
- d. Supervising the Library Page in the absence of the Library Manager and other regular circulation staff.
- e. Performing other library duties as assigned by the Library Manager.

**Hours of Work**

As needed.

---

*Olds Municipal Library Policy Manual*

---

**Salary Schedule**

The library grid is maintained annually by the personnel committee. Up to date salary numbers will be provided to all staff members when hired or at the beginning of each calendar year.

\*Library Clerk/Programmer salary applies to positions

- 17.3 Library Programmer
- 17.4 Library Clerk
- 17.5 Computer Services
- 17.8 Casual Circulation
- 17.9 Marketing Coordinator / Clerk

**Benefit Package**

Eligible staff members will have benefits subsidized to maximum of 3% of their gross monthly salary, this shall be applied as per the personnel Policy

**Expense Allowance**

Staff and Board members travelling on Library business will be reimbursed for expenses incurred as per the rate set by the Province of Alberta. The following Expense Claim form is to be used as the original for all claims. (Expense Claim forms can be found electronically)

---

*Olds Municipal Library Policy Manual*

---

**ODML Policy Schedules  
Employee Health Spending Account**

**Employee Health Benefits – Eligible Expenses**

For clarification, Canada Revenue Agency has developed a list of eligible medical expenses as a guide. The eligible expenses are broken out into two categories. Family Expenses that can be applied to any member of the employee's immediate family living at home as a dependent including spouse and children, and individual expenses that can only be used toward the individual employee expenses.

***Eligible Family Expenses***

Acupuncturist	Chiroprapist	Physician
Audiologist	Dental Hygienist	Psycoanalyst
Dental Mechanic	Dietician	Dentist
Naturopath	Nurse (or full-time practical nurse)	Osteopath
Oculist	Ophthalmologist	Ergonomic Consultant
Physiotherapist	Podiatrist	Masseuse
Psychologist	Speech-language pathologist	Mental Health Therapies (i.e floatation therapy, sensory deprivation, therapist fees, meditation sessions).
Denturologist	Optometrist	External Health Plan Payments
Vision Care Expenses	Orthodontic procedures	
Pharmacist (dispensing fees & Cognitive services)	Chiropractor	
Prescription Drugs	Medical Doctor	

***Eligible Individual and Family Expenses:***

<b>Memberships/Passes</b>	<b>Equipment</b>	<b>Exercise Training/Classes</b>
Gym/Fitness membership	Personal fitness equipment for home use, for example: exercise bike, tread mill, elliptical, weights, etc. The purpose of the equipment should be increased cardiovascular output.	Individual and Group Classes: i.e. dance, fitness, golf, skating, swimming, snowboarding, skiing, yoga, and Pilates.
Sports memberships including both team/league sports/activities and/or individual sports/activities.	Bicycle, rollerblade, skateboard, skates, ski/boots, snowboard/boots, diving gear, Canoe/Kayak/Paddleboat.	Fitness instructional DVD and VHS, Sports watch
Seasonal passes/memberships	Equipment needed to participate in a team/league and/or individual sport/activity. This includes specialized footwear but excludes personal apparel (clothing).	Self defense classes
Swimming Pass, include Family Pass		Fees for one time only activities (ie. Drop in fees)

---

*Olds Municipal Library Policy Manual*

---

**Ineligible Expenses:**

Health practitioner instruction	All Personal apparel (clothing)
Vitamin and herbal supplements	Bartending Course/Winemaking Kits
Personal development books	Weapons
Relaxation/meditation CD's	National/Provincial Park Passes
Camping Equipment & Supplies	Cigar Education
Cooking Equipment & Supplies	Amusement Park Fee
Decoys for Hunting	Off-Roading Equipment or Modifications to Equipment
GPS Systems	Golf Cart Rental
Horse Boarding	Guns/Ammunitions/Hunting Equipment
License for Fishing/Hunting	Hockey Jersey
Pillow/Blankets/Bed Covers/Sheets	Jackets
Training Watch	Fuel used to travel to and from an activity
Fishing Rods	Shipping and handing charges on eligible Healthy Employee Initiative items
Weight Loss Program Fees	Running Stroller
Video Games/Systems	Skate Sharpening

Expense claim forms can be found electronically

---

*Olds Municipal Library Policy Manual*

---

**Meeting Room Rental Form**

See following material for Meeting Room Form. The form in this Schedule is to be used as the original for working copies, and must be replaced in this binder if any changes are made.

**Room Rental Rates:**

Description of Organization	Regular Room Rental	Video Conference Room / Computer Lab Rental
<i>Non-Profit and or Community Partner:</i> Organizations wishing to offer free programs or events open to all members of the community and fit with the library mandate. (at discretion of the Library Manager)	Free	Free
<i>Non-Profit Groups and Organizations:</i> Other community groups, non- profit organizations, churches, etc.	50% regular Business and personal rate	50% regular Business and personal rate
<i>For Profit Businesses and organizations (or Personal Use)</i>	\$30.00/hour (to a maximum of 100.00/day)	\$50.00/ hour (to a maximum of \$150.00/day)

\*A \$20.00 per hour fee will also apply if staff are required for support or opening of the facility to a minimum of 3 hours.



*Olds Municipal Library Policy Manual*

<b>OML MEETING ROOM RENTAL FORM</b>		
Event or Function		# attending
Date Required	Time Required	
Room/Area Being Rented		
Will there be alcohol consumed? [licensing and insurance may be required] (If yes, please forward for library manager approval and requirement)		Library Manager Initial
Main Contact Name:		YES    NO
Address		
Phone	E-mail	
<ol style="list-style-type: none"> <li>1) The RENTER agrees to pay the Olds &amp; District Municipal Library the required fee, based upon the rate structure laid out in the schedules.</li> <li>2) The RENTER agrees to reimburse the LIBRARY in full for any and all damages to the property which is the direct or indirect result of their use of the property.</li> <li>3) The RENTER agrees that during its use of the property, it will indemnify the LIBRARY from and against any and all liability whatsoever resulting from injury or damage to any person, persons, or property by reason of or as a result of the acts of it or its servants, agents, employees or facility in good order.</li> <li>4) The RENTER agrees to be responsible for set-up and removal of equipment and furniture leaving the facility in good order.</li> <li>5) The RENTER agrees to abide by the rules of use as follows:               <ul style="list-style-type: none"> <li>• Alcoholic beverages are not permitted without special permission by the Library Manager.</li> <li>• If the room is not left in a neat and orderly condition, the renter will be assessed for janitorial costs.</li> <li>• <b>Nothing shall be attached to the floors, walls, or doors.</b></li> </ul> </li> <li>6) 24 hours of notice is required for cancellation of meeting room. <b>Inadequate notice will result in the rental fee being forfeited.</b></li> </ol>		
_____ <i>Renter's Signature</i>		_____ <i>Approved By</i>
<p style="text-align: center;"><b>RENTAL CHECKLIST</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Booking made in calendar</li> <li><input type="checkbox"/> Fee paid</li> <li><input type="checkbox"/> Key provided to group with instructions</li> <li><input type="checkbox"/> Key returned by renter</li> </ul>	<p style="text-align: center;"><b>PAYMENT</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> \$ _____</li> <li><input type="checkbox"/> Invoice later</li> <li><input type="checkbox"/> <b>No fee</b> (all renters are expected to pay in advance unless otherwise approved by the library manager)</li> </ul>	

---

*Olds Municipal Library Policy Manual*

---

**Expression of Concern Regarding Library Materials and Programs**

See following material for Expression of Concern/Request of Assessment Regarding Library Materials. The form in this Schedule is to be used as the original for working copies, and must be replaced in this binder if any changes are made.

---

*Olds Municipal Library Policy Manual*

---

**OLDS & DISTRICT MUNICIPAL LIBRARY EXPRESSION OF CONCERN/REQUEST OF ASSESSMENT  
REGARDING LIBRARY MATERIALS AND PROGRAMS**

<b>Title or Program Name</b>		<b>Author (if relevant)</b>	
<b>Complainant's Name</b>			
<b>Address</b>		<b>Phone</b>	
<b>Do you represent:</b> Yourself _____ Organization _____			
<b>Concerns About the Material:</b>			
What do you object to in this material or program? Please be specific, give page numbers, and use extra pages if necessary:			
Did you read/view/listen to the entire part of this material or attend the program?			
If only part of the material or program, which part(s)?			
Is there anything worthy or redeeming about the material or program?			
For what age group would you recommend this material or program?			
What is the theme of this material or program?			
In its place, what material or program would you recommend that would better convey the viewpoint perspective of the subject treated?			
Are you requesting any specific action, besides reconsideration of the material or program being in the Library's collection? If so, what?			
<b>Complainant Signature</b> _____		<b>Date</b> _____	

---

*Olds Municipal Library Policy Manual*

---

### Records Management Schedule

SUBJECT	DESCRIPTION	YEARS TO KEEP HC – Hard Copy P – Permeant DG - Digital
Statistics	Annual Reports for Municipal Affairs	HC 7 DG P
Vendors	Correspondence	1
Program	Program & Special Event Planning	HC – Programmer Discretion DG - P
	Participant Files/waivers	HC/DG 1.5
	Photos / General	HC/DG P
Employees	Personnel File (including termination, training, evaluation, and reports)	HC 5 DG P
Year End / Audit	Annual Reports	HC/DG P
	Cash / Ledger	HC 7 DG P
	Year End	HC 7 DG P
Reports Miscellaneous	Legal / Opinions	HC/DG P
	To government / PRL	HC/DG7
	Computer Software Info	as needed
Grant Applications	Successful	HC 7 DG P
	Not Successful	HC 3 DG P
Board	Minutes	DG P
	Bylaws	DG P
	Policy	DG P
	Budgets / Final	DG P
	Trustees List	DG P
Drawings	Buildings	HC/DG P
<b><i>Once minimum retention periods have expired, records must be destroyed and/or deleted</i></b>		

---

*Olds Municipal Library Policy Manual*

---

**Waiver of Liability Schedule**

**OLDS & DISTRICT MUNICIPAL LIBRARY**

5217-52<sup>nd</sup> Street Olds, Alberta T4H 1H7 Phone: 403-556-6460 Fax: 403-556-6692

**Part 1-WAIVER OF LIABILITY**

By the act of signing this registration in the library program mentioned below, the undersigned parent/guardian acknowledges and agrees that the instructor(s), staff, and Olds and District Municipal Library Board of Trustees, and the Town of Olds respectively shall not be liable for any injury (including Death) or personal property loss or damage caused to the child registered hereby as a participant in any activity sponsored or authorized by Olds and District Municipal Library.

---

**Part 2-INTERVIEW/PHOTOGRAPH/VIDEO CONSENT FORM**

The taking, use or disclosure of photographs, video or audio recordings recorded at public events or activities related to the library is not considered to be an unreasonable invasion of the personal privacy

Notwithstanding the above, if an individual attending such an event or, more likely, speaking or participating in a program or event, explicitly requests that the information (in this case, photographs or tapes) not be disclosed, the library will abide by that request (FOIP Act section 17(3)).

Do you give consent for us to use photographs or video of your child in social media posts or other marketing and advocacy efforts.     YES     NO THANK YOU

**Valid: Jan 1<sup>st</sup>- Dec 31<sup>st</sup> of the year signed and is valid for any programs the child/children is/are enrolled in.**

Parent/Guardian Name:			
Child's Name: (List all that apply)	_____ _____ _____	Date:	
Signature:			

Does your child have any allergies or illness of which we should be aware of, or anything else we should know?

---

*Olds Municipal Library Policy Manual*

---

**Unattended Children Letter Sample**

To whom it may concern:

Thank you for using of the Olds Municipal Library and trusting us to provide a safe space for your child or children. It's extremely encouraging to see that parents feel that our space is a safe venue for their children grow, experience, and learn. We work hard to provide meaningful programming, experiences, and tools to make the space a continued draw, and increase its use.

We have noticed that your child or children have been spending even more time at the library lately! We love to see this and welcome them. We do ask that children under the age of 10 be accompanied by a caregiver so that their safety can be certain. Unfortunately, we do not have dedicated staff to provide care for children in the library and cannot guarantee their safety if left here for longer.

We do allow children over the age of 6 to be at the library alone for up to two hours. Of course, If you are willing to attend with them, or can send a caregiver with them, we would welcome them for as long as you'd like!

Our complete policy is listed below. Should you have questions, please feel free to contact our library manager, Lesley Winfield, at 403-556-6460 or via email at [moody@prl.ab.ca](mailto:moody@prl.ab.ca)

**9.3 Unattended Children**

The Olds and District Municipal Library wishes to become a vital, friendly, comfortable center for providing cultural, informational, and recreational needs for all members of the district. The library welcomes children into its facilities and wants a safe and secure environment for children who use the Library. We ask each parent to join us in protecting children.

**Definitions**

A responsible adult is hereby defined as a parent/guardian, teacher, or assigned child-care giver over the age of 16.

A minor child is hereby defined as any child under the age of 10 years of age. An unattended child is hereby defined as a child under the age of 10 who is in the Library not accompanied by a responsible adult for more than 2 hours.

**Responsibility**

The responsible adult who has transported a minor child or children onto the Library premises or who has otherwise directed or allowed minor children onto the Library premises shall be responsible for the care and safety of those Children at all times. This Policy affirms that the library staff are not responsible for unattended children. It is not the duty of any staff member to baby-sit, supervise, or entertain any

---

*Olds Municipal Library Policy Manual*

---

child left alone in the library, unless that child is registered in and taking part in a scheduled library program.

Further, the Library board and staff do not accept responsibility for children without a ride after the library closes.

**Expectations**

Children under the age of 10 may not be left unattended for more than 2 hours on library premises. No children under the age of 6 may be left unattended in the library under any circumstances.

Minor children must be picked up at the library at least 5 minutes before closing time on any given day.

Unattended children of any age may be asked to leave the library if their behavior is disruptive and they refuse to comply with library rules.

Unattended children without a ride at the time the library closes will not be permitted to stay in the library under any circumstances.

Thank you for your attention to this.

Sincerely,

Lesley Moody  
Library Manager