

By-Laws and Policies of the City of Red Deer Library Board

**Red Deer Public Library
Red Deer, Alberta
Revised December 2017**

TABLE OF CONTENTS

PREFACE	5
SECTION 1 – GENERAL	6
POLICY 1.1 – VISION, MISSION, AND VALUES	6
SECTION 2 – THE BOARD	8
POLICY 2.1 – BOARD BY-LAW	8
POLICY 2.2 – BOARD MEMBERSHIP	9
POLICY 2.3 – BOARD ORGANIZATION	10
POLICY 2.4 – BOARD MEETINGS	12
POLICY 2.5 – FINANCIAL ADMINISTRATION	13
POLICY 2.6 – FRIENDS OF THE RED DEER PUBLIC LIBRARY	15
POLICY 2.7 – BOARD TRUSTEE ORIENTATION	16
POLICY 2.8 – BOARD TRUSTEE CONTINUING EDUCATION	17
POLICY 2.9 – BOARD MEMBERSHIPS	18
POLICY 2.10 – CODE OF CONDUCT	19
POLICY 2.11 – CEO PERFORMANCE EVALUATION	20
SECTION 3 – LIBRARY MEMBERSHIP	22
POLICY 3.1 – BOARD BY-LAW	22
POLICY 3.1A – BOARD BY-LAW – SCHEDULE “A”	24
POLICY 3.1B – BOARD BY-LAW – SCHEDULE “B” <i>UNDER REVIEW</i>	25
POLICY 3.1C – BOARD BY-LAW – SCHEDULE “C” <i>UNDER REVIEW</i>	27
POLICY 3.1D – BOARD BY-LAW – SCHEDULE “D” <i>UNDER REVIEW</i>	28
POLICY 3.2 – CONFIDENTIALITY OF USER RECORDS	30
SECTION 4 – FACILITIES	31
POLICY 4.1 – HOURS OF OPERATION	31
POLICY 4.2 – UNATTENDED CHILDREN	32
POLICY 4.3 – STOLEN OR LOST PROPERTY	33
POLICY 4.4 – SECURITY CAMERAS	34
POLICY 4.5 – ALTERNATE USE OF LIBRARY FACILITY	35
POLICY 4.6 – LIBRARY ENVIRONMENT	36
POLICY 4.7 – INTERNET ACCESS	37
SECTION 5 – LIBRARY MATERIALS	39
POLICY 5.1 – LIBRARY MATERIALS	39
POLICY 5.2 – COLLECTION DEVELOPMENT	40
POLICY 5.3 – LIBRARY MATERIALS VENDORS	41

POLICY 5.4 - RECONSIDERATION OF LIBRARY MATERIALS	42
POLICY 5.5 - DONATIONS TO MATERIALS COLLECTION	43
POLICY 5.6 – PROVISION OF SERVICE TO THOSE UNABLE TO USE CONVENTIONAL PRINT	44
SECTION 6 – COMMUNITY RELATIONS	45
POLICY 6.1 – COMMUNITY RELATIONS	45
POLICY 6.2 – MEDIA RELATIONS	46
POLICY 6.3 – PROMOTIONAL ACTIVITIES	47
POLICY 6.4 – LIBRARY PROGRAMS	48
SECTION 7 – ADMINISTRATION	49
POLICY 7.1 – BOARD BY-LAW –	
FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FOIP ACT)	49
POLICY 7.2 – PERSONAL INFORMATION BANK	50
POLICY 7.3 – RECORDS RETENTION	52
SECTION 8 – FINANCIAL	54
POLICY 8.1 – INVESTMENTS	54
POLICY 8.2 – GIFTS AND DONATIONS	55
POLICY 8.3 – CAPITAL ASSETS AND OTHER ITEMS PURCHASED	56
POLICY 8.4 – DISPOSAL OF SURPLUS ASSETS	57
POLICY 8.5 – LIBRARY MATERIALS FUNDS	58
POLICY 8.6 – PLANNED GIVING	59
POLICY 8.7 – FUNDRAISING AND SPONSORSHIP	60
SECTION 9 – LIBRARY PERSONNEL	62
POLICY 9.1 – STAFFING	62
POLICY 9.2 – CONDITIONS OF EMPLOYMENT	63
POLICY 9.3 – EMPLOYEE RESIGNATION	64
POLICY 9.4 – EMPLOYEE CONSULTING	65
POLICY 9.5 – STAFF DEVELOPMENT	66
POLICY 9.6 – BOARD DEVELOPMENT	67
POLICY 9.7 – EMPLOYEE PERFORMANCE REVIEW	68
POLICY 9.8 – STAFF COMMUNICATION	69
POLICY 9.9 – EMPLOYEE ORIENTATION	70
POLICY 9.10 – JOB EXCHANGES	71
POLICY 9.11 – EXPENSE CLAIMS	72
POLICY 9.12 – EMPLOYMENT OF FAMILY MEMBERS	73
POLICY 9.13 – EMPLOYEE CIVIC RIGHTS	74
POLICY 9.14 – LONG TERM EMPLOYEE RECOGNITION	75

POLICY 9.15 – VACATION AND TIME-IN-LIEU BOARD LIABILITY	76
POLICY 9.16 – EMPLOYEE PENSIONS	77
SECTION 10 – HEALTH AND SAFETY	78
POLICY 10.1 – BOARD COMMITMENT TO HEALTH AND SAFETY	78
POLICY 10.2 – MANAGEMENT RESPONSIBILITIES	79
POLICY 10.3 – PROTECTION FROM VIOLENCE AND HARASSMENT	80
POLICY 10.4 – PROTECTION FROM SEXUAL HARASSMENT	81
POLICY 10.5 – WORKING ALONE	84
POLICY 10.6 – WORKPLACE INSPECTIONS	85
POLICY 10.7 – HEALTH AND SAFETY ORIENTATION	86
POLICY 10.8 – EMERGENCY PREPAREDNESS	87
POLICY 10.9 - SCENT-FREE ENVIRONMENT	88
SECTION 11 – INTERNET TECHNOLOGY	89
POLICY 11.1 – STAFF USE OF COMPUTERS	89
POLICY 11.2 – BOARD USE OF TECHNOLOGY	90
APPENDICES	91
APPENDIX A – ACCEPTABLE USE POLICY	91
APPENDIX B – ACCEPTABLE CUSTOMER BEHAVIOUR GUIDELINES	92
APPENDIX C – CLA STATEMENT ON INTELLECTUAL FREEDOM	95
APPENDIX D – RECONSIDERATION OF LIBRARY MATERIALS	96
APPENDIX E – STAFF DEVELOPMENT	97
APPENDIX F – <i>UNDER REVIEW</i>	99

PREFACE

This manual was compiled using the following guidelines:

- 1. Policies guide decision making and are set by the Library Board, while operational procedures drive actions and are developed by library management in line with policies; procedures identified as Board procedures will be developed exclusively by the Board in consultation with the CEO;**
- 2. Policies allow for managerial discretion, while procedures are detailed and specific;**
- 3. Policies are an integral part of organizational strategies, while procedures are tactical tools;**
- 4. Policies may arise from legislation, management recommendations or Library Board;**
- 5. The terms "Board Trustee" and "Board Member" are used interchangeably throughout the document;**
- 6. By-laws are policies mandated by the Public Libraries Services Branch (PLSB) and are legally enforceable.**

SECTION I – GENERAL

POLICY I.1 – VISION, MISSION, AND VALUES

Creation Date: October 1995

Last Revision Date: March 2012

Last Review Date: March 2017

VISION

Provide a welcoming environment where everyone will discover, share, develop, and value our public library.

MISSION

Enrich lives by promoting literacy and providing access to knowledge and culture.

GOALS

Specific annual Library goals will be set out by the CEO in the Service Plan.

Goals are achieved by:

- Providing information, resources, tools, programs, and services;
- Supporting intellectual freedom by opening the world of information to all in our community;
- Providing our Library users with a wide variety of free resources that are fun and/or useful and/or engaging;
- Making technology and other tools available to assist our users in finding the information and resources they want or need;
- Delivering and/or co-sponsoring a wide variety of interesting and informative programs and services for our users.

VALUES

Learning and Literacy

- Fostering enthusiasm for learning;
- Assisting our users to find information and resources important to them;
- Supporting and building literacy in our community;
- Encouraging the professional growth and development of our staff;
- Discovering opportunities for innovation in the workplace and in our professional practices;
- Learning about and using existing and new technology.

Access and Inclusion

- Identifying and removing barriers to information, facilities, programs, and services;
- Building, renovating, and maintaining facilities accessible to all;
- Making our information, programs, and services readily available to everyone in the community;
- Using technology to expand what we do and how we do it;
- Maintaining a strong web presence that extends our reach in the community and beyond.

Community

- Using a community development model to ensure we are meeting the needs and interests of our users;
- Collaborating with and supporting a variety of community groups;
- Providing leadership in the quest for a greener and more sustainable community.

Relationships

- Building trust through honest communication;
- Making meaningful connections with our users;
- Ensuring our processes and decisions are open;
- Working well together within the organization;
- Supporting the efforts of our staff and volunteers.

Fun

- Creating an environment in which Library users may be encouraged to enjoy what we offer;
- Building a positive and energetic work environment for staff and volunteers;
- Creating opportunities for staff and volunteers to have fun as they work.

The Arts

- Providing Library users with exciting and accessible opportunities to experience and learn more about the literary, performing, and visual arts.

SECTION 2 – THE BOARD

POLICY 2.1 – BOARD BY-LAW

Creation Date: March 2012

Last Revision Date: March 2017

Last Review Date: May 2017

- 2.1.1 The Red Deer Public Library Board (“the Board”) was created under the provision of the Libraries Act Chapter L.11 of the Revised Statutes of Alberta, 2000 and its regulations 141/ 98, and the City of Red Deer By-Law #363 dated April 23, 1914.
- 2.1.2 Trustees of the Red Deer Public Library (“the Library”) shall assume that these responsibilities are allocated to Board members by the relevant legislations noted above. Among those responsibilities are:
 - 2.1.2.1 Recruitment, selection and evaluation of the Library CEO;
 - 2.1.2.2 Development and execution of a rolling three year strategic plan of service;
 - 2.1.2.3 Approval of an annual budget and the monitoring of financial activity; and
 - 2.1.2.4 Development and implementation of appropriate policies to ensure the provision of high level library service to the community of Red Deer.

POLICY 2.2 – BOARD MEMBERSHIP

Creation Date: March 2012

Last Revision Date: March 2017

Last Review Date: March 2017

- 2.2.1 Trustees of the Board are appointed by the Red Deer City Council for a term of three years or less, depending on vacancies or resignations;
- 2.2.2 The Board shall consist of ten members, one of whom shall be a Councilor appointed by Red Deer City Council at its annual organizational meeting;
- 2.2.3 Generally, a Trustee may not serve more than two full consecutive terms.
 - 2.2.3.1 A Trustee who is first appointed to the Board to fill out a partial term (e.g., to replace a Trustee who has resigned before completing a full term) will be eligible to serve two more full consecutive terms.
- 2.2.4 A Trustee may serve one additional two year term when approved by the Board;
- 2.2.5 A Trustee who, without authorization, misses 3 consecutive Board meetings or 4 total meetings in a Board year may be asked to resign;
- 2.2.6 Trustees receive no direct or indirect compensation but will be reimbursed for expenses incurred on Board business. Expenses such as travel, meals, accommodations, registration fees and parking will be reimbursed upon the provision of receipts; in accordance with Policy 9.11 – Expense Claims.
- 2.2.7 A retiring Board member who has served on the Board for three or more years shall receive a gold Library membership card which will entitle him/her to a free lifetime membership in the Library.

POLICY 2.3 – BOARD ORGANIZATION

Creation Date: March 2012

Last Revision Date: May 2017

Last Review Date: May 2017

2.3.1 The Board Officers:

- 2.3.1.1 The Chair and the Vice-chair will be elected by the Board members at the regular November meeting each year;
- 2.3.1.2 Shall serve a term of one year from the meeting at which they are elected and until successors are duly elected;
- 2.3.1.3 May not serve more than three consecutive, one-year terms.
- 2.3.1.4 Three signing officers are assigned at the regular November meeting each year.
- 2.3.1.5 The City Council appointee shall not serve on the executive.

2.3.2 The Chair:

- 2.3.2.1 Presides at meetings of the Board, executes documents authorized by the Board, serves as an ex-officio member of the standing and ad hoc committees of the Board, and performs all duties associated with the office;
- 2.3.2.2 Annually appoints a Nominating committee at least one month prior to the November meeting to identify those willing to serve as officers to be presented at the November meeting. Nominations from the floor may also be made at this meeting;
- 2.3.2.3 Signs a copy of the Board meeting minutes upon their confirmation by the Board.

2.3.3 The Vice Chair:

- 2.3.3.1 In the absence or disability of the Board Chair, or if there is a vacancy in that office, the Vice-chair shall assume and perform the functions of the Chair.

2.3.4 The Executive Committee:

- 2.3.4.1 Is made up of the Board chair, Vice-chair and the Chairs of each of the two standing committees of the Board;
- 2.3.4.2 Attends to matters of an emergent nature between regular Board meetings and reports its decision at the next full Board meeting for consultation and confirmation;
- 2.3.4.3 Considers matters requiring a decision during any period the Board is recessed.

2.3.5 Board Standing Committees:

- 2.3.5.1 There shall be two standing committees of the Board: the Planning and Finance Committee and the Personnel and Administration Committee;

- 2.3.5.2 Each standing committee will be made up of approximately the same number of Trustees; each Board Trustee serves on one of the two standing committees;
- 2.3.5.3 Chairs for each committee are elected by the Board at the November Board meeting.
- 2.3.5.4 Considers matters falling within its terms of reference, reporting decisions and recommendations to the next Board meeting for confirmation;
- 2.3.5.5 The Board may strike ad hoc committees as deemed necessary.

2.3.6 **Board Standing Committee Terms of Reference**

2.3.6.1 **The Planning and Finance Committee:**

- 2.3.6.1.1 Develops and presents an annual budget to the Board at the September meeting;
- 2.3.6.1.2 Develops a three year rolling Strategic Plan based on a community needs assessment;
- 2.3.6.1.3 Monitors the budget and financial activities, including investments;
- 2.3.6.1.4 Reviews the audited financial statements with the auditor and presents them to the Board for consideration;
- 2.3.6.1.5 Develops plans as necessary for special funding requests;
- 2.3.6.1.6 Recommends financial policies to the Board;

2.3.6.2 **The Personnel and Administration Committee:**

- 2.3.6.2.1 Recruits and makes recommendations to the Library Board on the appointment of the CEO;
- 2.3.6.2.2 Conducts an annual performance review of the CEO and provides recommendations to the Board;
- 2.3.6.2.3 Develops and recommends Personnel Policies to the Board;
- 2.3.6.2.4 Ensures Board policies and by-laws are current and filed with Public Library Services Branch and made public on the Library's website, and ensures these policies and by-laws conform to existing Alberta Library Branch legislation;

POLICY 2.4 – BOARD MEETINGS

Creation Date: March 2012

Last Revision Date: March 2017

Last Review Date: March 2017

- 2.4.1 Ten regular Board meetings shall be held per year (September - June), standing recessed during July and August with the Executive Committee acting on behalf of the Board during these two months;
- 2.4.2 The election of Board officers and other business arising takes place during the regular November meeting;
- 2.4.3 A quorum for the transaction of business at any Board meeting shall consist of fifty percent (50%) of the Trustees present in person;
- 2.4.4 The order of business for regular meetings shall include, but not be limited to, the items in the sample agenda found in Appendix G.
- 2.4.5 Board meetings shall be governed by the rules contained in the current edition of Robert's Rules of Order – Newly Revised, in all cases applicable and not inconsistent with Board by-laws or any special rules of order adopted by the Board;
- 2.4.6 Special Board meetings may be called at the direction of the Chair, or at the request of four Trustees, for the purpose of transacting business stated in the call for the meeting;
- 2.4.7 The CEO or designate shall attend all Board and Committee meetings and shall ensure a true and accurate record is kept.
- 2.4.8 Ex-officio trustees shall have voting rights at all Committee meetings.

POLICY 2.5 – FINANCIAL ADMINISTRATION

Creation Date: March 2012

Last Revision Date: March 2017

Last Review Date: March 2017

2.5.1 Audit

2.5.1.1 The Board shall appoint an auditor annually and may request competitive bids at the discretion of the Board;

2.5.1.2 The financial records of the Library will be prepared for audit as soon as reasonably possible after the year end (December 31);

2.5.1.3 The auditor will present the audited financial statements to the Planning and Finance Committee, which after consideration and review, makes recommendations to the Board.

2.5.2 Banking

2.5.2.1 From time to time, the Planning and Finance Committee will review the banking service provided to the Library and may make recommendations for change to the Board;

2.5.2.2 Any change in banking service shall be by motion of the full Board.

2.5.3 Fiscal Year

2.5.3.1 The fiscal year of the Library shall be January 1 to December 31 inclusive.

2.5.4 Contracts

2.5.4.1 Contracts and agreements for goods and services with a value of ten thousand dollars (\$10,000) or more entered into between the Board and suppliers will be submitted, in writing, to the Planning and Finance Committee at a regular or budget meeting for review and recommendation to the Board;

2.5.4.2 Existing contracts with a value of ten thousand dollars (\$10,000) or more which are being considered for an increase of fifteen percent (15%) or more of the budgeted amount will be brought to the Planning and Finance Committee for review and recommendation to the Board.

2.5.5 Financial Statements

2.5.5.1 A monthly financial statement, prepared by the Financial Officer and reviewed by the CEO or his/her designate, outlining the current year budget, year-to-date expenses, budget variances and percentage expended will be presented to the Planning and Finance Committee for its review and recommendation to the Board at its next regular monthly Board meeting;

2.5.5.2 The CEO shall report any financial anomalies to the Board Chair and the Chair of the Planning and Finance Committee as soon as possible after being noted.

2.5.6 **Signing Authority for Cheques**

2.5.6.1 Two authorized signatures are required on each cheque prepared on behalf of the Library;

2.5.6.2 Financial signing officers shall be the CEO, the Deputy CEO, and one of three Board Trustees designated by motion at the regular November Board meeting;

2.5.7 **Conferences and Other Expenses**

2.5.7.1 Board Trustees delegated to attend conferences or authorized meetings shall be paid, upon provision of written receipts, expenses in accordance with budget provisions Policy 9.11 Expense Claims.

POLICY 2.6 – FRIENDS OF THE RED DEER PUBLIC LIBRARY

Creation Date: March 2012

Last Revision Date: March 2012

Last Review Date: March 2017

- 2.6.1 ***The Society of the Friends of the Red Deer Public Library*** (“The Society”) is an independent, charitable, not-for-profit organization established under provincial statute and has its own Revenue Canada income tax number;
- 2.6.2 In order to ensure a close working relationship between The Society and the Board of Trustees, the Board annually will appoint a Trustee as formal liaison with the Society;
- 2.6.3 The Board – Society liaison Trustee shall attend meetings of The Society and shall report to the Board on those matters of mutual importance.
- 2.6.4 The Board will support the professional development for the Executive of The Society.

POLICY 2.7 – BOARD TRUSTEE ORIENTATION

Creation Date: March 2012

Last Revision Date: March 2017

Last Review Date: March 2017

- 2.7.1 An appropriate Board Trustee orientation meeting shall be held after new Board Trustees are appointed by Red Deer City Council and before they attend the first Board meeting after such appointments takes effect;
- 2.7.2 This orientation meeting shall be planned and organized by the CEO;
- 2.7.3 The purpose of the Orientation Meeting is to provide an opportunity for new Board Trustees to become knowledgeable about the philosophy and operating procedures of the Library;
- 2.7.4 At the Board Orientation Meeting, each new Board Trustee will receive materials including the:
 - 2.7.4.1 Libraries Act;
 - 2.7.4.2 Board By-Laws;
 - 2.7.4.3 Organizational Chart, including names of people holding the positions;
 - 2.7.4.4 Current Annual Report and Audited Financial Statement;
 - 2.7.4.5 Names, addresses and telephone numbers of all current Board Trustees;
 - 2.7.4.6 Goals and Objectives of the Library;
 - 2.7.4.7 Three-year Plan of Service;
 - 2.7.4.8 Relevant Library brochures and handouts;
 - 2.7.4.9 Past three sets of Board minutes;
 - 2.7.4.10 Board meeting date schedules;
 - 2.7.4.11 Names, addresses and phone numbers of key contacts such as the Mayor, MLAs, School Board superintendents, and the like;
 - 2.7.4.12 Relevant material, such as brochures published by provincial and national library associations.

POLICY 2.8 – BOARD TRUSTEE CONTINUING EDUCATION

Creation Date: March 2012

Last Revision Date: April 2015

Last Review Date: March 2017

- 2.8.1 The Board encourages members to learn by participating in workshops, seminars, webinars, meetings and conferences related to library issues, legislation and Board governance;
- 2.8.2 The CEO and Board members shall bring relevant programs, seminars, webinars or conferences likely to be of interest to Board Members to the attention of the Board as necessary or available;
- 2.8.3 If participation incurs an expense or absence from Board duties, Board approval is needed;
- 2.8.4 Board Members shall be reimbursed for expenses incurred participating in such continuing education opportunities, as approved by the Library Board, including travel, meals, accommodation, and registration fees in accordance with the Policy 9.1 I - Expense Claims.

POLICY 2.9 – BOARD MEMBERSHIPS

Creation Date: March 2012

Last Revision Date: May 2015

Last Review Date: March 2017

- 2.9.1 The Board belongs to the Library Association of Alberta, the Canadian Library Association, the Alberta Library Trustee Association and other relevant organizations as an institutional member;
- 2.9.2 Membership fees to belong to these organizations shall be budgeted regularly as part of the normal operating budget of the Library.

POLICY 2.10 – CODE OF CONDUCT

Creation Date: November 2013

Last Revision Date: May 2015

Last Review Date: March 2017

- 2.10.1 As part of the orientation process to the board, new board members are presented with a statement of confidentiality which must be agreed to and signed prior to attending their first Board meeting.
- 2.10.2 Board members are required to declare any potential conflict of interest at the beginning of any committee or board meeting when the agenda is reviewed. This declaration will be recorded in the minutes of said meeting. The Board Chair will rule as to whether the declaration constitutes a conflict. In the case where a conflict is deemed to exist, the member in conflict will absent themselves from any discussion or vote of the issue at hand.
- 2.10.3 Board members will refrain from direct involvement in library operations. Any suggestions or concerns relating to operational issues will be communicated directly through the CEO.

POLICY 2.11 – CEO PERFORMANCE EVALUATION

Creation Date: May 2014

Last Revision Date: March 2017

Last Review Date: March 2017

- 2.11.1 The CEO is entitled to a formal performance evaluation by the Library Board on an annual basis.
- 2.11.2 The evaluation will be carried out by a committee of the Board focusing on the criteria below and shall receive, inquire into and review the evidence, provide the Board with a summary of its findings, and make recommendations to the Board if any are required.
 - 2.11.2.1 The Committee shall be made up of the Board Chair, the Chair of the Personnel and Administration Committee, and other Board members as designated.
 - 2.11.2.2 Performance review reports are to be confidential and made available to only the CEO and the Board.
 - 2.11.2.3 At the conclusion of the evaluation, the Personnel and Administration Committee will, together with the CEO, review the CEO job description and revise if necessary.
 - 2.11.2.4 Appendices (under development) will include the instruments and procedures, which will be identified as a Board procedure, as per the Preface.
- 2.11.3 Evaluation Criteria
 - 2.11.3.1 The CEO's performance shall be evaluated on the basis of the following criteria:
 - 2.11.3.1.1 Accomplishment of RDPL's mission, objectives and strategic results for which the CEO is responsible.
 - 2.11.3.1.2 Adherence to operational policies approved by the Board.
- 2.11.4 Board Procedure
 - 2.11.4.1 The Evaluation Committee will determine who will participate in the evaluation, what instruments will be used, and the timelines for completion. Participants could include the board, administration staff, management staff, city senior management and library partners.
 - 2.11.4.2 The committee will prepare and distribute the evaluation instruments which could include confidential interviews with participants.
 - 2.11.4.3 The CEO will conduct a self-assessment (Guideline: there should be a two week response time on the CEO's self-assessment and on the survey if one is used).
 - 2.11.4.4 The committee will gather, tabulate and interpret the results and prepare a report for the initial interview with the CEO. This interview should occur

within three weeks of the deadline for survey responses. Prior to the interview with the CEO, the P&A committee will approve the report. The Evaluation Committee will interview the CEO and give him/her a copy of the report.

- 2.11.4.5 The Evaluation Committee will conduct a subsequent interview approximately one week later to hear the CEO's response to the Evaluation Committee report.
 - 2.11.4.6 The Evaluation Committee will produce a report and make a recommendation to the P&A Committee regarding the CEO's continued employment. The report shall outline the evaluation process in terms of what evidence was reviewed.
 - 2.11.4.7 The P&A Committee will make a recommendation to the Board regarding the CEO's continued employment. The Board will make the final decision about any actions required, including adjustments in the salary or other conditions of employment of the CEO, in accordance with the guidelines set out in Appendix F (under development).
 - 2.11.4.8 The CEO, in consultation with the Board Chair, will formulate a set of goals and objectives for the coming year that will form the basis of the next year's evaluation. The CEO's goals and objectives will be circulated to the Board for information.
 - 2.11.4.9 The CEO and P&A committee will review the evaluation policy, procedure and CEO job description to see if changes are required. If changes are deemed necessary, these will be submitted to the Board for approval.
- 2.11.5 Unsatisfactory Performance
- 2.11.5.1 If the CEO's performance is deemed to be unsatisfactory, then the Board must specify the areas in which improvement is required. An unsatisfactory performance review may be followed by another performance review in three months time. If no improvement is shown at the second performance review, a third performance review may be undertaken after another three-month period. If, at this time, the CEO has not improved his/her performance to meet the requirements of the position, the Board shall consider action to demote or dismiss.

SECTION 3 – LIBRARY MEMBERSHIP

POLICY 3.1 – BOARD BY-LAW

Creation Date: June 1998

Last Revision Date: March 2012

Last Review Date: March 2017

- 3.1.1 The Board enacts the following by-law pursuant to **The Libraries Act**, Chapter LII of the Revised Statues of Alberta, 2000, Section 36.
- 3.1.2 **Interpretation**
- For the purposes of this by-law, the expression:
- 3.1.2.1 **“Act”** refers to Chapter LII of the Revised Statues of Alberta, 2000, Section 36;
- 3.1.2.2 **“Board”** means the Red Deer Public Library Board;
- 3.1.2.3 **“Borrower”** means the person to whom a Library membership card has been issued;
- 3.1.2.4 **“CEO”** means the person charged by the Board with the operation of the Library;
- 3.1.2.5 **“the Library”** means the Red Deer Public Library (encompassing all branches);
- 3.1.2.6 **“Library materials”** includes books, periodicals, newspapers, audio and video materials, electronic resources, micro-materials in all formats, toys and games in the collection of the Library or borrowed by the Library.
- 3.1.3 **Library Facility**
- 3.1.3.1 The portion of the building used for public library purposes is open to any member of the public FREE OF CHARGE;
- 3.1.3.2 The hours of Library opening are as set out by the Board from time to time (see Policy 4.1);
- 3.1.3.3 Charges for the use of Library premises not normally used for public library purposes are set out in Schedule A which is attached hereto and forms part of this by-law;
- 3.1.3.4 Persons using the Library building shall conduct themselves so as to not disturb other Library users.
- 3.1.4 **Requirements for Acquiring a Library Membership Card**
- 3.1.4.1 The Library membership application and/ or card must be signed by the applicant, or signed by the parent or guardian of an applicant who is less than 18 years old;

- 3.1.4.2 The Library membership application form must be accompanied by the annual Library membership registration fee, as determined by the Board in Schedule B.

3.1.5 **Responsibilities of a Library Member**

- 3.1.5.1 A Library membership card may be used only by the person to whom it is issued;
- 3.1.5.2 A Library member shall notify the Library of any change of his or her address and/or telephone number;
- 3.1.5.3 Library members must take care of any Library item borrowed;
- 3.1.5.4 Library members are responsible for the return of borrowed Library items to the Library facility on or before the due date as provided in Schedule C.

3.1.6 **Loan of Materials**

- 3.1.6.1 In accordance with **The Libraries Act**, Chapter L I I, of the Revised Statutes of Alberta, 2000, Section 36 (3), NO CHARGE will be levied for Library materials used in the facility or for Library materials loaned in-house.

3.1.7 **Penalty Provisions**

- 3.1.7.1 Fines for late return, damaged, or lost materials are set out in Schedule D;
- 3.1.7.2 The CEO may suspend a membership card for the reasons set out in Schedule D;
- 3.1.7.3 A person who has had a Library membership suspended may, within 30 days of such revocation, make a written appeal to the Board setting out the grounds of the appeal.
 - 3.1.7.3.1 The decision of the Board in an appeal is final and not subject to further appeal;
 - 3.1.7.3.2 In cases of serious dereliction the Board may prosecute an offence under **The Libraries Act**, Chapter L I I, of the Revised Statutes of Alberta, 2000, Section 41.
 - 3.1.7.3.3 Any fine or penalty imposed goes to the benefit of the Board in accordance with **The Libraries Act**, Chapter L I I, of the Revised Statutes of Alberta, 2000, Section 42.

POLICY 3.1A – BOARD BY-LAW – SCHEDULE “A”

Creation Date: December 2001

Last Revision Date: October 2014

Last Review Date: March 2017

ROOM RENTAL FEES

1. Room Rental – Snell Auditorium

Customer is responsible for take down and set-up of tables and chairs.

Failure to do so will result in an **additional \$50 charge**.

Morning	9:30 – 1:00 pm	\$85
Afternoon	1:00 – 5:00 pm	\$85
Evening	5:00 – 8:30 pm	\$85
Full day	9:30 – 5:00 pm	\$165

2. Room Rental – Waskasoo-Kiwanis Meeting Room

Morning	9:30 – 1:00 pm	\$50
Afternoon	1:00 – 5:00 pm	\$50
Evening	5:00 – 8:30 pm	\$50
Full day	9:30 – 5:00 pm	\$100

3. Equipment Rental

- TV/ VCR \$25
- Portable Sound System (in Snell) \$25
- Piano – per session: half day or evening \$50
- Extension cords (\$25 replacement cost if not returned): No Charge

4. Additional Costs

- Security (Commissionaire) is required if the room is in use outside of regular hours:
per hour, not pro-rated \$30
- The following equipment is NOT included in the room rental: LCD projector, computer equipment, sound and lighting systems, videoconferencing equipment.

POLICY 3.1B – BOARD BY-LAW – SCHEDULE “B” UNDER REVIEW

Creation Date: January 1999

Last Revision Date: March 2017

Last Review Date: March 2017

MEMBERSHIP REGISTRATION FEES

The Board and CEO will undertake regular reviews of the following:

- elimination or reduction of fees;
- consideration of other sources of revenue as an alternative to increasing fees.

1. City of Red Deer residents or property owners:

- Adult: \$10.00 for the primary membership in a household + \$3.00 for each secondary membership;
- Under 18: Free;
- 18 but still in high school: Free;
- Organizational membership: \$10.00 + \$3.00 for each secondary membership.

2. Non-residents:

- Adult: \$40.00 for the primary membership in a household + \$5.00 for each secondary membership;
- Under 18: Free;
- 18 but still in high school: Free;
- Organizational membership: \$40.00 + \$5.00 for each secondary membership.

3. Temporary Residents

- Individuals who take up temporary residence in Red Deer for a period of less than 12 months will be assessed the appropriate non-resident membership registration fee as listed in the previous Section 2. On request and the return of their membership card(s), the fee will be refunded minus \$10.00 (hold-back fee).
- Family registration includes separate membership cards for each family member resident at the same address.

4. Lost or Stolen Cards:

- A \$2.00 replacement fee will be charged for a lost or stolen card.

5. Non-Fee Memberships

- Any person indicating inability to pay may be provided with a Library Card free of charge at the discretion of staff.

6. Other

- Family Memberships: Not offered, covered in the above.

- Complimentary Memberships: Issued at the discretion of Library staff, given out at community events.
- Adult Literacy Program:
 - Tutors will receive a free Library card
 - Students who enroll in the program will receive a Library card for free.
- Homebound Reader Volunteers: Will receive a free Library card.
- Library Staff: Will receive a Library card for free.

POLICY 3.1C – BOARD BY-LAW – SCHEDULE “C” UNDER REVIEW

Creation Date: November 1995

Last Revision Date: March 2017

Last Review Date: March 2017

Loan Periods For Library Materials

With the exception of DVDs and Video Games, all Library materials are available for a three week loan + two three week renewals if there are no holds on the material. DVDs are available for a two week loan + one two week renewal, if there are no holds on the material.

Note:

- Items in high demand may be subject to shorter borrowing periods;
- Reference materials are not normally available for loan. However, special overnight loans may be arranged if urgently required;
- Newspapers and micro materials are not available for loan.
- Courses – 6 weeks.
- Art rental – 3 months
- Adult Literacy Collection –
- Bulk form to Nursing Home – 6 weeks
- E Book Reader – 1 Month?
- Any new collections -

POLICY 3.ID – BOARD BY-LAW – SCHEDULE “D” UNDER REVIEW

Creation Date: November 1995

Last Revision Date: March 2017

Last Review Date: March 2017

Penalty Provisions

1. OVERDUE ITEMS

- \$0.25 per day per item up to a maximum of \$6.25 per item on material borrowed from the Adult Collections;
- No charge on materials borrowed from the Children's Collections; however, borrowing privileges may be suspended until overdue materials are returned or paid for.

2. SUSPENSION OF BORROWING PRIVILEGE

Member borrowing privileges will be suspended in the following situations:

- adults owing more than \$10.00 in overdue fines, damages, and/or replacement charges;
- children with damages and/or replacement charges assessed at over \$10.00;
- outstanding fines which have gone unpaid in excess of 6 weeks.

3. REPLACEMENT COSTS

- If Library items are lost or damaged, the costs of replacement and processing such materials for Library circulation are the actual cost as recorded in the item record of the automated Library system plus a five dollar (\$5.00) processing cost according to attached schedule;
- In the event the actual cost of an item is not recorded in the item record, and cannot otherwise be determined, the replacement cost will be determined using the following guidelines:

CATEGORY	ITEM	PROCESSING
Adult Fiction and Nonfiction	\$35.00	\$5.00
Board Books Paperbacks	\$7.00	\$5.00
Children's and Young Adult Fiction and Nonfiction	\$20.00	\$5.00

Comics	\$5.00	No Charge
Ladybird (Juvenile E) Magazines	\$5.00	\$5.00
Children's Kits	\$15.00	\$5.00
Children's Toys	\$25.00	\$5.00
DVDs	\$25.00	\$5.00
CDs / Daisy	\$20.00	\$5.00
VC		
Nm Book		
Daisy Reader		
EBook Reader		

POLICY 3.2 – CONFIDENTIALITY OF USER RECORDS

Creation Date: May 1995

Last Revision Date: May 2017

Last Review Date: May 2017

- 3.2.1 The Board is committed to upholding Library best business practices to create and maintain accurate records, including documenting the names, addresses, phone numbers and materials borrowed by Library members. The Board recognizes these records must remain confidential, regardless of source of inquiry. Such records will not be made available to anyone unless requested through proper legal process, order, subpoena, or as may be authorized by the law;
- 3.2.2 Upon receipt of such process, order, subpoena, or legal authorization, these documents will be forwarded to the CEO or designate;
- 3.2.3 The CEO will consult with the lawyer retained by the Board to determine if such process, order, subpoena or legal authorization is in good form and if there is just cause for its issuance;
- 3.2.4 If the process, order, subpoena, or legal authorization is not in proper form, or if sufficient cause has not been shown, insistence shall be made that such defects be cured before any records are released;
- 3.2.5 Requests for information based upon circulation records related to a specific individual should be forwarded to the CEO or, in the absence of the CEO, to the senior staff member on duty.
- 3.2.6 Parents and/or legal guardians may have access to the records of a juvenile, if this parent/guardian authorized and accepted responsibility for child's borrowing privileges;
- 3.2.7 The CEO may authorize use of circulation records for scientific research purposes provided the researcher applies in writing. Any proposed examination of the records must ensure information on user identities is concealed or omitted from data revealed to the researcher.

SECTION 4 – FACILITIES

POLICY 4.1 – HOURS OF OPERATION

Creation Date: May 1995

Last Revision Date: May 2017

Last Review Date: May 2017

- 4.1.1 The Board is committed to offering convenient hours of service to its users. The hours of operation of the Library shall be set by the Board and will be periodically re-assessed by means of surveys and staff observation studies to determine peak hours of operation.
- 4.1.1.1 The CEO, or designate, may close the Library if mechanical emergency or environmental conditions prevent the safe operation of the building. The Library may also be closed temporarily due to an emergency on the request of the police, fire department or other public services.
- 4.1.1.2 Library Branches will be closed on Statutory Holidays, which include:
- | | |
|----------------|------------------|
| New Year's Day | Civic Holiday |
| Good Friday | Labour Day |
| Family Day | Thanksgiving Day |
| Easter Sunday | Remembrance Day |
| Easter Monday | Christmas Day |
| Victoria Day | Boxing Day |
| Canada Day | |
- 4.1.1.3 When Canada Day, July 1, falls on a Sunday, the Library will close on the Sunday and the Monday, July 2. The Library will close for an annual Staff Development Day.

POLICY 4.2 – UNATTENDED CHILDREN

Creation Date: January 1995

Last Revision Date: October 2016

Last Review Date: March 2017

- 4.2.1 The Board is committed to welcoming children of all ages to the Library. Staff members, however, cannot be responsible for their safety or supervision. Parents and caregivers are reminded children may be at risk in a public place and should not be left unattended.
 - 4.2.1.1 Children age 8 and under must be supervised within arms reach by a responsible caregiver 16 years of age or older. Children nine and older may be left unattended provided they are able to care for themselves are mature enough to understand and follow Library rules as stated in The Acceptable Use Guidelines [Attached in [Appendix A](#)]; and The Acceptable Customer Behaviour Guidelines documents. [Attached in [Appendix B](#)];
 - 4.2.1.2 If a child is unattended, in distress, or disruptive, the Library staff will try to identify and locate the parent or caregiver. If the parent or caregiver cannot be located or the Library is closing, the police will be called.

POLICY 4.3 – STOLEN OR LOST PROPERTY

Creation Date: January 1995

Last Revision Date: March 2017

Last Review Date: March 2017

- 4.3.1 The Library is not responsible for user belongings or valuables, including those left in the Library.
 - 4.3.1.1 Where it is possible to ascertain the rightful owner of a lost article, Library staff will make every effort to contact that person;
 - 4.3.1.2 Found items will be kept by the Library for 30 days to 3 months, and will be disposed of if not claimed. Cash found over \$50 will be reported to the RCMP; unclaimed cash will go into the Library's General Revenues.
 - 4.3.1.3 Found books are kept for 30 days and then donated to the Friends of the Red Deer Public Library.

POLICY 4.4 – SECURITY CAMERAS

Creation Date: May 2002

Last Revision Date: March 2017

Last Review Date: March 2017

4.4.1 The Board is committed to the maintenance of Library security. Security Cameras are installed in the Library to assist in protecting Library staff, Library users, the facility and its contents. Security Cameras will not be used to monitor staff performance.

4.4.2 **ACCEPTABLE USE**

4.4.2.1 **Live Pictures:**

4.4.2.1.1 During normal business hours, Library security staff may monitor live security camera pictures to enhance security in the building. Security cameras are not intended to replace the regular physical presence of Library security staff in every part of the facility;

4.4.2.1.2 Only Library security staff and senior managers will have access to security camera pictures, with IT staff assisting if required.

4.4.2.2 **Recorded Pictures:**

4.4.2.2.1 Recorded pictures may be accessed by senior Library managers to enhance security in the building, or to monitor contractors;

4.4.2.2.2 All recorded security data will be treated as a Freedom Of Information and Protection of Privacy Act (FOIP Act) Personal Information Bank (see FOIP Policies – 7.1, 7.2, and 7.3);

4.4.2.2.3 Library security staff will contact a senior Library manager before accessing recorded pictures (If a senior Library manager is not available, and there is probable cause that a suspicious incident took place, security will contact a senior Library manager as soon as possible.)

POLICY 4.5 – ALTERNATE USE OF LIBRARY FACILITY

Creation Date: December 1995

Last Revision Date: March 2017

Last Review Date: March 2017

- 4.5.1 The Board is committed to allowing the use of space not required for Library operating purposes to be used by other community not-for-profit groups, commercial groups and business organizations on a first come, first served basis.
 - 4.5.1.1 The CEO may deny a group use of space in the Library, but denials may be appealed to the Board in writing. All denials shall be reported to the Board;
 - 4.5.1.2 Admission fees charged for programs taking place in the Library must be approved by the CEO or his/her designate;
 - 4.5.1.3 The mailing address of the Library cannot be used as the official address or headquarters of any person or organization except permanent tenants of the Library.

POLICY 4.6 – LIBRARY ENVIRONMENT

Creation Date: March 2000

Last Revision Date: March 2012

Last Review Date: March 2017

- 4.6.1 The Board is committed to providing a harassment free Library environment. Individuals exhibiting behaviour damaging to a clean, pleasant, quiet, safe Library environment may be excluded from the Library premises for extended periods of time up to, and including, permanent exclusion. Inappropriate behaviour may also result in police involvement and/or criminal charges being laid.

POLICY 4.7 – INTERNET ACCESS

Creation Date: November 2000

Last Revision Date: May 2017

Last Review Date: May 2017

- 4.7.1 The Board believes the Internet is a useful and powerful Library user resource, serving their information, education, recreation, literacy and cultural needs.
- 4.7.1.2 Library Internet workstations are provided to the public for research purposes during normal Library hours;
- 4.7.1.3 A person requesting the use of a Library Computer must agree to abide by the following **Library Internet Use Agreement**:
- Parents or guardians are responsible for materials accessed by minors who need their parent or guardians' permission to use Library computer workstations. Parents or guardians may request a Library card with no Internet access;
 - Members of the public will have access to workstations at no charge;
 - A Library card or free E-card (internet use only) is needed to use the workstations.
 - The staff of each Library Department determine time limits for workstation use. During peak service periods, a user may be asked to limit time on the workstation;
 - RDPL public computers and wireless network are located in public areas shared by Library users of all ages, backgrounds and sensibilities. Individuals are expected to consider other Library users when using the Library's internet, computers or personal devices in the Library, and must not use any workstation, public wireless network, or personal device to display explicit sexual images.
 - Use of Library computer workstations for illegal, actionable conduct, or to seek access to unauthorized areas is prohibited;
 - The Library assumes no responsibility for any direct or indirect damages to user property from the use of the Library computer workstations;
 - The Library is not responsible for any commercial transactions made while using the Library computer workstations;
 - Attempts by a computer user to change the configuration of Library computer equipment and/or software may result in the loss of Library privileges and/or criminal prosecution;
 - When requested by a Library staff person or Library security, the user must leave a computer workstation immediately.

- 4.7.1.4 The following **Disclaimer Statement** shall be placed at all Internet workstations and must be agreed to before a user shall be given access:
- Due to the broad range and diversity of information available on the Internet, the Library has no control over the accuracy, timeliness or appropriateness of the information available;
 - Users are responsible for materials they access. As with all Library materials, parents or guardians are responsible for materials accessed by minors. Minors must have permission from parents or guardians before using this workstation. A complete copy of the Internet policy is available upon request;
 - Use of workstations for illegal, actionable or unauthorized access is prohibited. The Library assumes no responsibility for any direct or indirect damages from the use of the Library workstation. Any misuse will result in the loss of library privileges and/or criminal prosecution;
 - I have read and understood the terms and conditions outlined above for use of the Library workstations, and by proceeding I agree to and accept these conditions.
- 4.7.1.5 The same **Confidentiality Standards and Procedures** that apply to other Library/user transactions will apply to Library public Internet workstations.

SECTION 5 – LIBRARY MATERIALS

POLICY 5.1 – LIBRARY MATERIALS

Creation Date: May 1995

Last Revision Date: March 2012

Last Review Date: March 2017

- 5.1.1 The Board is committed to making Library materials easily available to the community.
 - 5.1.1.1 In-Library materials will be made available to the public for their use at no cost.

POLICY 5.2 – COLLECTION DEVELOPMENT

Creation Date: May 1994

Last Revision Date: March 2012

Last Review Date: March 2017

- 5.2.1 The Board supports the Canadian Library Association (CLA) Statement of Intellectual Freedom (attached in [Appendix C](#)), and recognizes the need for collection development;
 - 5.2.1.1 The Board is committed to reciprocal Library resource sharing with other libraries.

POLICY 5.3 - LIBRARY MATERIALS VENDORS

Creation Date: January 1995

Last Revision Date: March 2012

Last Review Date: March 2017

- 5.3.1 The Board commits to making the best use of public money in purchasing Library materials and entrusts its professional librarians to choose Library material vendors on the basis of:
- 5.3.1.1 Positive relationship with a vendor;
 - 5.3.1.2 Price, including shipping, handling and invoicing charges;
 - 5.3.1.3 Availability (fill rate);
 - 5.3.1.4 Turnaround time from order to delivery;
 - 5.3.1.5 Returns policies;
 - 5.3.1.6 Availability of required cataloguing and processing services; and,
 - 5.3.1.7 Canadian and local vendors, all other things being equal.

POLICY 5.4 - RECONSIDERATION OF LIBRARY MATERIALS

Creation Date: January 1995

Last Revision Date: March 2012

Last Review Date: February 2013

- 5.4.1 Library Material Selection Complaint Procedure:
 - 5.4.1.1 If a member of the public challenges the presence or selection of particular Library materials, the following procedures will be followed:
 - 5.4.1.1.1 The complainant is given a “Reconsideration of Library Materials” form (see, [Appendix D](#)) for completion and return to the CEO;
 - 5.4.1.1.2 The CEO reviews the form and refers the complaint to the appropriate librarian;
 - 5.4.1.1.3 The librarian researches the history of the acquisition and provides the findings, in writing, to the CEO within three days;
 - 5.4.1.1.4 The CEO responds to the complainant, in writing, within four weeks of submission;
 - 5.4.1.1.5 If the complainant is unsatisfied with this reply, the CEO calls a Reconsideration of Library Materials Committee meeting;
 - 5.4.1.1.6 The Committee will be made up of the following members: Board Chair, CEO, a member of the Board Personnel and Administration Committee, one Library Department Head, and one other professional librarian not employed by the Board;
 - 5.4.1.1.7 The Committee makes recommendations as deemed fit to the Board;
 - 5.4.1.1.8 The Board makes the final decision; and,
 - 5.4.1.1.9 Within ten days, the CEO informs the complainant, in writing, of the final decision.

POLICY 5.5 - DONATIONS TO MATERIALS COLLECTION

Creation Date: March 1994

Last Revision Date: March 2017

Last Review Date: March 2017

- 5.5.1 The CEO may accept or reject any donation of new or used collection materials. Accepted collection material donations become the property of the Library and are subject to acquisition, processing, circulation, and discard policies and procedures. Monetary gifts for the purchase of specific collection materials may also be accepted.
- 5.5.2 For income tax purposes, charitable donation receipts for cash donations or for new “donations in kind” at fair market value may be issued. The minimum donation amount that qualifies for an income tax receipt is \$20.00.

POLICY 5.6 – PROVISION OF SERVICE TO THOSE UNABLE TO USE CONVENTIONAL PRINT

Creation Date: January 2015

Last Revision Date: March 2017

Last Review Date: September 2017

5.6.1 Statement of Intent

5.6.1.1 The Board believes those persons unable to use conventional print materials due to a print disability are entitled access to the Library and information services. According to the Canadian Copyright Act, a print disability is a learning, physical or visual disability that prevents a person from reading conventional print.

5.6.2 Conditions

5.6.2.1 The Red Deer Library Board endeavors to provide materials in a form appropriate to the user, from whatever source is available, subject to the availability of materials, and within the financial limits of the library's materials collection budget.

The Red Deer Library Board endeavors to supply to our users materials in an unconventional format as needed including but not limited to:

- Computer software
- Talking Books
- Music Compact Discs
- Multilingual titles
- Large Print titles
- Adaptive technology for computer use

5.6.2.2 The Red Deer Library Board will provide access to materials through such means as, interlibrary loan, (Provincial Government) Libraries Branch, liaison with the community, or support agencies in order to put the end user in touch with the source.

5.6.2.3 A Homebound service is provided to deliver RDPL materials for those unable to visit RDPL branches.

SECTION 6 – COMMUNITY RELATIONS

POLICY 6.1 – COMMUNITY RELATIONS

Creation Date: April 1995

Last Revision Date: March 2017

Last Review Date: March 2017

- 6.1.1 One of the cornerstone values of the Board is the value of community. This includes collaborating with and being supportive of a variety of community groups;
- 6.1.2 The Board encourages Library staff and Board Trustees to be involved with various community groups to benefit the community and the Library through improved communication and coordination of services;
- 6.1.3 The CEO will ensure Library staff has sufficient time and opportunity as part of their regular duties to belong and contribute to local organizations.
- 6.1.4 External Community Organizations Promotional Material
 - 6.1.4.1 The Board is committed to making public Library bulletin board and shelf space available at no cost for the use of local not-for-profit organizations or individuals.
 - 6.1.4.2 Promotional materials must be approved by Library staff prior to being displayed;
 - 6.1.4.3 Posters and pamphlets soliciting business will not be accepted.

POLICY 6.2 – MEDIA RELATIONS

Creation Date: April 1995

Last Revision Date: March 2012

Last Review Date: March 2017

- 6.2.1 The Board is committed to sharing appropriate Library information with the media.
 - 6.2.1.1 Only the Chair of the Board, CEO, or persons designated by them, will provide information or answer questions from the media.

POLICY 6.3 – PROMOTIONAL ACTIVITIES

Creation Date: April 1995

Last Revision Date: March 2012

Last Review Date: March 2013

- 6.3.1 The Board is committed to ongoing, positive communications with the public.
 - 6.3.1.1 To this end, the CEO will ensure a deliberate, planned public relations program is in place to identify, analyze and meet user needs.

POLICY 6.4 – LIBRARY PROGRAMS

Creation Date: December 1995

Last Revision Date: March 2012

Last Review Date: March 2017

6.4.1 The Board is committed to provide Library programs to the public at minimal or no cost.

6.4.2 Programming is defined as:

- A continuation of the provision of information, cultural and recreational services;
- An integral part of the ongoing public relations effort of the Library;
- An opportunity to enhance the image of the Library within the community;
- A means of attracting new members to the Library;
- A vehicle to promote the collection and increased circulation of Library materials;
and,
- A method of targeting significant issues of community interest.

6.4.2 **Co-sponsored Programs**

6.4.2.1 The Board encourages Library programming partnerships with not-for-profit organizations, business and educational communities, and service clubs;

6.4.2.2 Co-sponsored programs will meet the same standards as Library-developed programs;

6.4.2.3 The Board also encourages Library program partnerships with local businesses to take advantage of subject matter expertise. No single business will be given exclusive co-sponsorship privileges. Solicitation for business will not be allowed within the program.

SECTION 7 – ADMINISTRATION

POLICY 7.1 – BOARD BY-LAW – Freedom of Information and Protection of Privacy Act (FOIP Act)

Creation Date: May 2002

Last Revision Date: March 2017

Last Review Date: March 2017

7.1.1 PURPOSE

7.1.1.1 To establish the administrative structure of the Library in relation to the Freedom of Information and Protection of Privacy Act (FOIP Act) and to set fees there under.

7.1.2 DEFINITIONS

Unless the context otherwise requires:

7.1.2.1 **"Act"** means FOIP Act S.A.1994, c.F-18.5;

7.1.2.2 **"Applicant"** means the Red Deer Public Library and includes any Board or Committee created by the Library and all members or officers appointed or chosen by the Library;

7.1.2.3 **"CEO"** means the person appointed by the Board as the Chief Executive Officer of the Library, including any person holding the position of Designated Head/CEO in an acting capacity. The CEO is responsible and accountable for all decisions taken under the FOIP Act.

7.1.3 FEES

7.1.3.1 Any fee for service is payable in accordance with FOIP Act Regulation, AR 200195, as amended from time to time.

POLICY 7.2 – PERSONAL INFORMATION BANK

Creation Date: May 2002

Last Revision Date: March 2017

Last Review Date: March 2017

- 7.2.1 The Board is committed to the Library keeping the following banks of information based upon the legal authority stated in each section:
- 7.2.2 **Personnel and Volunteer Performance Records:**
 - 7.2.2.1 Information contained: Employment contracts, performance evaluations, reprimands and commendations, and training certificates obtained;
 - 7.2.2.2 Individuals: Permanent, part-time staff, and volunteers at the Library,
 - 7.2.2.3 Legal Authority: Freedom of Information and Protection of Privacy Act (FOIP Act) Act, section 33(c);
- 7.2.3 **Human Resources Records:**
 - 7.2.3.1 Information contained: information supporting administration and payroll functions;
 - 7.2.3.2 Personal information including employee or volunteer name, address, phone number, birth date, employment commencement date, salary grid placement, emergency contact, payroll deductions, benefit plans, vacation status and sick leave;
 - 7.2.3.3 Individuals: Permanent and part-time staff at the Library;
 - 7.2.3.4 Legal Authority: Alberta Labour Code, Canada Tax Act, Library Act;
- 7.2.4 **Library Contact Information File:**
 - 7.2.4.1 Information contained: Names, addresses and home phone numbers of staff and board members;
 - 7.2.4.2 Individuals: Current staff and Board members of the Library;
 - 7.2.4.3 Legal Authority: FOIP Act, section 33(c).
- 7.2.5 **User Database:**
 - 7.2.5.1 Information contained: Information supporting the lending and use of library materials to the public, and the provision of public Internet access;
 - 7.2.5.2 Personal information: name, address, telephone number and email address of user;
 - 7.2.5.3 Individuals: Cardholders registered with the Library;
 - 7.2.5.4 Legal Authority: Libraries Act, FOIP Act, section 33(c)
- 7.2.6 **Staff Directory:**
 - 7.2.6.1 Information contained: Employee name, address and home phone number;

- 7.2.6.2 Individuals: Permanent and part-time staff at the Library;
- 7.2.6.3 Legal Authority: FOIP Act, section 33(c);
- 7.2.7 **Volunteer Database:**
 - 7.2.7.1 Information contained: Volunteer name, address and home phone number, volunteer hours;
 - 7.2.7.2 Individuals: volunteers at the Library;
 - 7.2.7.3 Legal Authority: FOIP Act, section 33(c);
- 7.2.8 **Video Security Camera Files:**
 - 7.2.8.1 Information contained: files of cameras installed in the Library;
 - 7.2.8.2 Individuals: people in the building and in the immediate vicinity;
 - 7.2.8.3 Legal Authority: FOIP Act, section 33(c);
- 7.2.9 **Room Booking Database:**
 - 7.2.9.1 Information contained: name of organization; date, time and location of meeting; contact name and telephone number;
 - 7.2.9.2 Individuals: persons booking space in the Library;
 - 7.2.9.3 Legal Authority: FOIP Act, section 33(c).

POLICY 7.3 – RECORDS RETENTION

Creation Date: May 2002

Last Revision Date: March 2012

Last Review Date: March 2017

7.3.1 The Board shall ensure the Library will retain the following Library records based on the schedule provided by the Canadian Income Tax Act and in accordance with schedules provided by the Board. At the discretion of the CEO, records may be retained longer than the period provided for in this policy.

7.3.1.1 SCHEDULE OF RECORDS RETENTION

7.3.1.1.1 Ninety Days or less:

- Video camera files, unless legally required

7.3.1.1.2 One Year:

- Unsolicited resumes and job applications (not hired)
- Member records and transactions

7.3.1.1.3 Three Years:

- Bank reconciliations, outstanding cheques, design estimates and tenders

7.3.1.1.4 Seven Years:

- Cash receipts and deposit books, copies of paid invoices receipt books, cancelled cheques, cheque stubs, year-end trial balances, accounts payable, and bank statements.

7.3.1.1.5 From the date of termination:

- Employee and volunteer records including personnel files, job applications of hired personnel and personnel evaluations, payroll records, including T-4 slips, WCB claims and attendance records
- Grant applications and special events files.

7.3.1.1.6 Twenty -Five Years:

- Board minutes, agendas and approved policies, agreements, annual reports, assets and final audit reports including financial statements, final budgets, bylaws, committee minutes, historical correspondence, court cases, deeds, insurance claims, legal opinions and proceedings, record of files destroyed. After twenty-five years, these documents will be deposited with the Red Deer and District Archives

7.3.1.2 DISPOSITION OF LIBRARY RECORDS

7.3.1.2.1 Library staff shall purge records slated for disposal following the time guidelines outlined above;

7.3.1.2.2 Retained Library records will be kept secure until disposal time; Library staff will then dispose of the records and make a record of their disposal.

SECTION 8 – FINANCIAL

POLICY 8.1 – INVESTMENTS

Creation Date: June 2009

Last Revision Date: March 2012

Last Review Date: March 2017

- 8.1.1 The Board is committed to the prudent investment of available Library funds.
 - 8.1.1.1 The CEO shall ensure invested Library funds provide the highest investment return available with reasonable security, while conforming to applicable legislation and meeting the cash flow requirements of the Library.

POLICY 8.2 – GIFTS AND DONATIONS

Creation Date: June 2009

Last Revision Date: March 2012

Last Review Date: March 2017

- 8.2.1 The Board gratefully accepts financial donations, gifts-in-kind and deferred gifts to the Library. Policies with respect to the donation of new and used print and non-print materials are addressed specifically in Section 5.5 of the Policy Manual.
- 8.2.2 Gifts and donations become the property of the Library and, as such, are subject to its acquisition and discard policies and procedures;
 - 8.2.2.1 The CEO and Library staff reserve the right to accept or reject any gift or donation. Gifts and donations may be accepted provided the Library has adequate resources, space and procedures in place to properly process, exhibit and/or preserve the donation;
 - 8.2.2.2 Where warranted, the donor will be issued a charitable tax receipt;
 - 8.2.2.3 No gift or donation will be accepted where the conditions of acquisition are unduly restrictive or counter to the fulfilment of the mandate of the Board.

POLICY 8.3 – CAPITAL ASSETS AND OTHER ITEMS PURCHASED

Creation Date: May 1999

Last Revision Date: March 2012

Last Review Date: March 2017

- 8.3.1 The Board, through the annual budget review, approves the purchase of capital assets and goods and services.
 - 8.3.1.1 The CEO may delegate responsibilities for purchase of capital assets or goods and services.
 - 8.3.1.2 The purchase of unbudgeted capital assets or goods and services with a value of over \$10,000.00 must be approved by the Board through the approval of a grant application or by a majority vote at a regular Board meeting.

POLICY 8.4 – DISPOSAL OF SURPLUS ASSETS

Creation Date: May 1999

Last Revision Date: May 2017

Last Review Date: May 2017

- 8.4.1 The Board supports the responsibility of the Library to retain materials or items having a lasting cultural value, particularly when such items are of a local nature, or provide local access to a unique cultural or knowledge resource.
- 8.4.2 The CEO shall ensure the:
 - 8.4.2.1 These works are maintained for the benefit of the community at large particularly in instances where the Library owns valuable works of art or rare books;
 - 8.4.2.2 Sale of such assets, particularly those with a cultural or knowledge content, would be done only as an extreme measure to resolve a financial crisis; all other avenues must be explored and utilized before resorting to such a solution.
 - 8.4.2.3 The following guidelines are used in arriving at a decision concerning the disposal of capital assets:
 - 8.4.2.3.1 Is the Library likely to make use of the item in the future?
 - 8.4.2.3.2 Can the item be stored for an indefinite time and at a reasonable cost?
 - 8.4.2.3.3 Is the item a unique knowledge or cultural resource in the city, surrounding district, province, or nation?
 - 8.4.2.3.4 Is the Library currently able to properly maintain the item?
 - 8.4.2.3.5 Is the value of the item under \$500?
- 8.4.3 In disposing of surplus items, the Library may make them available to community agencies as donations, or at less than fair market value;
- 8.4.4 Surplus items will be made available for sale to the general public only if they are of no interest to community agencies;
- 8.4.5 Surplus items not suitable for sale or donation will be disposed of in an economical and environmentally acceptable manner.

POLICY 8.5 – LIBRARY MATERIALS FUNDS

Creation Date: May 1999

Last Revision Date: March 2012

Last Review Date: March 2017

- 8.5.1 The Board is committed to the prudent use of financial assets.
 - 8.5.1.1 Should funds remain at fiscal year-end in the Library Materials portion of the budget, the CEO shall ensure these funds will be carried over for expenditures in that area in the new financial year, unless a motion of the Board states otherwise.

POLICY 8.6 – PLANNED GIVING

Creation Date: May 2013

Last Revision Date: March 2012

Last Review Date: March 2017

- 8.6.1 The Board recognizes the value of a Planned Giving program encompassing the following deferred giving options, including wills and bequests, trusts, annuities, and life insurance. The Board has created the Great Expectations program to take advantage of future funding opportunities.
- 8.6.2 Potential donors are encouraged to consult with their own legal and financial advisors and to make all arrangements with their own lawyer or estate planner.

POLICY 8.7 – FUNDRAISING AND SPONSORSHIP

Creation Date: November 2015

Last Revision Date: May 2017

Last Review Date: May 2017

8.7.1 Overview

- 8.7.1.1 Fundraising and sponsorship initiatives are encouraged, as appropriate, to provide funding for special programs, collections, equipment, enhanced levels of service, or capital projects beyond what can be provided by the budget.
- 8.7.1.2 The Board may approve fundraising and sponsorship ventures deemed suitable that support its mission and values and will not compromise the Library's public image, nor put any funds at risk.

8.7.2 Fundraising:

- 8.7.2.1 Fundraising means the act or process of raising funds.
- 8.7.2.2 With approval from the Board and/or CEO, individuals or groups may engage in fundraising initiatives on behalf of the Library to seek donations for restricted (specific program/project), unrestricted, and endowment purposes.
- 8.7.2.3 To secure Board endorsement, individuals or groups, including the Friends of the RDPL, who wish to initiate a new fundraising project on behalf of the Library, must present a fundraising plan to the Chief Executive Officer (CEO).
- 8.7.2.4 The Library Board shall approve fundraising projects which have: an estimated revenue greater than \$10,000; and/or terms and conditions from the organizer; and/or a scope outside regular operations of the library.
- 8.7.2.5 The CEO shall approve fundraising projects which have: an estimated revenue less than \$10,000 (in line with CEO limit) and are within the scope of regular Library operations.
- 8.7.2.6 The CEO must approve the use of any Library resources, including staff time, space, equipment or Library images which are required to implement the campaign.
- 8.7.2.7 The Library is not responsible for shortfalls incurred by external organizations in a campaign.
- 8.7.2.8 The Board will accept grants and donations derived from granting authorities such as the Alberta Lottery Fund.
- 8.7.2.9 The Board will accept donations from the proceeds of gaming activities that are conducted according to Alberta Gaming and Liquor Commission (AGLC) regulations.

8.7.3 Sponsorship:

- 8.7.3.1 Sponsorship means a contribution of cash, goods, or services to an event, project, or program in return for commercial benefit such as logo placement or public acknowledgement.
- 8.7.3.2 A written sponsorship agreement is required, signed by representatives of the sponsoring organization and CEO or designate. This agreement will define the terms of the sponsorship, including external logos and public acknowledgement.
- 8.7.3.3 Sponsorship agreements may not impact the normal operations of the Library nor imply any endorsement of products or services by the Board.

SECTION 9 – LIBRARY PERSONNEL

POLICY 9.1 – STAFFING

Creation Date: September 2005

Last Revision Date: May 2017

Last Review Date: May 2017

- 9.1.1 The Board is an equal opportunity employer. The Board requires applicants and staff be treated in accordance with existing employment, safety and human rights legislation.
 - 9.1.1.1 The Board will determine, through approval of the budget, the total amount available for Library personnel.
 - 9.1.1.2 The CEO will determine the appropriateness of filling any vacant position.
 - 9.1.1.3 Vacant Union positions will be posted according to the Canadian Union of Public Employees (CUPE) Local 4810 Collective Agreement.
 - 9.1.1.4 Vacant Out of Scope positions will be posted according to the Terms and Conditions of Employment for Out of Scope Library Employees.

POLICY 9.2 – CONDITIONS OF EMPLOYMENT

Creation Date: May 2002

Last Revision Date: April 2016

Last Review Date: March 2017

- 9.2.1 Conditions of employment for staff whose positions fall within the scope of the Canadian Union of Public Employees (CUPE) are detailed in the signed *Collective Agreement* between the Board and CUPE Local 4810. The Board must ratify any amendments to the *Collective Agreement*.
- 9.2.2 Conditions of employment for Out of Scope staff and staff hired on contract are established separately and administered by the Chief Executive Officer.
- 9.2.3 Conditions of employment for the Chief Executive Officer are established separately and administered by the Board.

POLICY 9.3 – EMPLOYEE RESIGNATION

Creation Date: September 2005

Last Revision Date: March 2012

Last Review Date: March 2017

- 9.3.1 The Board is committed to receiving feedback from resigning employees.
 - 9.3.1.1 The CEO will invite resigning employees to take part in an exit interview, or fill out an exit interview form.

POLICY 9.4 – EMPLOYEE CONSULTING

Creation Date: September 2005

Last Revision Date: March 2012

Last Review Date: March 2017

- 9.4.1 The Board is committed to employees serving other firms or agencies as a consultant provided the CEO grants prior written approval, and:
 - 9.4.1.1 The service to be provided is not included in their Library job duties;
 - 9.4.1.2 Consulting assignments do not interfere with their regular Library duties; and,
 - 9.4.1.3 Library resources used by employees in a consulting role will be charged **at cost** to the employees.

POLICY 9.5 – STAFF DEVELOPMENT

Creation Date: September 2005

Last Revision Date: May 2017

Last Review Date: May 2017

- 9.5.1 The Board believes professional education is a responsibility shared among employees, the employer, and professional associations. The Library Value **Learning and Literacy** states: *"we are committed to encouraging the professional growth and development of our staff, volunteers and Board."*
- 9.5.2 The Board is committed to supporting Staff Development through:
 - 9.5.2.1 An annual Staff Development Day which focuses on skill development, teamwork and/or wellness;
 - 9.5.2.2 Online and in person training for job specific duties; and,
 - 9.5.2.3 Attendance at conferences and workshops related to job duties.
- 9.5.3 The CEO and Management Team will manage the Board-approved Staff Development budget. Priorities will include:
 - 9.5.3.1 Skills training for staff to keep abreast of industry changes, especially relating to technology;
 - 9.5.3.2 Support for customer service, interpersonal skills, diversity training;
 - 9.5.3.3 Support for conference attendance for managers, who are encouraged to seek conference speaking and poster presentation opportunities; and,
 - 9.5.3.4 Support for conference or workshop attendance for staff members if funds are available within the department.
- 9.5.4 The Board provides financial support through the **McNeil Bursary Program** to allow staff to take courses in diploma or degree programs related to their Library work. The CEO and the Chair of the Personnel and Administration Committee will administer funds according to the procedure outlined in [Appendix E](#).
- 9.5.5 The Board provides financial support to Pages through the Dickson Bursary Program, according to the procedure outlined in [Appendix E](#).

POLICY 9.6 – BOARD DEVELOPMENT

Creation Date: January 2013

Last Revision Date: March 2017

Last Review Date: March 2017

- 9.6.1 The Board believes Board Development is a responsibility shared among individual Board Members, the Library and the Alberta Library Trustees Association (ALTA). The Board Value **Learning and Literacy** states: "*we are committed to encouraging the professional growth and development of our staff, volunteers and Board.*"
- 9.6.1.1 Each Board Member is encouraged to attend a provincial or national library conference at least once in his or her 3-year term. The Board ensures sufficient funding in the budget for this support;
 - 9.6.1.2 An annual Board retreat will be held to build skills, plan and build teamwork;
 - 9.6.1.3 Board Members are encouraged to attend Board Development workshops and webinars on governance, planning and library-related topics;
 - 9.6.1.4 Most Board meetings will include a Board Development activity;
 - 9.6.1.5 New Board Members will receive an orientation package and attend an orientation meeting led by the Board Chair or designate and the CEO;
 - 9.6.1.6 Board Members will keep up to date on Library matters by reading and participating in discussions on the Board Site at <http://board.rdpl.org>.

POLICY 9.7 – EMPLOYEE PERFORMANCE REVIEW

Creation Date: May 2002

Last Revision Date: March 2012

Last Review Date: March 2017

9.7.1 The Board supports formal and informal staff evaluation.

9.7.1.1 EMPLOYEES

- 9.7.1.1.1 The CEO will implement a Library wide system of informal and formal employee performance review and evaluation based upon individual, written job descriptions. Individual job descriptions will be reviewed annually; Informal performance review will include a two-way, continuous process of observation, conversation, thinking, planning and coaching;
- 9.7.1.1.2 The CEO, Department Heads, and Supervisors will conduct an annual, formal, written, individual staff performance review of employees reporting directly to them. Strengths and deficiencies will be identified and documented and a detailed action plan for the following year will be developed;
- 9.7.1.1.3 Every effort will be made to encourage and support employee success. However, an employee, other than a probationary employee, whose job performance remains unsatisfactory after these efforts may be disciplined, up to and including dismissal, as set out elsewhere in these policies. Withholding a salary increment for unsatisfactory performance shall be considered a disciplinary action;
- 9.7.1.1.4 Satisfactory job performance entitles the employee to move up to the next higher salary rate within the position classification grid.

POLICY 9.8 – STAFF COMMUNICATION

Creation Date: May 2002

Last Revision Date: March 2012

Last Review Date: March 2017

- 9.8.1 The Board is committed to encouraging positive, effective Library staff and volunteer communication.
 - 9.8.1.1 The CEO will ensure regular opportunities will be made available for Library employees and volunteers to exchange ideas, bring up issues, and communicate concerns within their departments and the organization as a whole. This may take place electronically or in face-to-face meetings.

POLICY 9.9 – EMPLOYEE ORIENTATION

Creation Date: May 2002

Last Revision Date: March 2017

Last Review Date: March 2017

- 9.9.1 The Board supports the implementation of new employee orientation.
 - 9.9.1.1 The CEO will ensure each Manager implements a thorough orientation for new employees which includes an overview of: the organization and facilities; job duties; conditions of work; health and safety; and, Board, Library, and Union policies and procedures.

POLICY 9.10 – JOB EXCHANGES

Creation Date: May 2002

Last Revision Date: March 2012

Last Review Date: March 2017

- 9.10.1 The Board supports the concept of job exchanges, student placements, work experience and other forms of educational programs designed to further the experience and training of staff:
 - 9.10.1.1 Library staff may propose job exchanges with other similarly qualified individuals by submitting a written request to the CEO; and,
 - 9.10.1.2 Costs involved in an exchange will be borne by the participants.

POLICY 9.11 – EXPENSE CLAIMS

Creation Date: May 2002

Last Revision Date: March 2012

Last Review Date: March 2017

- 9.11.1 Board Trustees and Library employees authorized to use their personal vehicle for Library business shall be reimbursed at the current Employer Requested Rate for Alberta, as published by the Treasury Board of Canada.
<http://www.njc-cnm.gc.ca/directive/index.php?sid=97&svid=1&lang=eng>
- 9.11.2 Library employees and Board Trustees will be reimbursed for reasonable meal and accommodation expenses incurred on authorized Library business, upon production of original receipts.
- 9.11.3 Where original receipts are not available, Library employees and Board Trustees will be reimbursed for meals and approved incidental expenses at the current Employer Requested Rate for Alberta, as published by the Treasury Board of Canada.
<http://www.njc-cnm.gc.ca/directive/index.php?sid=98&lang=eng>

For authorized travel in the U.S.A, reimbursement rates paid are the same as the Canadian rates, but in U.S. dollars.

POLICY 9.12 – EMPLOYMENT OF FAMILY MEMBERS

Creation Date: May 2002

Last Revision Date: March 2017

Last Review Date: March 2017

- 9.12.1 Library Members of the same immediate family may be employed at the same time, provided one family member is not placed in a supervisory position over the other. An applicant for a Library position must disclose, in writing, if another family member is employed by the Library Board or Library.

POLICY 9.13 – EMPLOYEE CIVIC RIGHTS

Creation Date: May 2002

Last Revision Date: March 2012

Last Review Date: March 2017

- 9.13.1 The Board encourages Library employees to take an active role in civic society, in accordance with the Library Code of Conduct:
 - 9.13.1.1 The Board will ensure employees have the required number of consecutive (if necessary, paid) hours available to vote during the time the polls are open, in compliance with various Elections laws;
 - 9.13.1.2 Library employees may request a leave of absence to run for office; and,
 - 9.13.1.3 A Library employee elected to a public office may continue to be employed, provided there is no conflict of interest between his or her duties with the Board, his or her duties as a public official, and the Libraries Act of Alberta.

POLICY 9.14 – EMPLOYEE RECOGNITION

Creation Date: May 2002, June 2017

Last Revision Date: August 2017

Last Review Date: September 2017

9.14.1 The purpose of this policy is to effectively attract, retain, support and develop exemplary employees.

9.14.2 Long service recognition

9.14.2.1 The Board will recognize full and part-time staff with ten or more years of service to the Library with awards for every ten years of service, calculated from the most recent date of hire. The value of the award will be ten dollars per year of service to a maximum of \$300.00.

9.14.2.2 The Board recognizes staff enrolled in the Employee Health Spending Account with additional allocations for ten, fifteen and twenty years of continuous service.

9.14.1 Retiring and/or resigning employees

9.14.1.1 Employees who retire or resign after more than 10 years of service will be acknowledged with a celebration and/or gift from the Library Board, the value of which will be \$10 per year of service, based on the most recent date of hire.

9.14.1.1 Employees may also be acknowledged by the Staff Social Committee, in accordance with their guidelines.

POLICY 9.15 – VACATION AND TIME-IN-LIEU BOARD LIABILITY

Creation Date: June 2007

Last Revision Date: March 2012

Last Review Date: March 2017

- 9.15.1 Library employees cannot carry over more than ten days (pro-rated for part-time staff) of their vacation and in-lieu time from one calendar year to another, unless they receive prior written approval from the CEO.

POLICY 9.16 – EMPLOYEE PENSIONS

Creation Date: June 2007

Last Revision Date: March 2012

Last Review Date: March 2017

- 9.16.1 The Board requires full-time permanent and eligible part-time Library employees to participate in the Local Authorities Pension Plan (LAPP).
 - 9.16.1.1 Pensionable salary will be determined in accordance with the current LAPP e-guide (<http://www.lapp.ab.ca/e-guide/home/index.shtml>).
 - 9.16.1.2 Acting and variable pay will be eligible for inclusion as part of the pensionable salary.
 - 9.16.1.3 Pensionable Library service is calculated according to the number of hours worked.
 - 9.16.1.4 Library employees applying for a pension must provide documentation proving their marital status, as outlined in the current LAPP Pension Partner Status form 36.

SECTION 10 – HEALTH AND SAFETY

POLICY 10.1 – BOARD COMMITMENT TO HEALTH AND SAFETY

Creation Date: September 2005

Last Revision Date: March 2012

Last Review Date: March 2017

10.1.1 **Commitment**

10.1.1.2 The Board is committed to the maintenance of a safe working environment for employees and volunteers. Worker safety and health is a prime consideration in the operation of the Library. The CEO will ensure a comprehensive occupational health and safety program is in place to prevent accidents and injuries by educating and informing staff about health and safety issues.

10.1.2 **Purpose**

10.1.2.1 To promote good health and safe working practices;

10.1.2.2 To practice safe work procedures complying with the Alberta Occupational Health and Safety Act;

10.1.2.3 To prevent work related illness and injuries;

10.1.2.4 To provide for effective treatment;

10.1.2.5 To provide necessary health and safety training; and,

10.1.2.6 To protect the health of workers and citizens.

10.1.3 **Responsibilities**

10.1.3.1 The CEO will ensure regular opportunities are made available for employees and volunteers to learn about, and be able to comply with, the Alberta Occupational Health and Safety Act as it relates to their work processes.

POLICY 10.2 – MANAGEMENT RESPONSIBILITIES

Creation Date: September 2005

Last Revision Date: March 2017

Last Review Date: March 2017

- 10.2.1 The CEO will ensure Management is responsible for the following:
 - 10.2.1.1 Setting a good example of safe work practices;
 - 10.2.1.2 Ensuring staff's familiarity with the health and safety policy;
 - 10.2.1.3 Providing and promoting a healthy and safe workplace;
 - 10.2.1.4 Establishing and instructing staff in safe work procedures;
 - 10.2.1.5 Correcting unsafe practices and conditions;
 - 10.2.1.6 Enforcing health and safety rules;
 - 10.2.1.7 Ensuring proper Personal Protective Equipment is available where needed;
 - 10.2.1.8 Ensuring regular inspections are done;
 - 10.2.1.9 Providing first aid;
 - 10.2.1.10 Investigating all accidents in Library, personnel and/or customers including reporting on accident/incident forms;
 - 10.2.1.11 Reporting injuries to the Workers' Compensation Board (WCB);
 - 10.2.1.12 Being aware of and helping troubled employees ;
 - 10.2.1.13 Inspecting facility for hazards;
 - 10.2.1.14 Ensuring proper maintenance of facility and equipment; and,
 - 10.2.1.15 Ensuring compliance with Occupational Health & Safety (OHS) regulations
- 10.2.2 Certain responsibilities may be delegated to a senior person in each department:

POLICY 10.3 – PROTECTION FROM VIOLENCE AND HARASSMENT

Creation Date: September 2005

Last Revision Date: March 2017

Last Review Date: March 2017

- 10.3.1 The Board supports and promotes an abuse-free organization. Any act of violence or harassment committed by or against any individual is unacceptable conduct and will not be tolerated. Personal safety of any individual in the Library facilities is paramount. Staff violations of the policy will be subject to disciplinary action, up to and including dismissal.
- 10.3.2 The CEO will:
 - 10.3.2.1 Investigate reported incidents of violence and harassment in an objective and timely manner;
 - 10.3.2.2 Take necessary action; and,
 - 10.3.2.3 Provide appropriate support for victims;
 - 10.3.2.4 Take no punitive action against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.
- 10.3.3 Individual staff will:
 - 10.3.3.1 Immediately contact on-site security or the police when faced with an urgent situation involving threatening or violent conduct.

POLICY 10.4 – PROTECTION FROM SEXUAL HARASSMENT

Creation Date: May 2002

Last Revision Date: May 2017

Last Review Date: May 2017

10.4.1 The Board is committed to a healthy work environment free of harassment for all our employees and volunteers. This policy is intended to prevent sexual harassment of employees and volunteers, and to deal quickly and effectively with any incident that might occur.

10.4.2 **DEFINITION**

10.4.2.1 Sexual Harassment is any unwelcome sexual behavior and is **illegal** under the provisions of the Individual's Rights Protection Act. The Alberta Human Rights Commission defines sexual harassment as follows:

“Sexual harassment, being discrimination on the grounds of sex, is a violation of the Individual's Rights Protection Act. Unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,

2. Submission to or rejection of such conduct by an individual affects that individual's employment.”

10.4.2.2 Sexual harassment can include such things as: pinching, patting, rubbing or leering, dirty jokes, pictures or pornographic materials, comments, suggestions, innuendos, and requests or demands of a sexual nature. The behaviour need not be intentional in order to be considered sexual harassment. It is offensive and in many cases intimidates others.

10.4.3 **PROCEDURE**

10.4.3.1 **If you are being sexually harassed:**

10.4.3.1.1 Tell the individual his/her **behaviour is unwelcome and ask him/her to stop;**

10.4.3.1.2 **Keep a record of incidents** (dates, times, locations, possible witnesses, what happened, your response). You do not have to have a record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time;

10.4.3.1.3 **File a complaint.** If, after asking the harasser to stop his/ her behaviour, the harassment continues, report the problem to one of the following: your immediate supervisor, a Department manager, or the CEO;

10.4.3.1.4 You also have the right to **contact the Alberta Human Rights Commission** to file a complaint of sexual harassment. If

circumstances warrant it, **the police can be contacted to file a charge of assault.**

10.4.4 **DEALING WITH A COMPLAINT (CEO)**

10.4.4.1 **The CEO**

- 10.4.4.1.1 When a sexual harassment complaint is received, the CEO will ensure a thorough immediate investigation is completed and, if necessary, take appropriate action.
- 10.4.4.1.2 The complainant and the alleged harasser will both be interviewed along with any individuals who may be able to provide relevant information. The investigation will be performed in as discreet and confidential a fashion as possible. All information will be kept in confidence;
- 10.4.4.1.3 If the investigation reveals evidence to support the complaints of sexual harassment, the harasser will be disciplined appropriately. Discipline may range from a written warning up to and including dismissal; and the incident will be documented in the harasser's file;
- 10.4.4.1.4 No documentation whatsoever will be placed in the complainant's personnel file where the complaint is filed in good faith, whether the complaint is upheld or not;
- 10.4.4.1.5 If the investigation fails to find evidence to support the complaint, there will be NO documentation concerning the complaint placed in the file of the alleged harasser. Confidential counselling will be made available to alleged harassers in cases where complaints have not been upheld;
- 10.4.4.1.6 Regardless of the outcome of a sexual harassment complaint, where complaints are made in good faith, the employee or volunteer lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes protection from demotion, unwanted transfer, denial of opportunities, as well as harassment of the individual as a result of his/ her having made a complaint or having provided evidence regarding the complaint.

10.4.5 **RESPONSIBILITY**

10.4.5.1 **Employees or Volunteers**

- 10.4.5.1.1 It is the responsibility of Library employees or volunteers who believe they have been the subject of sexual harassment to:
 - 10.4.5.1.1.1 Advise the offender that the action is unacceptable behavior; and,
 - 10.4.5.1.1.2 Report the incident to a supervisor, Department head, or the CEO.

10.4.5.2 **Supervisors**

10.4.5.2.1 It is the responsibility of a Library Manager or Supervisor of Library employees or volunteers to:

- 10.4.5.2.1.1 Take immediate and appropriate action to deal with incidents of sexual harassment; whether brought to their attention or personally observed;
- 10.4.5.2.1.2 Report all incidents of alleged sexual harassment to the CEO;
- 10.4.5.2.1.3 Under no circumstances dismiss or downplay the incident or tell the complainant to deal with the incident by him or herself;
- 10.4.5.2.1.4 Apply appropriate discipline to the alleged perpetrator;

POLICY 10.5 – WORKING ALONE

Creation Date: November 2008

Last Revision Date: March 2012

Last Review Date: March 2017

- 10.5.1 The Board is committed to worker safety. The Board considers a Library employee to be working alone if the worker works by himself or herself at a work site in circumstances where assistance is not readily available when needed. Examples of those who could be at risk from working alone include those who work in sites isolated from public view, who work by themselves without close or direct contact with co-workers, who travel alone or do hazardous work with no routine interaction with users or public, who travel away from base offices to meet clients, or who handle cash.
- 10.5.2 The CEO and Library management staff will:
- 10.5.2.1 Ensure Library work schedules are designed with at least two people working at every Library facility at the same time;
 - 10.5.2.2 Identify, as part of a hazard assessment, the potential hazards of working alone and will take practical steps to eliminate or control the hazards;
 - 10.5.2.3 Establish, where practical, an effective means of communication appropriate to the hazards involved for employees and volunteers to contact other people who can respond to the staff need; and,
 - 10.5.2.4 Ensure employees are trained, and made aware of, the hazards of working alone and the preventative steps to be taken to reduce potential risks.

POLICY 10.6 – WORKPLACE INSPECTIONS

Creation Date: May 2002

Last Revision Date: March 2012

Last Review Date: March 2017

10.6.1 The Board is committed to ensuring all Library departments meet government regulations and health and safety standards through the use of a workplace inspection program, as per Article 2(1) of the Occupational Health and Safety Act RSA 2000 cO-2 s2;2002 c31 s3, which states:

“Every employer shall ensure, as far as it is reasonably practicable for the employer to do so:

a) The health and safety of:

i) workers engaged in the work of that employer, and

ii) those workers not engaged in the work of that employer but present at the work site at which that work is being carried out; and

b) That the workers engaged in the work of that employer are aware of their responsibilities and duties under this Act and the regulations and the adopted code.”

As well, Article 8(1)(a) of the Occupational Health and Safety Act RSA 1980 cO-2 s6; RSA 1980 c15 (Supp) ss5,25;1983 c39 ss5,19 states:

“For the purposes of this Act, an officer may at any reasonable hour enter into or on any work site and inspect that work site.”

POLICY 10.7 – HEALTH AND SAFETY ORIENTATION

Creation Date: November 2008

Last Revision Date: May 2017

Last Review Date: May 2017

- 10.7.1 The Board is committed to ensuring Library employees and volunteers are aware of existing and potential hazards and the controls used to minimize exposure to these hazards.
 - 10.7.1.1 The CEO and/or Management will make new, transferring and returning workers aware of the hazards, as well as the methods to control these hazards in their workplace, through a Health and Safety Orientation, prior to or during the first day of work.
 - 10.7.1.2 The health and safety orientation will include:
 - 10.7.1.2.1 Overall philosophy;
 - 10.7.1.2.2 Health and safety policies and procedures;
 - 10.7.1.2.3 Information specific to the work site and/or department;
 - 10.7.1.2.4 Occupational Health and Safety regulatory requirements;
 - 10.7.1.2.5 Worker safety responsibilities, including responsibility to refuse unsafe work;
 - 10.7.1.2.6 Job responsibilities;
 - 10.7.1.2.7 Specific job hazards; and,
 - 10.7.1.2.8 Health and Safety reporting.
 - 10.7.1.3 Supervisors and employees will acknowledge, in writing, their participation in, and understanding of, the orientation material; and,
 - 10.7.1.4 The CEO may delegate to the Executive Assistant to oversee the implementation of this policy. Managers are responsible for implementing and monitoring this policy in their departments.

POLICY 10.8 – EMERGENCY PREPAREDNESS

Creation Date: November 2008

Last Revision Date: March 2012

Last Review Date: March 2017

- 10.8.1 The Board will ensure there is an established, appropriate emergency response plan in place for responding to an emergency requiring rescue or evacuation, to comply with Occupational Health and Safety Legislation.
 - 10.8.1.1 Each Library Department Manager will have a current, site specific emergency response plan including the following:
 - 10.8.1.1.1 The identification of various potential and specific emergencies (e.g. fire, tornado, flood, violence, etc.);
 - 10.8.1.1.2 Procedures for dealing with identified emergencies;
 - 10.8.1.1.3 Emergency response training requirements;
 - 10.8.1.1.4 Location and use of emergency facilities;
 - 10.8.1.1.5 Fire protection requirements;
 - 10.8.1.1.6 Alarm and emergency communication requirements; and,
 - 10.8.1.1.7 First aid services required.
 - 10.8.1.2 Employees designated to provide rescue services and supervise evacuation procedures in an emergency will:
 - 10.8.1.2.1 Be provided with appropriate training and equipment;
 - 10.8.1.2.2 Be involved in emergency planning; and,
 - 10.8.1.2.3 Conduct, at required intervals, appropriate training exercises simulating emergencies.
 - 10.8.1.3 Library Department Managers are responsible for implementing and monitoring this policy in their departments.

POLICY 10.9 - SCENT-FREE ENVIRONMENT

Creation Date: June 2009

Last Revision Date: March 2017

Last Review Date: March 2017

- 10.9.1 The Board recognizes dealing with scent allergies is an important Health & Safety issue. Many scented products such as perfumes, lotions, soaps and shampoos can trigger severe, disabling reactions in some individuals.
 - 10.9.1.1 The CEO and Management Team will make employees and members of the public aware of these issues, and will ask them not to wear or bring scented products into any Library facility. Library managers will monitor compliance and report to the Health and Safety Committee.

SECTION 11 – INTERNET TECHNOLOGY

POLICY 11.1 – STAFF USE OF COMPUTERS

Creation Date: May 2013

Last Revision Date: March 2017

Last Review Date: March 2017

- 11.1.1 Email and web access will be given free to employees who have a Library business need for email. Emails on Library accounts are the property of the Library.
 - 11.1.1.1 **Prohibited uses of email and the web include:**
 - 11.1.1.1.1 Personal use for commercial gain;
 - 11.1.1.1.2 Transmission of information in violation of government regulations;
 - 11.1.1.1.3 Illegal activities;
 - 11.1.1.1.4 Product advertisement;
 - 11.1.1.1.5 Political lobbying; and,
 - 11.1.1.1.6 Use of offensive language or sexually explicit images.
- 11.1.2 Internet use from a Library computer identifies the Library, so Library employees must act accordingly. Improper use of the Library Network is subject to disciplinary action.
- 11.1.3 The decision as to whether an activity falls within the scope of the criteria noted above will be made by the CEO or designate.

POLICY 11.2 – BOARD USE OF TECHNOLOGY

Creation Date: May 2013

Last Revision Date: March 2017

Last Review Date: March 2017

- 11.2.1 The Board is committed to the use of new and innovative technologies to manage its business and plan for the future.
 - 11.2.1.1 Board members will be given the appropriate technology and training to access all of the information required to undertake Board business.
 - 11.2.1.2 Board members will respect the code of conduct (Policy 2.10) and abide by the rules as identified in Policy 11.1.

APPENDICES

APPENDIX A – ACCEPTABLE USE POLICY

Red Deer Public Library is committed to providing an environment free from harassment.

Our customers and staff expect and deserve a clean and safe environment.

Activities not allowed in the library include but are not limited to the following:

- Any illegal activity
- Physically harming or harassing customers or staff
- Interfering with another person's use of the library
- Entering staff only areas
- Use of loud, obscene or abusive language
- Smoking
- Fighting, running or horseplay
- Use of skateboards or roller blades in the library
- Bringing in animals other than guide animals

This Acceptable Use Policy applies to all sections of all Library Branches.

For a more detailed list please refer to the Acceptable Customer Behaviour Guidelines.

Library staff and commissionaires are here to help you and keep the Library spaces safe. Customers who do not follow the instructions of staff and commissionaires, or who do not abide by the Acceptable Use Policy will be asked to leave the library, and may be charged under the Libraries Act.

Think about those around you, follow the above guidelines and help us maintain a pleasant, comfortable atmosphere in our library.

There are designated quiet zones in the Library, which are meant for quiet reading and study. Please consider the needs of others in these areas.

Eating and drinking is permitted in the Library, but please clean up after your snack!

All branches of Red Deer Public Library are owned and managed by the Red Deer Library Board under the authority of the provincial Libraries Act.

Everyone who uses these facilities must abide by the Library's Acceptable Use Policy, which is available at any service desk.

APPENDIX B – ACCEPTABLE CUSTOMER BEHAVIOUR GUIDELINES

The following acceptable customer behaviour policy has been approved and adopted by the Red Deer Library Board of Trustees.

All library customers are expected to conduct themselves in a manner which enables other customers, staff and themselves to accomplish their intended library tasks in a safe, reasonably pleasant, and orderly atmosphere. Library staff will listen to, and respond when appropriate, to complaints voiced by customers. Security will take appropriate action when customer behaviour causes disruption or unreasonable interference in the delivery or receipt of library services.

The library reserves the right to require anyone who engages in disruptive behaviour to leave the premises, the right to restrict privileges for a specified period of time, and the right to ban the individual from the library for a specified period of time or permanently. In most cases, Security will notify the individual that he or she is in violation of the standards of conduct and will provide one verbal warning. Unlawful activities will be reported immediately to the RCMP.

Disruptive behaviour includes but is not limited to the following:

Illegal Behaviour. Any staff member who witnesses illegal behaviour will notify Security who will then contact the RCMP when necessary. Illegal behaviour includes but is not limited to the following:

- **Harassment.** Threatens or annoys another person by physical contact or abusive or obscene language (including inappropriate tone of voice) or follows a person in or about a public place.
- **Drunk and/or Disorderly Conduct.** Causes public inconvenience by fighting, unreasonable noise, abusive or obscene language or gestures, threatening behaviour, hazardous or physically offensive condition.
- **Trespass.** Knowingly enters or remains unlawfully on the premises.
- **Theft (Larceny).** Wrongfully takes, obtains, or withholds the property of another, including the property of the library.
- **Criminal Mischief.** Intentionally damages the property of another (includes vandalism and mutilating library materials).
- **Assault.** Intentionally or by reckless conduct causes injury to another person.
- **Public Lewdness.** Intentionally exposes the private parts of the body in a public place.
- **Controlled Substances.** Includes using, selling, or possessing controlled substances on library property, and entering library property while intoxicated or under the influence of illegal controlled substances. The use of alcohol is prohibited on library property except at library approved functions.

Abusive or Obscene Language or Gestures. Includes language or gestures that convey a sexually explicit message or are conveyed in a coarse or crude manner and language that verbally abuses another individual.

Loitering. Defined as a person who wanders around the library without apparent legitimate reason and disturbs other customers.

Cellular or Portable Telephones. Customers are asked to not use cellphones or portable phones on Level 4 and at the Circulation desk. All cellular or portable telephones should have the ringer set on vibrate in order to not disturb other customers.

Playing Music. Includes playing music or other media at a level that is disruptive to other customers.

Solicitation. Includes selling anything for personal gain or charitable cause, begging, panhandling, or circulating petitions among other patrons and staff members. Public petitions may be posted on the public bulletin board.

Loud Talking and Laughing. Sensitivity to noise varies from one person or group to another; however, if one person or group is heard above the general noise level in the library at a particular time, this person or group will be asked to lower their voices.

Fighting. Includes any type of fighting, whether real or pretend.

Throwing Objects. Includes wadded up papers, paper airplanes. Other small objects, and larger objects that could cause injury.

Boisterous Behaviour. Includes running, horseplay, playing on the elevator, and annoying other customers.

Smoking or Other uses of Tobacco Products. Smoking and other uses of tobacco are prohibited in the library building (City of Red Deer Smoke Free Bylaw #3345-2005) as well as five metres from an entrance, window, or air intake of the library building Alberta Regulation 240/2007 Tobacco Reduction Act).

Fragrance Free. Customers are asked to refrain from wearing scented products while visiting Red Deer Public Library.

Improper Attire. Customers must wear shoes and shirts in the Library building. Hoodies must be put down upon entering the Library building and only put back up upon exiting the library building.

Abuse of Library Building, Equipment, Furniture, and Materials. Includes but is not limited to placing feet on tables and chairs, standing on furniture, mutilating or defacing books or periodicals, mistreating equipment or computers, marking with graffiti.

Bikes, Rollerblades, Skateboards, and Scooters. Must not be ridden anywhere in the Library.

Blocking Aisles or Doorways. Includes obstructing aisles or doorways or in any way interfering with the free movement of any other persons.

Weapons. Carrying weapons or any object that may be thought to be a weapon of any type on library property is not permissible except by law enforcement officers.

Removing Library Materials or Equipment. Staff members must check out all circulating materials and equipment at the circulation desk before they can be removed from Library property.

Excessive Displays of Affection. Includes any sexual conduct or physical contact deemed inappropriate for a public place.

Hygiene. A person may be required to leave the Library if his/her personal Hygiene interferes with the orderly operation of the Library or with the ability of other customers to use and enjoy the facility.

Animals. Animals of any kind are prohibited unless serving as an aide animal or part of a library-sponsored program.

Unattended Children. A parent, guardian, or other responsible adult must accompany children under the age of 8 at all times in the library.

Misuse of Restroom. This includes but is not limited to bathing, changing clothes, marking with graffiti, and bringing library materials into the restroom.

Sleeping. No sleeping is allowed in the library building. A person found to be sleeping in the library building will be warned twice before being asked to leave the library building.

Banning: A person who has been banned from the library for a definite time period may appeal the banning by writing a letter to the library stating the reason he/she was banned from the library along with current phone number. The letter must be addressed to Security Supervisor and put in the book drop outside the library. Each situation of banning will be dealt with on an individual basis. Failure to follow these procedures will result in a permanent banning.

APPENDIX C – CLA 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.

APPENDIX D – RECONSIDERATION OF LIBRARY MATERIALS

This personal information is being collected under the authority of the Freedom of Information and Protection of Privacy Act (FOIP Act) and will be used to provide services to a library user. It is protected by the privacy provisions of the FOIP Act. Questions can be directed to the FOIP Act coordinator.

CITIZEN'S REQUEST FOR RECONSIDERATION OF A LIBRARY RESOURCE

This form is to be thoroughly completed by the person making the request and returned to the Director of Library Services.

AUTHOR _____ PUBLISHER _____
TITLE _____ COPYRIGHT DATE _____
READER'S NAME _____ TELEPHONE _____
ADDRESS _____ POSTAL CODE _____

1. To what in the book or material do you object? Please be specific, including page numbers.
2. Have you read, viewed or listened to the entire item? Yes ___ No ___.
If no, indicate which parts you have read, viewed or listened to. Please be specific.
3. Have you read any reviews of the item? Yes ___ No ___. If yes, please list.
4. Would you be willing to discuss this material with a review committee?

Signature _____ Date _____

PLEASE RETURN THIS FORM TO THE LIBRARY CEO

APPENDIX E – STAFF DEVELOPMENT

McNeil Endowment Fund Procedure

- In 2011, the McNeil family donated \$50,000 to the Library to support continuing education for Library staff. Library staff will be able to apply for money to pursue degree/diploma programs in Library studies or other programs that will add value to their current work at the Library, and enhance their future career prospects in libraries.
- Library staff will be able to apply for funds if they are registered in a degree or diploma program. They can apply for money for a course they are currently taking, or one they have taken in the previous year;
- Applications are due November 30. A Committee (the CEO and the Chair of the Personnel & Administration Committee) will decide on the eligibility of each applicant. The Committee will make decisions on issues not covered by the current procedures, and will ensure procedures are updated regularly. The decisions of the Committee will be final;
- Eligible applicants will receive a bursary, *which is a non-taxable benefit*, before December 31 of that year. To be eligible, staff members must have worked at the Library during the entire period of June 1 to the present. That is, staff must have worked at the Library for at least six (6) months before they can apply; former employees are not eligible to apply;
- Applicants are eligible to receive a bursary for up to the entire cost of tuition for a course or courses in the current or previous year, up to a yearly maximum of \$1,500, and a maximum of \$6,000 during their tenure at the Library. The amount will also be limited to the funds available each year;
- Any money from the year's Bursary fund not used in a particular year will be carried over to the following year;
- Recipients of McNeil Bursaries will be asked to write a letter of thanks to the McNeil Family.

Dickson Bursary

Eligibility requirements:

1. Bursaries are not available to Pages who terminated employment before December 31, 2004.
2. Page must be employed at Red Deer Public Library for a minimum of one year (as recorded in employee records).
3. Bursary application must be received within two years of leaving RDPL employment (termination date as recorded in record of employment).
4. Page must be registered at an accredited post-secondary institution (College or University) and provide a copy of acceptance letter with this Bursary application.

5. Pages may apply for a Bursary while still employed at RDPL if registered at an accredited post-secondary institution.
6. Bursary applications for the current school year beginning in the Fall will be accepted until August 1 of the current school year. No applications will be accepted after that date for Bursaries payable in the current school year.
7. Each Page's approved share of the Dickson Bursary Fund, up to a maximum of \$500.00, will be issued by November 1 in the year applied.

