

# **STATEMENT OF POLICIES**

## **Forestburg Municipal Library Board**

### **Our Mission Statement**

***READ-LEARN-CONNECT***

-Including revisions up to May 2015 -

<b>TABLE OF CONTENTS</b>	<b>Page</b>	<b>Updated</b>
<b>SECTION 1 – GOVERNANCE</b>		
<b>1.1 ROLE OF THE TRUSTEE/BOARD MEMBER</b>		
<b>1.11 Membership of the Forestburg Municipal Library Board</b>	<b>1</b>	<b>Sept. 2008</b>
<b>1.12 Responsibilities of Trustees/Board Members</b>	<b>2</b>	<b>Sept. 2008</b>
<b>1.13 Responsibilities of Chair and Vice-Chair</b>	<b>4</b>	<b>Sept. 2008</b>
<b>1.14 Responsibilities of Treasurer</b>	<b>5</b>	<b>Sept. 2008</b>
<b>1.15 Responsibilities of Secretary</b>	<b>6</b>	<b>Feb. 2013</b>
<b>1.16 Remuneration for Trustees/Board Members</b>	<b>7</b>	<b>Sept. 2008</b>
<b>1.17 Advocacy</b>	<b>7</b>	<b>Sept. 2008</b>
<b>1.18 Partnerships and Associations</b>	<b>8</b>	<b>May 2015</b>
<b>1.2 BUSINESS AND STRUCTURE OF THE BOARD</b>		
<b>1.21 Meetings</b>	<b>9</b>	<b>Sept. 2008</b>
<b>1.22 Finances</b>	<b>10</b>	<b>Feb. 2013</b>
<b>SECTION 2 – PERSONNEL</b>		
<b>2.1 ORGANIZATIONAL STRUCTURE</b>	<b>11</b>	<b>May 2015</b>
<b>2.2 POSITIONS</b>		
<b>2.21 Job Descriptions</b>	<b>11</b>	<b>Oct. 2012</b>
<b>2.211 Library Manager</b>	<b>11</b>	<b>May 2015</b>
<b>2.212 Library Clerk I</b>	<b>13</b>	<b>Feb. 2013</b>
<b>2.213 Library Clerk II</b>	<b>14</b>	<b>Feb. 2013</b>
<b>2.214 Program Coordinator</b>	<b>15</b>	<b>May 2015</b>
<b>2.215 Summer Program Coordinator</b>	<b>16</b>	<b>May 2015</b>
<b>2.216 Circulation Volunteer</b>	<b>17</b>	<b>Feb. 2013</b>
<b>2.217 Circulation Assistant</b>	<b>17</b>	<b>May 2015</b>
<b>2.22 Recruitment, Hiring and Termination</b>	<b>18</b>	<b>Oct. 2012</b>

<b>TABLE OF CONTENTS</b>	<b>(continued)</b>	<b>Page</b>	<b>Updated</b>
<b>2.3</b>	<b>PAY &amp; BENEFITS</b>	<b>19</b>	<b>Jun. 2009</b>
<b>2.31</b>	<b>Pay Periods</b>	<b>19</b>	<b>Jun. 2009</b>
<b>2.32</b>	<b>Employment Benefits</b>	<b>19</b>	<b>Feb. 2013</b>
<b>2.33</b>	<b>Vacation Pay</b>	<b>19</b>	<b>Jun. 2009</b>
<b>2.34</b>	<b>Statutory and Designated Holidays</b>	<b>19</b>	<b>Jun. 2009</b>
<b>2.35</b>	<b>Leaves of Absence</b>	<b>20</b>	<b>Jun. 2009</b>
<b>2.36</b>	<b>Continuing Education</b>	<b>20</b>	<b>Jun. 2009</b>
<b>2.37</b>	<b>Out of Town Library Business</b>	<b>20</b>	<b>Jun. 2009</b>
<b>2.4</b>	<b>EMPLOYEE CONDUCT</b>	<b>21</b>	<b>Jun. 2009</b>
<b>2.5</b>	<b>TERMINATION OF EMPLOYMENT – JUST CAUSE</b>	<b>21</b>	<b>Jun. 2009</b>
<b>2.6</b>	<b>PERFORMANCE APPRAISALS</b>	<b>21</b>	<b>Jun. 2009</b>
<b>2.7</b>	<b>PROBLEM RESOLUTION AND GRIEVANCE PROCEDURE</b>	<b>22</b>	<b>Jun. 2009</b>

### **SECTION 3 - LIBRARY OPERATION**

<b>3.1</b>	<b>FACILITY OPERATION</b>		
<b>3.11</b>	<b>Hours of Operation</b>	<b>24</b>	<b>May 2015</b>
<b>3.12</b>	<b>Use of the Library Premises by Groups</b>	<b>24</b>	<b>Mar. 1997</b>
<b>3.13</b>	<b>Health and Safety</b>	<b>25</b>	<b>Sept. 2007</b>
<b>3.131</b>	<b>Health &amp; Safety – Working Alone</b>	<b>26</b>	<b>Sept. 2007</b>
<b>3.132</b>	<b>Health &amp; Safety – Violence and Harassment</b>	<b>27</b>	<b>Sept. 2007</b>
<b>3.2</b>	<b>LIBRARY USERS</b>		
<b>3.21</b>	<b>Record Retention</b>	<b>29</b>	<b>June 2009</b>
<b>3.22</b>	<b>Freedom of Information &amp; Protection of Privacy</b>	<b>30</b>	<b>May 2015</b>
<b>3.23</b>	<b>Discipline</b>	<b>31</b>	<b>May 2007</b>

<b>TABLE OF CONTENTS</b>	<b>(continued)</b>	<b>Page</b>	<b>Updated</b>
<b>3.3</b>	<b>RESOURCES</b>		
<b>3.31</b>	<b>Lending</b>	<b>32</b>	<b>May 2015</b>
<b>3.32</b>	<b>Inter-Library Loans and Resource Sharing</b>	<b>32</b>	<b>Sept. 2010</b>
<b>3.33</b>	<b>Multilingual and Special Needs Service</b>	<b>33</b>	<b>May 2015</b>
<b>3.34</b>	<b>Material Selections, Acquisitions and Purchases</b>	<b>34</b>	<b>Jan. 2002</b>
<b>3.35</b>	<b>De-selection of Materials</b>	<b>35</b>	<b>Apr. 2008</b>
<b>3.36</b>	<b>Donated Books and Materials</b>	<b>36</b>	<b>May 2015</b>
<b>3.37</b>	<b>Request for Reconsideration of Library Material</b>	<b>37</b>	<b>Nov. 2010</b>
<b>3.38</b>	<b>Internet Use</b>	<b>38</b>	<b>May 2015</b>
<b>APPENDICES</b>			
<b>A</b>	<b>– Request for Reconsideration of Library Material Form</b>	<b>42</b>	<b>Nov. 2010</b>
<b>B</b>	<b>– CLA Position Statement on Intellectual Freedom</b>	<b>44</b>	<b>Nov. 2010</b>

## **SECTION 1 – GOVERNANCE**

### **1.1 ROLE OF THE TRUSTEE/BOARD MEMBER**

#### **1.11 Membership of the Forestburg Municipal Library Board**

##### ***September 2008***

1. The "Forestburg Municipal Library Board" is the legal name of the board, but the board is commonly referred to as the "Forestburg Public Library Board". These names may be used interchangeably.
2. The board shall consist of maximum of seven (7) members whose names are submitted to the Village Council, and if passed in a motion by Council, shall serve as Trustees on the Library Board for a term of three (3) years. The total of seven (7) members includes the Village of Forestburg's representative who is designated at the Council's annual organizational meeting.
3. The terms "Trustee" and "Board Member" may be used interchangeably.
4. A quorum of half the members plus one must be present at regular and special meetings in order to conduct the business of the board.
5. As a general rule, the Chairperson, Secretary and Treasurer shall have signing authority. Any two of the three positions may sign cheques. However, if circumstances dictate, other board or staff members may be given signing authority.
6. New members shall be recruited by personal contact and/or by advertising.
7. If the board wishes to appoint a member to serve on the board for more than three (3) terms, a 2/3 majority vote confirming this appointment must be passed by Forestburg Village Council.
8. If any board member is absent from three consecutive meetings without a valid reason, that Board member shall be deemed to have resigned. The chairperson shall contact the member in person or by phone after two missed meetings, and written notification will be served after the third absence.

## **1.12 Responsibilities of Trustees/Board Members**

***September 2008***

### *Authority and Responsibility*

The Board of Trustees is the legal authority for the Forestburg Municipal Library. As a member of the Board, a board member acts in a position of trust for the community and is responsible for the effective governance of the library.

### *Requirements*

Requirements of Board membership include:

- Commitment to the work of the library and its mission
- Willingness to be an advocate for library services and programs with the public, the business community and the municipal, provincial and federal governments
- Willingness to read and maintain familiarity with all documentation relating to Board governance
- Willingness to attend all regular, special and committee meetings
- Willingness to serve on committees and attend meetings of same
- Support of special events and fundraising events

### *Duties and Responsibilities*

A Board Member is fully informed on library matters and participates in the Board's deliberations and decisions in matters of policy, finance, programs, personnel and advocacy.

The Board Member must:

- Develop, in accordance with the Libraries Act, bylaws and policies in consultation with the board, its committees and staff
- Review the bylaws and policies at least annually and make necessary changes.
- Ensure that decisions made are in accordance with these bylaws and policies.
- Review the Board's structure, approve changes, and prepare necessary bylaw amendments in accordance with the Libraries Act.
- Ensure that Forestburg Municipal Library's objectives as outlined in the Plan of Service are implemented.

- Approve Forestburg Municipal Library’s annual budget and request for funding to Council.
- Approve the employment of staff.
- Participate in an annual evaluation of the Library Manager.
- Work with the Library Manager to develop and maintain positive relationships among the board, committees, staff, volunteers and community.
- Assist in recruiting board members and volunteers as needed
- Take advantage of board development and library service training opportunities

*Board Member Orientation*

- Upon appointment to the Board, a trustee shall receive a binder containing all current working documents of the Board including the budget, plan of service, bylaws, policies and regulations.
- In addition, each trustee will receive an Alberta Library Trustee Association (ALTA) handbook and all additional material as available.
- Each new trustee shall be made aware of the procedure for the operation of the Library and such duties that he/she may be expected to fulfill.

*Term of Office*

- The term of office for trustees shall be in accordance with the policies outlined in the Libraries Act.
- No trustee shall serve more than a two-year term in any one executive position, within a three-year term on the Library Board.

### **1.13 Responsibilities of Chair and Vice-Chair**

***September 2008***

#### **The Chair shall:**

1. Play a leading role in advocacy for the library, including supporting fundraising and profile-raising activities.
2. Encourage board members to keep the library's mission in mind when participating in meetings and activities.
3. Recognize board members' contributions to the board's work.
4. Visit the library on a regular basis to maintain a good rapport with staff and be aware of issues as they arise.
5. Prepare the board's agenda with input from the board members and the Library Manager.
6. Chair meetings of the board.
7. Sign the minutes of board meetings, along with the Secretary.
8. Keep discussion at meetings on topic.
9. Act as a signing officer, with other officers, for cheques and other documents such as contracts and grant applications.
10. Other duties as required.

In the absence of the Board Chair, the **Vice-Chair** shall fulfill all the above duties.



## **1.14 Responsibilities of Treasurer**

***September 2008***

The **Treasurer** shall:

1. Work with the board and the Library Manager to develop an annual budget, and keep in close communication with the Library Manager on all financial matters.
2. Give regular financial reports, at least quarterly, to the board.
3. Record financial transactions on a monthly basis.
4. Act as a signing officer, with other officers, for cheques and other documents.
5. Prepare the financial records for audit and keep all necessary records and reports on file.
6. Prepare the Annual Charity Return and GST Rebate Application and submit to Canada Revenue Agency.
7. Other duties as required.

Monthly bookkeeping includes:

1. Paying bills and making deposits.
2. Preparing payroll, including T4s and ROEs (Record of Employment).
3. Remitting employee deductions to Canada Revenue Agency.
4. Recording transactions in accounting program.
5. Reconciling records to bank statements.
6. Preparing financial reports.
7. Issuing tax deductible receipts for donations.

## **1.15 Responsibilities of Secretary**

***February 2013***

The **Secretary** shall:

1. Keep accurate minutes of meetings and ensure a signed copy is placed in the official minute book.
2. Make available copies of minutes to members on a schedule as determined by the board.
3. Present minutes for adoption at the next meeting. Record all corrections to minutes. Ensure adopted minutes are signed by Chair and Secretary.
4. Ensure that the official minute book and the electronic copy are kept up to date and that the book remains on library premises.
5. Keep copies of the bylaws and policies.
6. Keep a current list of officers and board members.
7. Keep record of board attendance. Record in the minutes if a quorum is not present at the meeting.
8. In the absence of the Chair and the Vice-Chair, chair board meetings and delegate secretary's duties for that meeting.
9. Act as a signing authority, with other officers, to sign cheques and other legal documents.
10. Other duties as required.

## **1.16 Remuneration for Trustees/Board Members**

### ***September 2008***

1. Board members shall be reimbursed for travel and expenses incurred while conducting approved board business.
2. Mileage shall be paid at the current rate paid by Village Council. Government distance charts apply (see mileage chart on a current Alberta road map).
3. The claims and receipts for these expenses are to be handed in to the Treasurer within a three-month period.

## **1.17 Advocacy**

### ***September 2008***

1. Advocacy is saying to decision-makers, potential partners, funders, any stakeholder – “Your agenda will be greatly assisted by what we have to offer.” We have to appeal to what they value. Trying to make them value what we value will not work.
2. The Board recognizes that advocacy involves public relations, customer service and marketing. It is a planned, deliberate, sustained effort to raise awareness of issues. It is an ongoing process where support and understanding are built incrementally. Advocacy involves every person who has any connection with the library, from board members to staff to volunteers.
3. In these times of increasing demand for library services, and no increases in provincial funding, the Board realizes that advocacy is essential for the library to be able to increase the level of services available in our community.

## **1.18 Partnerships and Associations**

### ***May 2015***

Forestburg Public Library, through the Village of Forestburg, has been part of Parkland Regional Library since 1986, and through that association, part of The Alberta Library. This allows our library to take full advantage of consultant services, training, technology and the ability to share resources with over 290 libraries in Alberta.

We maintain memberships in the following associations:

- Alberta Library Trustees Association
- Library Association of Alberta, and from time to time, the Canadian Library Association

## **1.2 BUSINESS AND STRUCTURE OF THE BOARD**

### **1.21 Meetings**

#### ***September 2008***

Regularly scheduled meetings of the Board shall be held every month except for July and August, with the meeting dates to be determined by the board. Special meetings may be called by the Chair if needed.

1. Committees will be established for the purpose of carrying out the business of the board that cannot be reasonably dealt with at the board level.
2. If the committee is to be authorized to spend money, the motion establishing it must define the parameters for its spending.
3. Parliamentary procedure should be followed at all regularly scheduled and emergency board meetings to ensure that business is handled in a fair and expedient manner.
4. All members in attendance must vote on all motions unless they verbally declare a conflict of interest. If a conflict of interest is declared, the member should leave the room for the discussion and vote on the issue.
5. All motions pertaining to money matters must be seconded. All other motions do not need to be seconded.

## **1.22 Finances**

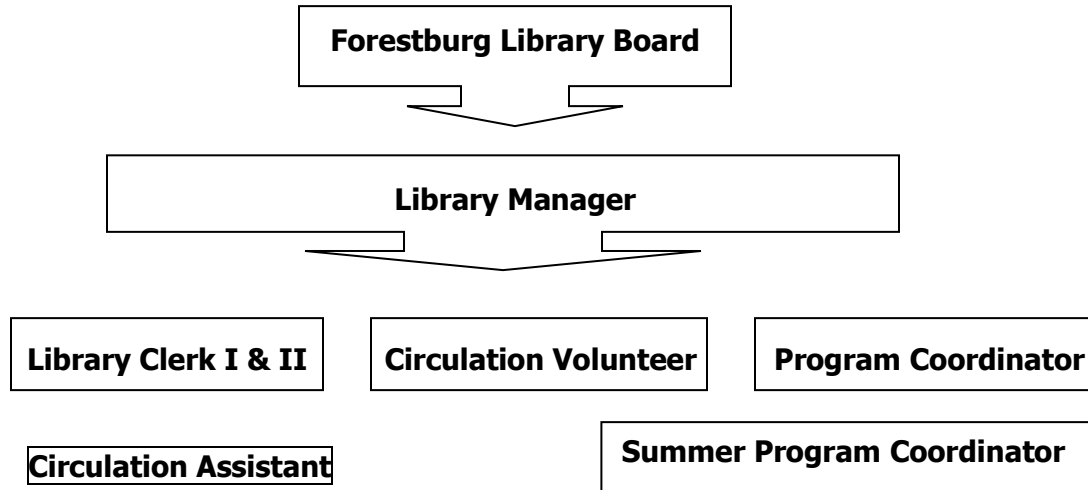
### **February 2013**

1. Funding sources are municipal and provincial operating grants, various project-specific grants that come available, as well as fundraising through the Friends of the Library, and private donations.
2. The board shall be responsible for overseeing the monies entrusted to them, including establishing an annual budget.
3. The fiscal year is the calendar year.
4. A list of expenditures for the month shall be presented to the board for its approval.
5. The board is responsible for ensuring that the budget guidelines are followed by receiving at least quarterly reports.
6. Cost overruns of more than 25% must be authorized by a separate motion.
7. The budget for the upcoming year is prepared by October 31 of the current year and submitted to Village Council for approval. Upon its approval, usually by April, it is then submitted to Alberta Municipal Affairs along with the audited statement of Receipts and Disbursements for the previous year.
8. The board is responsible for obtaining an annual accounting review of the financial records.

**SECTION 2 - PERSONNEL**

**2.1 ORGANIZATIONAL STRUCTURE**

**February 2013**



**2.2 POSITIONS**

**2.21 Job Descriptions**

**2.211 Library Manager**

***Job Description***

***May-2015 - revised***

The duties of the Library Manager are to:

- a. Ensure that activities undertaken and decisions made are in accordance with the bylaws and policies of Forestburg Public Library
- b. Ensure good customer service is provided to all patrons by staff
- c. Foster a good workplace climate for all staff and volunteers
- d. Work with the board, staff and volunteers to ensure that all who are involved with our library are advocates for public library service
- e. Advise the board on matters of policy and operations
- f. Perform all circulation duties as listed under Library Clerk Job Description

- g. Work with materials – barcode link materials (if no catalogue record exists for the items, send them to Parkland Regional Library for cataloguing); make minor repairs; select and deselect materials; purchase materials
- h. Approve invoices for lost or overdue materials
- i. Purchase library and office supplies as necessary; if the supplies are not invoiced and are paid for by the manager, retain receipts for reimbursement
- j. Attend workshops as necessary
- k. Organize programming for children, teens and adults, including a summer reading program
- l. Hire staff with assistance of a board member on the hiring committee and provide training for staff
- m. Oversee and monitor the use of the internet access site; develop and implement a technology plan
- n. Be proficient in the use of library processing software, both in the Regional Library system and for Inter-Library Loans out of system; ensure staff gains the proficiency they need for their areas of responsibility
- o. Train and schedule library volunteers
- p. Review and keep secure cheques/cash and invoices received until the treasurer can make deposits and pay invoices
- q. Issue tax deductible receipts for donations and assist the treasurer with completing the annual charity return
- r. Assist the Board in preparing the annual budget
- s. Attend all Board meetings and provide a monthly report of activities; if Library Manager is unable to attend a meeting, another member of the staff must be designated to attend
- t. Submit monthly news and promotional information to INFOrestburg
- u. Prepare orientation packages for new Board members and support the Board in orienting new members
- v. Prepare and submit the annual report for the previous year to Alberta Municipal Affairs by February 28 each year
- w. Apply for grants and ensure that accounting for same is completed
- x. Assist the treasurer to prepare the books for audit
- y. Other duties as require



### ***Position Requirements***

- a. High School Diploma
- b. Proficient computer skills – Microsoft Office, basic internet and email competence
- c. Good communication skills, both written and verbal
- d. Love reading and assisting the public in obtaining information; enjoy working with all ages
- e. Familiarity with accounting principles and budgeting
- f. Supervisory experience
- g. Submit to a security and vulnerable persons check
- h. Fundraising experience

### **2.212 Library Clerk I**

#### ***Job Description***

#### ***February 2013***

The duties of the Library Clerk I are:

- a. Provide good customer service to all patrons by helping them find the materials or information they need in a pleasant and friendly manner
- b. Checkout and check-in materials at the circulation desk; check the drop box and mail box daily; shelve materials
- c. Process interlibrary loans for PRL libraries.
- d. Remind patrons re: overdue materials; prepare invoices for lost/damaged materials
- e. Withdraw deselected items from circulation, both on the computer system and physically from the library; retain items for book sale or prepare for recycling
- f. Sell items and restock for periodic book sales
- g. Monitor the use of the public computers
- h. Conduct and/or assist with children, teen and adult programs
- i. Attend workshops and other training sessions as necessary
- j. Take responsibility for certain library duties if requested
- k. Other duties as required

### ***Position Requirements***

- a. High School Diploma
- b. Proficient computer skills – Microsoft Office, basic internet and email competence
- c. Good communication skills, both written and verbal.
- d. Love reading and assisting public in obtaining information. Enjoy working with all ages
- e. Submit to a security and vulnerable persons check.

### **2.213 Library Clerk II**

#### ***Job Description***

#### ***February 2013***

The duties of the Library Clerk II are:

- a. Provide good customer service to all patrons by helping them find the materials or information they need in a pleasant and friendly manner
- b. Checkout and check-in materials at the circulation desk; check the drop box and mail box daily; shelve materials
- c. Process interlibrary loans, both through Parkland Regional Library and outside the system
- d. Work with materials – barcode link materials (if no catalogue record exists for the items, send them to Parkland Regional Library for cataloguing); make minor repairs; help Manager to select/deselect materials and to purchase materials
- e. Remind patrons re: overdue materials; prepare invoices for lost/damaged materials
- f. Withdraw deselected items from circulation, both on the computer system and physically from the library; retain items for book sale or prepare for recycling
- g. Sell items and restock for periodic book sales
- h. Monitor the use of the public computers
- i. Conduct and/or assist with children, teen and adult programs
- j. Attend workshops and other training sessions as necessary
- k. Take responsibility for certain library duties if requested
- l. Other duties as required

### ***Position Requirements***

- a. High School Diploma
- b. Proficient computer skills – Microsoft Office, basic internet and email competence
- c. Good communication skills, both written and verbal
- d. Love reading and assisting the public in obtaining information; enjoy working with all ages
- e. Submit to a security and vulnerable persons check

### **2.214 Program Coordinator**

#### ***Job Description***

#### ***May 2015***

The Programmer is responsible for assessing, developing, planning and facilitating implementation of programming for the library.

The duties of the Program Coordinator are:

- a. Plan, promote and implement programs in consultation with the Library Manager for children aged preschool to adult according to priorities targeted in the current Plan of Service.
- b. Acts as liaison between partnering organizations providing programs in the library while keeping management informed on a regular basis.
- c. Register participants in the program and collect fees if charged.
- d. Supervise participants at all times to ensure that they have a safe attendance at programs, in accordance with Health and Safety policies.
- e. Purchase program supplies within the assigned budget and maintains budgetary records for programs.
- f. Maintain attendance records.
- g. Set up necessary library displays, photography signs, and relevant advertising for programs at the library.
- h. Set up and clean up any area used by the program.
- i. Provide an evaluation of all programs and submit all necessary statistics at its conclusion to the Library Manager for presentation to the Board.
- j. Work shifts at the circulation desk as required (check-out and check-in of materials; check the drop box and mail box daily; shelve materials; complete the request list for

intra-library loans; bag and label requests and returns for the van run; monitor use of the public computers).

***Position Requirements***

- a. Basic computer, internet, email competence, social networking sites, and good communication skills.
- b. Have a passion for reading and creative projects.
- c. Enjoy working with all ages, especially children.
- d. Submit to a security and vulnerable persons check

**2.215 Summer Program Coordinator**

***Job Description***

***May 2015***

Full-time Program Co-ordinators will be hired as required (depending upon the availability of employment grants). The Program Coordinator may also work circulation shifts and perform other duties in the library.

The duties of the Summer Program Coordinator are:

- a. Plan, promote and implement programs in consultation with the Library Manager for children aged preschool to adult, emphasizing enjoyable activities to improve literacy and enhance creativity.
- b. Liaisons with participants, parents, and program users to provide information about programs.
- c. Promote the program in the community and at the school.
- d. Register participants in the program and collect fees if required.
- e. Supervise participants at all times to ensure that they have a safe attendance at programs, in accordance with Health and Safety policies.
- f. Purchase program supplies within the assigned budget.
- g. Maintain attendance, budget and program records.
- h. Set up and clean up any area used by the program.
- i. Provide an evaluation of the program and submit all necessary statistics at its conclusion to the Library Manager for presentation to the Board to the Board and for submission to Parkland Regional Library.
- j. Work shifts at the circulation desk as scheduled (check-out and check-in of materials; check the drop box and mail box daily; shelve materials; complete the request list for

intra-library loans; bag and label requests and returns for the van run; monitor use of the public computers).

***Position Requirements***

- a. Basic computer, internet, email competence and good communication skills
- b. Have a passion for reading and creative projects
- c. Enjoy working with all ages, especially children.
- d. Submit to a security and vulnerable persons check

**2.216 Circulation Volunteer**

***Job Description***

***February 2013***

The duties of the Circulation Volunteer are:

- a. Provide good customer service to all patrons by helping them find the materials or information they need in a pleasant and friendly manner
- b. Checkout and check-in materials at the circulation desk; check the drop box and mail box daily; shelve materials
- c. Monitor the use of the public computers

***Position Requirements***

- a. Basic computer skills including internet and email competence
- b. Love reading and assisting the public in obtaining information
- c. Enjoy working with all ages
- e. Submit to a security and vulnerable persons check

**2.217 Circulation Assistant**

***Job Description***

***May 2015***

The duties of the Circulation Assistant are:

- a. Provide good customer service to all patrons by helping them find materials or information they need in a pleasant and friendly manner; answer the phone.
- b. Check out and check in materials at the circulation desk; shelve materials and straighten items on the shelves as you go.
- c. Monitor the use of the public computers.

- d. Sort recycling.
- e. Withdraw deselected items from circulation, both on the computer and physically from the library.
- f. Assist in packing ILL bags for the van prior to van run day.
- g. Putting books on the display shelves (new or themed), making posters.
- h. Shut down computers/printers/copiers and turn lights off before leaving.
- i. Check that hallway door and back door are locked before leaving; check bathrooms. Lock main doors and outside door, turn off handicapped access and put keys in the Drop Box outside.

### **Position Requirements**

- a. Basic computer skills including internet and email competence
- b. Love reading and assisting the public in obtaining information
- c. Enjoy working with all ages
- d. Able to work independently and unsupervised
- e. Submit to security and vulnerable persons check.

## **2.22 Recruitment, Hiring and Termination**

### ***June 2009***

All vacancies will be advertised. All persons are entitled to equal opportunity employment in accordance with government regulations. Positions are open to all qualified applicants solely on the basis of their experience, aptitudes, qualifications and abilities. Ensure criminal record information, work with vulnerable persons check is done and processed before hiring is finalized. Advancement shall be based on the individual's achievement, performance, ability and potential for promotion.

The Library Board shall hire the Library Manager. The Library Manager shall hire all other positions with assistance of one board member on the hiring committee. When hiring a new Library Manager, an effort should be made to have the outgoing Library Manager work with the new Manager for a period of at least two weeks. Parkland Regional Library consultants can also be accessed to provide training to a new Library Manager.

When leaving the position, the Library Manager shall provide the Board with at least thirty (30) days written notice. In case of a termination of employment by the Board, the Library Manager shall be provided with thirty (30) days written notice and severance pay negotiated if termination is without just cause. No notice is required for termination with just cause (refer to Section 2.7).

## **2.3 PAY AND BENEFITS**

### **2.31 Pay Periods**

***June 2009***

Pay periods are monthly. Employees must keep a record of hours worked on a daily time sheet.

### **2.32 Employment Benefits**

***February 2013***

All employees receive the basic benefits – Canada Pension Plan and Employment Insurance.

### **2.33 Vacation Pay**

***June 2009***

As all employees are part-time, vacation pay in lieu of vacations will be paid on each paycheque. The scheduling of staff holidays (which in this case is time off for employees, without pay) must be arranged with the Library Manager to ensure that responsibilities are covered.

Vacation pay is paid as follows:

- 4% of gross wages for employees up to 5 years of service
- 6% of gross wages for employees with 5 – 9 years of service
- 8% of gross wages for employees with 10 years of service or more

### **2.34 Statutory and Designated Holidays**

***June 2009***

The following are paid Statutory and Designated Holidays for all employees. If a regular work day falls on one of these days, the employee will take the day off and be paid for his or her standard hours of work for that day at the regular rate of pay.

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

- An employee must be employed by Forestburg Public Library for at least thirty working days in the twelve months prior to a named holiday in order to qualify for holiday pay.
- When any of the statutory or designated holidays fall on a Saturday and/or a Sunday, the following Monday and/or Tuesday shall be deemed to be the holiday.
- In the unlikely event that an employee is scheduled to work on a statutory or designated holiday, the employee shall be paid 1.5 x his or her regular rate of pay.

### **2.35 Leaves of Absence**

#### ***June 2009***

***Leaves Without Pay*** – Parental, Maternity and Adoption Leave, in accordance with Alberta Employment Standards.

***Leaves With Pay*** – Short-term leave for sickness or to attend a funeral for a person other than immediate family is not granted – employees are expected to exchange work days to cover. However, for longer-term sickness leave or compassionate leave due to a death in the immediate family, one week's paid leave will be granted to permanent part-time employees who have more than one year's service and work an average of at least 40 hours per month. Longer leaves will be negotiated with the board.

### **2.36 Continuing Education**

#### ***June 2009***

- a. Staff should be encouraged to attend workshops or meetings as approved by the Library Manager and Library Board.
- b. The regular rate of pay for staff plus travelling expenses for one vehicle shall be paid. Travelling time is not paid, only time at the workshop or meeting.
- c. If the Library Manager wishes to take courses offered by an accredited institution, the Library Manager will be reimbursed for one half the tuition fee with prior approval of the Board.



### **2.37 Out of Town Library Business**

***June 2009***

If staff is going out-of-town for the sole purpose of buying books or other materials, or conducting other business for the library, the regular rate of pay plus travelling expenses for one vehicle shall be paid.

### **2.4 EMPLOYEE CONDUCT**

***June 2009***

Dress shall be appropriate for their position. Casual dress, including jeans, may be worn as long as they are in good repair. The Board has the right to require employees to provide a medical certificate indicating the employee's ability to carry out the duties of their position. The Board also has the right to request that employees undergo drug and alcohol testing by a certified professional.

### **2.5 TERMINATION OF EMPLOYMENT – JUST CAUSE**

***June 2009***

An employee may be terminated for just cause, without notice or pay in lieu of notice. It is not possible to list all forms of behaviour unacceptable in the workplace, but the following are examples of infractions of rules of conduct that will result in disciplinary action, including suspension or termination of employment:

- Unsatisfactory performance or conduct
- Unauthorized disclosure of confidential information
- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs
- Continued boisterous or disruptive activity in the workplace
- Insubordination or other disrespectful conduct
- Sexual or other unlawful harassment
- Excessive absenteeism or absence without notice
- Unauthorized disclosure of intellectual property
- Misuse or abuse of library property and equipment

An employee shall be advised in writing of all reasons for disciplinary action, suspension and/or termination of employment. An employee must receive all monies owing from work performed up to the time of termination.

## **2.6 PERFORMANCE APPRAISALS**

### ***June 2009***

It is opportunity to provide feedback both to the employee and the supervisor.

Once per year on the Library Manager's anniversary of employment, a committee made up of the Library Board Chair and one other Board member shall conduct a confidential appraisal and full review of the Manager's work performance. Likewise the Library Manager shall conduct a confidential appraisal and full review of the work performance of all employees under his/her supervision. This may be done on the employee's anniversary of employment, or on a set date for all employees, but should be done at least once per year.

The method of evaluation shall be as follows:

Each employee shall be notified of the specific day and time that the evaluation will take place. The employee and the evaluator(s) should each bring a copy of the applicable job description with them to the evaluation. Each point of responsibility in the job description will be discussed as to the appropriateness of the description to the tasks normally performed. Any necessary adjustments will be noted.

The adequacy with which the employee performs his or her assigned tasks will be discussed from the employee's point of view. The purpose of the discussion is:

- To make commendation for effort and/or excellence;
- To assist in understanding and improving work performance;
- To ensure reasonable work distribution and expectations;
- To establish personal goals and objectives for the upcoming year; and
- To evaluate the degree of achievement of personal goals and objectives set in the past year.

The content and results of each evaluation discussion shall be compiled into a written summary by the evaluator. Two copies of each appraisal report should be signed by both parties, with one copy given to the employee and the other filed in the employee's personnel file. These reports shall remain confidential, with access limited to the employee, the Library Manager and designated representatives of the Board.

## **2.7 PROBLEM RESOLUTION AND GRIEVANCE PROCEDURE**

***June 2009***

Any employee who feels he or she is being treated unjustly or unfairly may address the issue by following the problem resolution and grievance procedure.

Step 1 – The employee discusses the issue with their immediate Supervisor and together they seek resolution to the problem.

Step 2 – If no resolution is found within 3 days of this discussion, the employee may outline the issue in writing and present it to the Library Board Chair. A thorough investigation of the issue will be made and if necessary, advice from a lawyer or mediator may be sought. If no satisfactory resolution is made at this stage, the issue is referred to the entire Library Board for a final decision.

## **SECTION 3 – LIBRARY OPERATION**

### **3.1 FACILITY OPERATION**

#### **3.11 Hours of Operation**

***May 2015***

The Board shall establish the hours of operation to reflect and accommodate the needs of the community.

The hours of operation are (effective November 13, 2014):

**Tuesday 10 a.m. -- 5:30 p.m.**

**Wednesday 10 a.m. -- 5:30 p.m.**

**Thursday 10 a.m. -- 5:30 p.m.**

**Friday 10 a.m. -- 5:30 p.m.**

**Saturday 10 a.m. – 1 p.m.**

**CLOSED** on all statutory holidays, and on the Saturdays of holiday weekends.

#### **3.12 Use of the Library Premises by Groups**

***September 2010***

1. The Board recognizes that it is important that they permit the use of the Library to outside groups to maintain a positive public image.
2. Groups wishing to use the Library premises for meeting purposes shall contact the Chair or Library Manager. This service will be provided for groups of ten or less with a fee of \$25 per meeting.
3. Groups which are considered educational or non-profit may, at the discretion of the Board or the Library Manager, use the facility at no cost.

### **3.13 Health and Safety**

***February 2013***

Forestburg Municipal Library Board is committed to a health and safety management system that protects our workers, other workers who enter our facility and the general public.

Employees at every level are responsible and accountable for health and safety performance. Active participation by everyone, every day, in every job is necessary.

The Board and the Library Manager will:

- Set an example and provide leadership in the health and safety system
- Set health and safety policy and procedures
- Provide proper equipment and training for workers
- Provide a safe and healthy work environment
- Conduct an annual review of the system in June

Employees will:

- Follow all safe work procedures
- Work with an awareness of health and safety
- Be familiar with the requirements of the Alberta Occupational Health & Safety (OH & S) legislation as it relates to their work
- Cooperate with the employer in working towards improved health and safety
- Carry a cordless phone with them.

Our goal is a healthy, injury-free workplace for all workers. By working together we can achieve this goal.

### **3.131 Health & Safety – Working Alone Policy**

***September 2007***

Library staff, including circulation volunteers, are in most cases the only person on shift in the facility. At most times, there are patrons in the library, but sometimes the staff member is working alone – for example, when a staff member stays late or comes in after hours – or on a quiet day when there are few patrons. Part 28 of the Alberta O H & S Code requires that employers have a policy to protect employees who are working alone.

The following policy regarding working alone shall be adhered to by library staff:

1. If you are coming in after hours or staying late, ensure that a family member knows where you are and when you are expected to be home.
2. Emergency numbers and procedures are posted by the phone at the desk. If ambulance, fire or police are needed, dial 911. Gas, water and sewer emergency numbers, as well as the cell phone number for Public Works staff, are also on this list.
3. Alternatively, you could call the Village of Forestburg office or someone in a nearby business for assistance if it is during business hours. Outside of Village office hours, the Public Works staff member on call can be contacted by cell phone.

### **3.132 Health & Safety – Violence and Harassment**

***September 2007***

Forestburg Municipal Library Board promotes an abuse-free environment in which all people respect one another and work together. Any act of violence or harassment committed by or against any individuals affiliated with this organization is unacceptable conduct and will not be tolerated. The Alberta Occupational Health & Safety Code – Part 27 – requires that employers have such a policy to protect and support employees.

The purpose of this policy is to ensure that

- Individuals are aware of and understand that acts of violence or harassment are considered a serious offence for which necessary action will be imposed
- Those subjected to acts of violence or harassment are encouraged to access any assistance they may require in order to pursue a complaint; and
- Individuals are advised of available recourse if they are subjected to, or become aware of, situations involving violence and harassment

#### **Policy**

Employees or other individuals affiliated with the library shall not subject any person to workplace violence or harassment or allow or create conditions that support it. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.

Acts of violence and harassment can take the form of physical contact or non-physical behaviours. They can include but are not limited to:

- Threatening behaviour – such as shaking fists, destroying property or throwing objects
- Verbal or written threats – any expression of an intent to inflict harm
- Harassment – any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying or other inappropriate activities.
- Verbal abuse – swearing, insults or condescending language
- Physical attacks – hitting, shoving, pushing or kicking

Acts of violence and harassment destroy individual dignity, lower morale, engender fear and break down work unit cohesiveness. Supervisors must be knowledgeable about and sensitive to the many forms that violence and harassment can take. It may be unintended; the test is whether a reasonable person knows or ought to have known that the behaviour would be considered unwelcome or offensive by the recipient.

### **Consequences**

Staff (including volunteers) who violate this policy may be subject to disciplinary action commensurate to the incident, up to and including dismissal.

For acts of violence or harassment by individuals outside of this organization, action taken would be commensurate with the incident up to and including temporary or permanent withdrawal of services or legal action.

### **Procedure**

Staff faced with an urgent situation involving threatening of violent conduct, where there is reasonable belief that the safety of persons may be threatened, should contact the police immediately. If able to do so safely, leave the premises. The Library Manager and/or Board Chair should be notified as soon as possible.

### **For other incidents:**

- Discuss the matter with the supervisor. Prior to filing a formal report of the incident, the person subjected to workplace violence or harassment, with the assistance of the supervisor, should let their objections to the behaviour be known to the alleged offender.
- If not satisfied with the response, the complainant and their supervisor will jointly document the incident and notify the Library Manager of the incident, who in turn will notify the Board.

The Board is responsible for ensuring that confidence in the health and safety system is maintained and the victim receives support if necessary.



## **3.2 RECORDS**

### **3.21 Retention of Library Records**

*June 2009*

Forestburg Public Library will retain the following library records, either in hard copy or digital formats. The Board has the discretion to retain records longer than the period indicated in this policy, but no records may be destroyed earlier than designated.

1. Cash receipts, deposit books, cancelled cheques, cheque stubs, invoices and bank statements will be held for 7 years.
2. Employee records including personnel files, job applications from hired individuals, performance appraisal reports, payroll records including T4 slips, WCB claims, Records of Employment and attendance records, will be held permanently.
3. Unsolicited resumes, job applications from individuals not hired and internet log records will be held for one year.
4. Grant applications of all types will be held for 7 years.
5. Board bylaws; minutes; agreements; annual reports; financial reviews including financial statements, budgets and balance sheets; historical correspondence and reviews; insurance claims; legal opinions and proceedings; records of files destroyed; building floor plans and maintenance reports; media releases and photos; and income tax records will be kept permanently.
6. Purchase information and/or manuals for assets such as shelving, computers, software and other equipment shall be kept for the life of the asset.

Records to be destroyed shall be listed in a document presented to the Library Board. The Board needs to pass a motion to approve the destruction of the records before it takes place. Records shall be shredded under the supervision of the Library Manager. Records that are kept permanently shall be kept in a secure location.

### **3.22 Freedom of Information & Protection of Privacy Act (FOIPP)**

***December 1999***

The Forestburg Municipal Library adheres to the Freedom of Information and Protection of Privacy Act, and as such, has appointed the Library Manager as FOIP Head. Record management and fees are as set in the Forestburg Municipal Library Bylaw, Section 8.

**May 2015**

The library is allowed to take pictures and use them in displays or newsletters, which extend to library web pages, and social media. Proper notice to patrons under Section 34 (2) FOIP must be given with signs about photography made clearly visible and put up several days before an event. Information could be included in media, brochures, etc.

### **3.23 DISCIPLINE**

#### ***May 2007***

Our discipline policy is required to keep the library a pleasant place for users of all ages and abilities to visit, and for staff and volunteers to be able to work in.

When rules are not being followed, remind the user immediately of the rule. As a general guideline, if you think a user is being rude and the behaviour is not something you would allow in your home, call them on it (for example – swearing; telling other users to shut up/calling them names, hitting, running, playing with or taking others' personal belonging without permission). For Internet Policy concerns, please refer to Section 3.38.

#### **Procedure:**

Check the DISCIPLINE BOOK in the desk drawer to see if this patron has had a earlier warning. These warnings are cumulative from day to day (they don't get to start over every day).

FIRST TIME – Remind user of the rule(s) and tell him/her that this is their FIRST WARNING. Ask the patron his/her name if you don't know who they are, and record the incident in the Discipline Book in desk drawer.

SECOND TIME – Tell patron that this is their SECOND WARNING (for the breaking of any rule – does not have to be the same rule as the first time). Tell user that next time he/she will be asked to leave for the day. Record in Discipline Book.

THIRD TIME – Ask the user to leave the library for the day. Record in Discipline Book.

Advise the patron that when they return, any further incidents WILL NOT BE TOLERATED – they will immediately be asked to leave and banned for the next day.

Anyone that has already been asked to leave the library once will receive ZERO TOLERANCE for any future incidents – they will immediately be asked to leave for that day and BANNED for the NEXT DAY that the library is open. If the patron is a minor, ask the Library Manager to phone the parent and send a letter to them to advise them of the situation.

FURTHER INCIDENTS after BANNING for ONE DAY – BAN for ONE WEEK

FURTHER INCIDENTS after BANNING for ONE WEEK – BAN for ONE MONTH

### **3.3 RESOURCES**

#### **3.31 Lending**

***May 2015***

1. All materials shall be loaned to borrowers free of charge within the rules and regulations as established in the bylaw. Materials in the Reference collection are for in-library use only.
2. Materials may be renewed twice after the initial lending period. The total lending period will be 9 weeks for books, multi-disc audio-visual materials and audio books, or 3 weeks in the case of magazines and other types of audiovisual materials.
3. Materials may be reserved throughout Parkland Regional Library on a first-come, first-served basis.

#### **3.32 Inter-Library Loans and Resource Sharing**

***September 2010***

1. The Board recognizes that the library is unable to stock all materials that may be needed by the general membership. In fulfilling the needs of the general membership, interlibrary loans are made possible.
2. As a member library, the Board supports the Parkland Regional Library System and shall continue to cooperate and participate in its operations and services.
3. The board fully supports reciprocal lending with libraries in the The Alberta Library Card program, and other libraries across Canada.
4. The first level of resource sharing is Parkland Regional Library, followed by other Alberta libraries who participate in reciprocal lending, then libraries across Canada.

#### **TAL Online (The Alberta Library April, 2014)**

1. Resources discoverable in TAL Online and normally loaned to a member's primary users must be requestable through TAL Online. Exceptions may be made for special collections (e.g. heritage material, archives, rare books, course reserve materials, e-readers, tools and equipment, etc.)

## **TAL Card**

1. TAL Card users will normally be issued the TAL Card by their home library. Host libraries may issue a TAL Card to the primary user of another member library; verification of user identity and standing at the users home library is at the discretion of the host library.
2. TAL Card holders shall have borrowing privileges equivalent to local users except where prohibited by licensing agreements. The host library will determine user type equivalencies (e.g. public library adult user=undergraduate student).
3. TAL Card holders must abide by host library lending rules.
4. TAL Card holders will not be charged a fee for borrowing materials from member libraries outside their home library.
5. Late fees and/or replacement costs will be applied to TAL Card holders as prescribed by host library policies and will be collectable by host libraries.
6. Borrowed materials can be returned at any member library in Alberta and these returns will be forwarded to the host library.
7. TAL Cards may only be issued to juveniles with the permission of the parent or guardian.

### **3.33 Multilingual and Special Needs Service**

***May 2015***

The Board recognizes there may be a need to provide special materials and services to satisfy the demands of the general membership.

1. Multilingual Materials
  - a. Materials required in a language other than English shall be accessed through any database Parkland subscribes to.
2. Service to Library Patrons unable to read conventional print materials
  - a. Library staff is responsible for ordering large print books and talking books when necessary.
3. Library Services for Special Needs Patrons
  - a. Outreach Service: The Library will endeavour to provide an Outreach Service, upon request, to any patron in the community who by reason of health, age or unusual circumstance, is unable to visit the Library and use its regular services.
  - b. Other Needs: Whenever possible, the Library will attempt to provide through its own collection and/or regional resources and subject to availability, reasonable access to high interest, low vocabulary materials for all appropriate age levels, including adult basic reading materials.

### **3.34 Material Selections, Acquisitions and Purchase**

***January 2002***

#### 1. Material Selection

- a. It is the intention of the Forestburg Municipal Library Board to provide the materials necessary to guarantee and facilitate access to all expressions of knowledge and intellectual activity. The library shall acquire and make available the widest variety of materials.
- b. The responsibility for the selection of materials is delegated to the Library Manager.
- c. In selecting materials for purchase, the Library Manager shall:
  - Evaluate the existing collection.
  - Consult reputable, unbiased professionally prepared selection aids and/or examine the material.
  - Keep up to date with reviews in industry publications & newspapers.
- d. The Library will attempt to make available a diversity of views and expressions, including those which may be unorthodox or unpopular with the majority.
- e. Selections are made on the basis of content without regard to the author's race, nationality, political or religious views.
- f. The presence of a book, periodical or other material in the Library does not constitute an endorsement of its contents.

#### 2. Acquisitions and Purchase

- a. Materials are ordered and processed through the Library Manager.
- b. The Library accepts the responsibility for securing information beyond its own resources by borrowing materials which it does not own and which cannot be purchased, or for which the demand does not justify purchase.

### **3.35 De-Selection of Materials**

#### **April 2008**

1. The Library Manager is responsible for de-selecting (weeding) materials from the shelves, on an ongoing basis. If necessary for a major weeding, the assistance of the Parkland Regional Library consultant may be requested. Other staff and/or volunteers may assist in this process, however, the final decision should rest with the Library Manager.
2. Materials may be de-selected on the following basis:
  - a. Poor condition – wear, missing pages, water damage, soiled, stained, etc.
  - b. Low circulation – It is at the discretion of the Library Manager to determine what is an adequate level of circulation for a particular item in our library.
  - c. Outdated reference/non-fiction material – for example, no more than 5 years old for medical reference books, no more than 10 years for encyclopedias, materials that are no longer culturally appropriate.
  - d. Duplicate copies of the same work - for example, may be on the shelves in both hardcover and paperback; or alternatively there are many copies of the book in the Parkland Regional Library system and our library's copy has not been circulating.
3. Materials that might qualify for de-selection on any of the above may be retained, if one of the following applies:
  - a. The item is the only copy in the Parkland Regional Library system.
  - b. The item has local or regional value or is in a subject area where there are few resources – for example, books by local authors.
4. Materials de-selected because of poor condition may be replaced with a new copy if the Library Manager feels that the library should still have a copy. A different edition may need to be purchased if it is an older title and the original is out of print.
5. It is at the discretion of the Library Staff to remove from circulation any books or materials donated to the Library as a memorial, using the guidelines as in 3.35.2 and 3.35.3 above.
6. De-selected books may be put in a book sale as long as they are in reasonable condition and not outdated medical reference or culturally inappropriate (see 3.35.2c above ). Books not sold at the sale will be recycled where possible; videos, cds, dvds have to be discarded if it is not likely that they will sell at a future sale.



### **3.36 Donated Books and Materials**

***May 2015***

1. From time to time, books and materials may be donated to the library for use by the general membership. In this instance, the Library Manager has full authority to do with these materials as he/she sees fit.
2. As a guideline, only hardcovers 5 years old or less, and paperbacks 2 years old or less, shall be accepted into the collection, as books older than this generally do not stand up in circulation. However, if the book is in good condition and deemed to be a good addition to our collection, the Library Manager may exceed these guidelines.
3. Donators are to be notified at the time of the donation that not every book donated may be added to the collection and advised that books put in circulation may be sold at one of our fundraising book sales. If they are not in favour of this, do not accept the donation.
4. Books donated as a memorial to a family member may have a bookplate or label applied to the inside cover identifying the item as such.
5. A donated book in "like new" condition accompanied by a receipt may have a tax deductible receipt issued for the value of the book (not including GST). The receipt is to be retained and accompany the library's copy of the tax receipt.
6. Books may be put in a used book sale as long as they are in reasonable condition and not outdated medical reference or culturally inappropriate material (see 3.35.2c). Books left over from the sale that are not likely to sell in future can go to a recycling facility like Centra-Cam in Camrose.

### **3.37 Request for Reconsideration of Library Material**

***November 2010***

Some individuals may take issue with the materials held within Forestburg Public Library collections. When a patron has an issue with a particular item, staff is available to discuss concerns and to identify alternate materials that may be on hand. If a patron's concern is not satisfied through discussion with staff, a formal, written Request for Reconsideration of Library Material may be submitted to the Library Manager.

Forestburg Public Library is not a judicial body. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged material will be removed solely based on a complaint of obscenity or any other category covered by law until a local court of competent jurisdiction has ruled against the material. No material will be knowingly added to the library collection that has been previously determined to be in noncompliance with local laws.

For a request for reconsideration to be considered, the form must be completed in full. The patron submitting the request must be a resident of Parkland Regional Library's service area and hold a valid Forestburg Public Library borrower's card. Forestburg Public Library staff will consider each request in terms of the criteria outlined in the library's materials selection policy and the principles of the Canadian Library Association's Position Statement on Intellectual Freedom (see Appendix B), printed reviews and other appropriate sources. The Manager will respond in writing to the patron's request for reconsideration within 30 days of receipt. The response will indicate the action to be taken and reasons for or against the request. An item will be evaluated for reconsideration only once in a 12-month period.

All requests for reconsideration will be reported to the Forestburg Public Library Board.

*Note: The Request for Reconsideration of Library Material form is in Appendix A.*

### **3.38 Internet Use**

***August 2007***

The Library Board provides high speed internet access free of charge to the public. Users do not have to have a library card. Users may also bring in their own laptop computer for hookup to the internet.

The Forestburg Public Library Board has no control over information accessed through the internet and cannot be held responsible for its content. It is the user's responsibility to determine the accuracy of the material retrieved. Materials on the internet may be subject to copyright laws which users are responsible for upholding.

Illegal activities or any other activities intended to disrupt network services or equipment are prohibited. Canadian civil and criminal law prohibit display or dissemination of harassment, libel, slander, hate literature, child pornography, graphic pornography, illicit drug literature, obscene material or any other material tending to deprive any person of his or her rights or is an affront to human dignity.

#### **Internet Use Policy**

**May 2015**

##### **Intellectual Freedom and Access to Information**

The library provides unfiltered public access to the Internet as a means of expanding information access to the widest variety of resources to all members of society.

We uphold the principles of intellectual freedom and the public's right to know by providing people of all ages with access to information which reflects all points of view. This may include resources that some may consider controversial or offensive.

##### **Children and Families**

The library does not act *in loco parentis*. Parents and guardians are responsible for supervising their children's access to all library resources, including the Internet. Library staff will be pleased to provide information and advice to assist parents or guardians in educating their children on the safe and effective use of the Internet.

**Appropriate Use**

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.

**Assumption of Risk**

Use of the library's Internet service and wireless network is entirely at the risk of the user. The library is not responsible for any damage to personal devices, loss of data, loss of confidential information or any other damages that may occur while using the library's Internet service or wireless network. The library makes no warranty that Internet content will be accurate, reliable or safe for download or any other purpose.

**Wireless**

The library's wireless network is a public, unsecured network. As with all public networks, users are at risk of having their information intercepted and/or viewed by others. Bandwidth limits on wireless access may also be imposed.

**Time Limits**

Time limits on Internet computers may be enforced at the discretion of library staff to ensure that all users have the opportunity to use Internet resources.

**Failure to Comply**

Failure to comply with the Internet use policy may result in suspension of Internet privileges and/or a request to leave the library. Continued violation may result in suspension of library privileges.

## APPENDIX A

### Request for Reconsideration of Library Material

The Forestburg Public Library Board has delegated the responsibility for selection and evaluation of library resources to the Library Manager. A reconsideration procedure has been established to address concerns about those resources. Completion of this form is the first step in this procedure. If you wish to request reconsideration of library material, please return the completed form to:  
**Library Manager, Forestburg Public Library, Box 579, Forestburg, AB T0B 1N0.**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_

Postal Code \_\_\_\_\_ Phone \_\_\_\_\_

Do you represent self? \_\_\_\_\_ Organization? (please specify) \_\_\_\_\_

1. Resource on which you are commenting:

\_\_\_\_\_ Book \_\_\_\_\_ Video \_\_\_\_\_ Music CD \_\_\_\_\_ Audio Book \_\_\_\_\_ Magazine

\_\_\_\_\_ Newspaper \_\_\_\_\_ Library Program \_\_\_\_\_ Other (specify) \_\_\_\_\_

Title \_\_\_\_\_

Author/Producer \_\_\_\_\_

2. How was this item brought to your attention?

3. Have you read or examined the entire resource?

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

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

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

7. What action are you recommending?

Signature of Complainant \_\_\_\_\_ Date \_\_\_\_\_

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

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

## **APPENDIX B**

Canadian Library Association / Association canadienne des bibliothèques

### **Position Statement on Intellectual Freedom**

*Approved by Executive Council ~ June 27, 1974; Amended November 17, 1983; and November 18, 1985*

All persons in Canada have 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. This 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.