

# **Bylaws and Policies of the City of Red Deer Library Board**

Red Deer Public Library  
Red Deer, Alberta

Revised 2020

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## SECTION I – BYLAWS

### **BOARD BYLAW**

Creation Date: June 1998

Last Revision Date: April 2019

Last Review Date: April 24, 2019

The City of Red Deer Library Board enacts the following Bylaws pursuant to The *Libraries Act* for regulation of the business of the Board.

#### 1. Interpretation

For the purposes of this Bylaw, the expression:

“Act” refers to the *Libraries Act*, RSA 2000, cL-11, s36;

“Board” means The City of Red Deer Library Board;

“Borrower” means the person to whom a Library card has been issued;

“CEO” means the person charged by the Board with the operation of the Library;

“the Library” means the Red Deer Public Library (encompassing all branches);

“Library materials” includes books, periodicals, newspapers, audio and video materials, electronic resources, micro-materials in all formats, kits, toys and games in the collection of the Library or borrowed by the Library.

#### 2. Library Facility

The portion of the building used for public library purposes is open to any member of the public free of charge;

The hours of Library opening are as set out by the Board from time to time as set out in policy;

Charges for the use of Library premises not normally used for public library purposes are set out in Schedule A which is attached and forms part of this Bylaw;

Persons using the Library building shall obey all Library policies and conduct themselves so as to not disturb other Library users.

#### 3. Requirements for Acquiring a Library Card

The Library card application must be signed by the applicant, or signed by the parent or guardian of an applicant who is less than 18 years old;

Library cardholding may be accompanied by an annual Library card registration fee, as determined by the Board in Schedule B.

#### 4. Responsibilities of a Library Cardholder

A Library card may be used only by the person to whom it is issued;

A Library cardholder shall notify the Library of any change of his or her address, telephone number and/or email address;

Library cardholders must take care of any Library item borrowed;

Library cardholders are responsible for understanding the due date of material and for the return of borrowed Library items to the Library facility on or before the due date.

#### 5. Loan of Materials

In accordance with the *Libraries Act*, RSA 2000, c L-11, s36 (3), no charge will be levied for Library materials used in the facility or for Library materials loaned in-house.

#### 6. Penalty Provisions

Fines for late return, damaged, or lost materials are set out in Schedule B;

The CEO may suspend a library card for the reasons set out in Schedule B;

A person who has had a library card suspended may, within 30 days of such revocation, make a written appeal to the Board setting out the grounds of the appeal;

The decision of the Board in an appeal is final and not subject to further appeal;

In cases of serious dereliction, the Board may prosecute an offence under *The Libraries Act*, RSA 2000, c L-11, s 41;

Any fine or penalty imposed goes to the benefit of the Board in accordance with *The Libraries Act*, RSA 2000, c L-11, s 42.

## **BOARD BYLAW – SCHEDULE “A”**

Creation Date: December 2001

Last Revision Date: April 2019

Last Review Date:

When not required for Library programs and services, some library spaces are available for short-term rental.

Room rental fees are due and payable on the day of the rental. The fee schedule is as set out below:

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

#### 2. Room Rental – Waskasoo-Kiwanis Meeting Room

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

#### 3. Room Rental – Green Room

Morning	9:00 – 1:00 pm	\$30
Afternoon	1:00 – 5:00 pm	\$30
Evening	5:00 – 8:00 pm	\$30
Full day	9:00 – 5:00 pm	\$60

\*The following equipment is NOT included in the room rental: LCD projector, computer equipment, sound and lighting systems, video conferencing equipment.

### Other Rentals and Fees

#### 4. Equipment Rental

- TV/ DVD \$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

5. Additional Costs

- Security (Commissionaire)\* \$30

\*Required if the room is in use outside of regular hours of opening: per hour, not prorated

## **BOARD BYLAW – SCHEDULE “B”**

Creation Date: January 1999

Last Revision Date: October 2018

Last Review Date:

Registration fees, loan periods and penalties

### Library Cards

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

- Library card fees;
- consideration of other sources of revenue as a result of elimination or reduction of fees.

#### 1. City of Red Deer residents or property owners:

- Adult: Free;
- Under 18: Free;
- Organizational card: \$10.00 + \$3.00 for each secondary card.

#### 2. Non-residents:

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

#### 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 card registration fee as listed in the previous Section 2. On request and the return of their library card(s), the fee will be refunded minus \$10.00 (hold-back fee).

#### 4. Lost or Stolen Cards:

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

#### 5. No-Fee Cards

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

#### 6. Other

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

- Complimentary Cards: Issued at the discretion of Library staff.
- Adult Literacy Program:
  - Tutors will receive a free Library card
  - Students enrolled in the program will receive a Library card for free.
- Homebound Reader Volunteers: Will receive a free Library card.
- Library Staff: Will receive a free Library card.

### 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 + two, 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 (adult literacy tutors and students only) – sixty days
- Bulk form to Continuing Care/Supportive Living facilities – 6 weeks
- Hot Picks – 1 week loan, no renewals
- New collections may have test loan periods until a preferred loan period is determined

### Penalty Provisions

#### I. 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.
- Borrowers may check their own accounts online at any time, or phone during opening hours, to ensure they return their materials on time. When a valid email address is on file a courtesy notice is emailed to the borrower two days prior to the items being due. An overdue notice is emailed or mailed to the borrower after an item has been overdue for two weeks. A lost item notice is sent to the borrower after an item has been overdue for four weeks.

#### 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.

### 3. REPLACEMENT COSTS

- If Library items are lost or damaged, the cost 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;
- 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 \$ 25.00 per item.
- In the event an interlibrary loan item is lost or damaged by an RDPL cardholder, the replacement cost charged to the cardholder will be \$50 per item.

## SECTION 2 – BOARD

### **POLICY 2.1 – MEMBERSHIP**

Creation Date: March 2012

Last Revision Date: October 2018

Last Review Date: October 2018

A municipal council may establish a municipal library board which has management and control of the municipal library; organizing, promoting and maintaining comprehensive and efficient library services.

#### 2.1.1 Appointment

- Members of the Board are appointed by the Red Deer City Council for a term of three years or less, depending on vacancies or resignations;
- 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;

#### 2.1.2 Code of Conduct

- 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.

#### 2.1.3 Length of term

- Generally, a member may not serve more than three consecutive terms.
- A Member who is first appointed to the Board to fill out a partial term (e.g., to replace a Member who has resigned before completing a full term) will be eligible to serve two more full consecutive terms.
- A Member may serve one additional two year term when approved by the Board;

#### 2.1.4 Attendance

- A Member who, without authorization, misses 3 consecutive Board meetings or 4 total meetings in a Board year may be asked to resign;

#### 2.1.5 Compensation and reimbursement of expenses

- Board Members receive no direct or indirect compensation but will be reimbursed for expenses incurred on previously Board approved Board business. Expenses such as travel, meals, accommodations, registration fees and parking will be reimbursed upon the provision of receipts; in accordance with the Expense Claims Policy.
- Board members are personally responsible for the membership costs related to individual memberships in library associations.

#### 2.1.6 Retirement from the Board

- A retiring Board member who has served on the Board for three or more years shall receive a gold Library card which will entitle them to a free lifetime card for the Library.

## **POLICY 2.2 – ORGANIZATION**

Creation Date: March 2012

Last Revision Date: November 2018

Last Review Date:

The board shall establish policies as set out in the Libraries Regulation, AR 141/98 and as amended.

### 2.2.1 The Board Officers

- The Chair and the Vice-chair will be elected by the Board members at the regular November meeting each year;
- Shall serve a term of one year from the meeting at which they are elected and until successors are duly elected;
- Three signing officers are assigned at the regular November meeting each year.
- The City Council appointee shall not serve on the executive.

#### 2.2.1.1 The Chair:

- 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;
- 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;
- Signs a copy of the Board meeting minutes upon their confirmation by the Board.

#### 2.2.1.2 The Vice Chair:

- 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.

### 2.2.2 The Executive Committee:

- Is made up of the Board chair, Vice-chair and the Chairs of each of the two standing committees of the Board;
- 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;
- Considers matters requiring a decision during any period the Board is recessed.

### 2.2.3 Board Standing Committees:

- There shall be two standing committees of the Board: the Planning and Finance Committee and the Personnel and Administration Committee;
- Each standing committee will be made up of approximately the same number of Members; each Board Member serves on one of the two standing committees;
- Chairs for each committee are elected by the Board at the November Board meeting.
- Considers matters falling within its terms of reference, reporting decisions and recommendations to the next Board meeting for confirmation;
- The Board may strike ad hoc committees as deemed necessary.

#### 2.2.3.1 Board Standing Committee Terms of Reference

##### 2.2.3.1.1 The Planning and Finance Committee:

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

##### 2.2.3.1.2 The Personnel and Administration Committee:

- Recruits and makes recommendations to the Library Board on the appointment of the CEO;
- Conducts an annual performance review of the CEO and provides recommendations to the Board;
- Develops and recommends Board Policies to the Board;
- Ensures Board policies and Bylaws are current and filed with Public Library Services Branch and made public on the Library's website;
- Ensures these policies and Bylaws conform to existing Alberta Library Branch legislation;
- Ensures Board Orientation takes place before the first Board meeting of a new members;



- Plans Board development and continuing education including an annual retreat and the Board development component of meetings.

#### 2.2.4 Meetings

- Nine regular Board meetings shall be held per year (September - June), standing recessed during July, August and December with the Executive Committee acting on behalf of the Board during these three months;
- The election of Board officers and other business arising takes place during the regular November meeting;
- A quorum for the transaction of business at any Board meeting shall consist of fifty percent (50%) of the Members present in person;
- 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 Bylaws or any special rules of order adopted by the Board;
- The preference for decision making at both Committee and Board meetings is consensus but in the event a vote must be taken, the vote shall be taken and determined by simple majority.
- Special Board meetings may be called at the direction of the Chair, or at the request of four Members, for the purpose of transacting business stated in the call for the meeting;
- The CEO or designate shall attend all Board and Committee meetings and shall ensure a true and accurate record is kept.
- Ex-officio members shall have voting rights at all Committee meetings.
- 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.
- 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.
- 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.
- The Board discusses and debates issues thoroughly in Board and Committee meetings but speaks with one voice in public. Only the Board Chair, CEO, or persons designated by them provide information or answer questions from the media.

2.2.5 Appointment to The Society of the Friends of the Red Deer Public Library (“The Friends”)

- In order to ensure a close working relationship between The Friends and the Library Board, the Board annually, in November, will appoint a Member as formal liaison with The Friends to attend meetings and report to the Board on those matters of mutual importance. The Board will pay the cost of Friends annual membership for the appointed member.

2.2.6 Institutional Memberships

- The Board belongs to the Library Association of Alberta, the Alberta Library Trustee Association and other relevant organizations as an institutional member with institutional membership fees paid for by the Library.

## **POLICY 2.3 – FINANCIAL ADMINISTRATION**

Creation Date: March 2012

Last Revision Date: October 2018

Last Review Date:

The board shall establish financial policies.

### 2.3.1 Audit

- The Board shall appoint an auditor annually and may request competitive bids at the discretion of the Board;
- The financial records of the Library will be prepared for audit as soon as reasonably possible after the fiscal year which shall be January 1 to December 31 inclusive.
- The auditor will present the audited financial statements to the Planning and Finance Committee, which after consideration and review, makes recommendations to the Board.

### 2.3.2 Contracts

- New contracts and agreements for goods and services with a value of up to 1% of the operating budget 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;
- 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.

### 2.3.3 Capital Asset Acquisition

- The Board, through the annual budget review, approves the purchase of capital assets and goods and services.
- The CEO may delegate responsibilities for purchase of capital assets or goods and services.
- 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.

### 2.3.3 Financial Statements

- A monthly financial statement, prepared by the Financial Officer and reviewed by the CEO or their 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;

- 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.

#### 2.3.4 Signing Authority

- Two authorized signatures are required on each cheque prepared on behalf of the Library;
- Financial signing officers shall be the CEO, the Acting CEO, and any of three Board Members designated by motion at the regular November Board meeting;

#### 2.3.5 Petty Cash

- A petty cash fund is managed by the Financial Officer. The fund is to be used for making immediate payments when it is impractical to issue a cheque in a small amount or a customer, staff member or board member requires immediate payment for small amounts

#### 2.3.6 Investment

- The Board is committed to the prudent investment of available Library funds therefore 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.

#### 2.3.7 Credit Cards

- Corporate credit cards will be used by the CEO or designated staff members for reservations, travel expenses, and specific library purchases.
- Receipts for the expenses will be submitted to the Financial Officer as soon as possible after the expense has occurred.
- Personal use of the credit card is prohibited.

#### 2.3.8 Conferences and Other Expenses

- Board Members delegated to attend conferences or authorized meetings shall be paid, upon provision of written receipts, expenses in accordance with budget provisions in the Expense Claim Policy.
- The Board shall select up to three board attendees for the Alberta Library Conference.
- Recognizing the importance of The Friends of the Red Deer Public Library, the Personnel and Administration Committee may also make a motion to cover some costs of continuing education for The Friends when a motion to do so is approved by the Board of The Friends and brought forward to the Personnel and Administration Committee.

### 2.3.9 Gift Acceptance

- RDPL welcomes gifts that support its mission, services and facilities. Individuals, organizations and corporations are encouraged to support areas that both reflect their interests and correspond to Library needs identified in the Plan of Service. Gifts and donations become the property of the Library and, as such, are subject to its acquisition and discard policies and procedures;
- RDPL appreciates the generosity of all donors however it may not always be in the interests of RDPL to accept a particular gift. The CEO and designates are authorized to negotiate gift agreements with prospective donors. If RDPL deems that a donor's wishes do not correspond with the Library's priorities, the donor will be asked to re-designate the intended gift.
- Unrestricted cash and equivalent charitable gifts will be placed in the general operating fund. Gifts of marketable securities, real estate or deferred gifts which include bequests, life insurance policies, gift annuities and charitable remained trusts may be transferred to the Red Deer and District Community Foundation for investment in a RDPL fund.
- Gifts in kind including artwork, equipment, books, and property if accepted become the sole and exclusive property of RDPL and can be used for any purpose deemed acceptable by the Library. RDPL will follow guidelines set out by the Canada Revenue Agency regarding appraisals, valuation and receipting. Donors should consult personal tax advisors prior to donating.
- Donors of cash and equivalents of twenty dollars or more will receive a charitable tax receipt.
- Particularly significant gifts may result in a naming rights proposal the suitability of which will be determined by the Planning and Finance Committee. Considerations will include the significance of the gift, the history, reputation and integrity of the donor, and the donor's compatibility with, understanding of, and support for the Library's mission and Plan of Service. All naming rights agreements will be of a fixed term.

## SECTION 3 – FACILITIES

### **POLICY 3.1 – HOURS OF OPERATION**

Creation Date: May 1995

Last Revision Date: June 25 2020

Last Review Date:

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.

#### 3.1.1 Unscheduled Closures

- 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 RCMP, fire department or other public services.

#### 3.1.2 Temporary Hours of Operation

- The Board may approve temporary changes to the hours of operation.

#### 3.1.3 Statutory Holidays

- 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	

- 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.

#### 3.1.4 Hours of Service

- All Branches  
Monday to Thursday 9 a.m. – 8 p.m.  
Friday 9 a.m. to 5 p.m.  
Saturday and Sunday 10 a.m. to 3 pm.

## **POLICY 3.2 – APPROPRIATE USE POLICY**

Creation Date: March 2000

Last Revision Date: October 2018

Last Review Date:

The board shall establish policies with respect to the terms and conditions for safe use of spaces managed by the board.

- 3.2.1 The Board, in its efforts to provide a positive, comfortable, and professional environment, will not tolerate any form of workplace violence or harassment directed by, or at, any Library employee by another employee, Board member, or member of the public.
- 3.2.2 The Board is committed to providing a violence and 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 RCMP involvement and/or criminal charges being laid.
- 3.2.3 Members of the public must not attend the library if they are exhibiting symptoms such as sneezing, coughing, or flu like symptoms of concern to Alberta Health Services or have been directed to self isolate.
- 3.2.4 The Board is committed to investigating reported incidents of workplace violence or harassment in an objective and timely manner, taking necessary action, and providing appropriate support.
- 3.2.5 Definitions
- Abuse: language or physical contact intended to cause bodily harm or the use of threats, humiliation, forced social isolation, intimidation, harassment, coercing or restricting from appropriate social contact with the intention of causing emotional harm
  - Discrimination: unfavourable treatment based on racial, sexual, political, age, national, religious, or gender prejudice, or physical or mental disability
  - Harassment: repeated offensive comments and/or actions which demean and belittle an individual and/or cause personal humiliation. This definition includes sexual harassment.
  - Violence: threats, attempts or acts that cause, or are likely to cause, physical injury.
- 3.2.6 Reasonable, justifiable, consistent, and non-discriminatory acts of discipline, provided by an individual who has the authority to provide discipline, shall not be construed as harassment. Employees who are faced with, or who observe a situation involving the threat of violent conduct, where there is reasonable belief that the safety of themselves or others may be in danger, should contact security personnel or the RCMP, or both, immediately.

- 3.2.7 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.
- 3.2.8 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. Library staff may involve Security and/or the RCMP in taking appropriate action when customer behaviour causes disruption or unreasonable interference in the delivery or receipt of library services.
- 3.2.9 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 they are in violation of the standards of conduct and will provide one verbal warning. Unlawful activities will be reported immediately to the RCMP.
- 3.2.10 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 they were banned from the library along with a current phone number. The letter must be addressed to the 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.
- 3.2.11 Disruptive behaviour includes but is not limited to the following:
- Not complying with Alberta Health Services recommendations or library staff direction related to infection control.
  - Illegal Behaviour. Any staff member who witnesses illegal behaviour will notify Security who will then contact the RCMP when necessary.
  - 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 or causing harm to another, 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, vaping and other uses of tobacco, other smoke able products, or vaporized substances** are prohibited in the library building (City of Red Deer Smoke Free Bylaw #3345-2005) as well as five meters from any entrance, window, or air intake of the library building (Tobacco and Smoking Reduction Act and regulation).
- **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 entering staff only areas, 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. All materials and equipment must be checked out either at by a staff member or using a self-check machine 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 their 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 with identification provided by the Government of Alberta under the Service Dog Act or part of a library-sponsored program.
- Unattended Children. A parent, guardian, or other responsible adult must accompany children under the age of 9 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.

### **POLICY 3.3 – USE OF LIBRARY MATERIALS**

Creation Date: December 1995

Last Revision Date: October 2018

Last Review Date:

Facilitating the efficient use of library materials in a cost effective way by as many customers as possible is a cornerstone of library service.

- There is no charge for using library materials within the Library or borrowing library materials normally lent by the Library.
- No person shall remove any item from the Library until the item has been checked out to a library card.
- Cardholders are responsible for all material taken out on their card.
- The Library is not responsible for any damages, including damages to equipment, which may result from the use of library material.
- The number of library materials that may be borrowed at any one time depends on item and card type
- Each item borrowed must be returned to any Library on or before the due dates set out in the Bylaws
- Infection control is the responsibility of the patron when using library materials. Please contact the library if you require an extension to due dates due to illness.

## **POLICY 3.4 – USE OF LIBRARY FACILITY**

Creation Date: December 1995

Last Revision Date: November 2019

Last Review Date:

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.

Our values include diversity, respectful spaces, intellectual freedom and access for all. Freedom of expression and access to ideas and information are essential to the health and development of a democratic society. Library spaces may be used by those who express ideas that may be contrary to the Library's vision and values. In renting spaces for short-term use the Board does not endorse or agree with any of the aims, policies or activities of any group or individual using the space, or any of the ideas, messages or information they express.

The Board recognizes that individuals and groups may strongly disagree with ideas and views expressed within Library spaces and collections. In some instances, they may, on a personal level, view them as offensive or harmful. However, in keeping with its value of intellectual freedom, the Board will not restrict freedom of expression beyond the limits prescribed by Canadian law.

### **3.4.1 Availability and terms of use of rentable spaces**

- Rentable meeting space is available on a first-come, first-served basis as set out in the bylaws if the space is not required for library programs and partnerships.
- The Board does not necessarily support the views of individuals or organizations booking rooms. Advertising of meetings or events taking place in Library meeting rooms shall not imply endorsement by the Board of the content of the program or event, unless such events are explicitly endorsed or co-sponsored by the Library.
- The Board will coordinate and implement risk assessment and additional security measures, at the renter's expense, when considered advisable for the peaceful enjoyment of the Library by all patrons;
- Topics for discussion, names of speakers with their affiliation and items for sale including fundraising items must be disclosed at the time of booking.
- The Board will not knowingly permit any individual or group to use its facilities for any illegal purpose. The Library requires potential renters to abide by library policy, the Criminal Code of Canada (including hate propaganda laws) and the Alberta Human Rights Act.
- No special privileges are extended to organizations to which staff members or Trustees belong.
- 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.

### **3.4.2 Right to deny use of library spaces**

- The Library reserves the right to refuse or cancel a booking at any time or ask a group to leave when it reasonably believes that use by any individual or group will be for a purpose that is likely to:
  - Promote discrimination, hatred or contempt for any group or person on the basis of grounds included under the Charter.
  - Be contrary to the law or any library policies or guidelines including conduct, including but not limited to violent, threatening, abusive, harassing, disruptive or intrusive language or conduct;
  - Present a misrepresentation;
  - Present a likelihood of physical hazard, disturb the peaceful enjoyment of the facilities by other users, threaten public safety, result in a misuse of equipment or premises.
- Past misuse or non-payment of fees is sufficient grounds for denial of an application and subsequent bookings may be cancelled.
- If Library property or equipment is defaced or damaged in any way the room renter shall be responsible for any and all damage caused by its use of the Library and must pay the Library, on demand, any costs the Library may incur because of damage to any meeting room facility or property as a result of the event.
- Applicants who are denied permission to use these facilities may, upon written request, have the decision reviewed by the CEO. Denials by the CEO may be appealed to the Board in writing.

#### 3.4.3 Right to deny use of library spaces

- The CEO may deny a group use of space in the Library where use will disturb the peaceful enjoyment of the Library by other users, but denials may be appealed to the Board in writing. All denials shall be reported to the Board.
- The CEO may limit time in the Library or the use of parts of the Library in response to local conditions. All limitations shall be reported to the Board.

#### 3.4.4 Admission fees for programs taking place in library spaces

- Admission fees charged for programs taking place in the Library must be approved by the CEO or their designate unless they are minimal fees for the cost of take away program materials.

#### 3.4.5 Use of Library bulletin boards

- The Board is committed to making a specific, public, Library bulletin board available at no cost for the use of local not-for-profit organizations or individuals.

- Posters and pamphlets soliciting business will not be accepted.
- Posters for display on public bulletin boards must be approved, posted, and may be removed by the Library.

## **POLICY 3.5 – UNATTENDED CHILDREN AND VULNERABLE ADULTS**

Creation Date: January 1995

Last Revision Date: October 2018

Last Review Date:

The Board is committed to welcoming people of all ages to the Library. Staff members, however, cannot be responsible for their safety or supervision. Parents and caregivers are reminded children and vulnerable adults may be at risk in a public place and should not be left unattended.

- 3.5.1 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 and are mature enough to understand and follow Library rules as stated in policy and related documentation.
- 3.5.2 If a child or vulnerable adult 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 RCMP will be called.

## **POLICY 3.6 – SECURITY CAMERAS**

Creation Date: May 2002

Last Revision Date: October 2018

Last Review Date:

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.

### 3.6.1 Acceptable Use – Live Pictures

- 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;
- Only Library security staff and senior managers will have access to security camera pictures, with IT staff assisting as required.

### 3.6.2 Acceptable Use - Recorded Pictures:

- Recorded pictures may be accessed by senior Library managers to enhance security in the building or to monitor contractors;
- Images of individuals who have been banned from library premises may be accessed by library staff members for the purpose of enforcing a ban;
- All recorded security data will be treated as a Freedom of Information and Protection of Privacy Act (FOIP Act) Personal Information Bank;
- 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 3.7 – INTERNET ACCESS**

Creation Date: November 2000

Last Revision Date: June 25, 2020

Last Review Date:

The Board believes the Internet is an important resource, serving information, education, recreation, literacy and cultural needs.

3.7.1 Library Internet workstations may be provided to the public for research purposes.

3.7.2 A person requesting the use of a Library Computer must agree to abide by this 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 is needed to use the workstations.
- The Library determines time limits for workstation use;
- 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 images which may be disturbing to others.
- 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.

3.7.3 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.
- 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.

3.7.4 The same Confidentiality Standards and Procedures that apply to other Library/user transactions will apply to Library public Internet workstations.

## SECTION 4 – HEALTH AND SAFETY

### **POLICY 4.1 – BOARD COMMITMENT TO HEALTH AND SAFETY**

Creation Date: September 2005

Last Revision Date: October 2018

Last Review Date:

The Board is committed to the maintenance of a safe working environment for employees and volunteers.

#### 4.1.1 Purpose

- The purpose of the Board’s policies and operational guidelines and rules are:
  - To promote good health and safe working practices;
  - To practice safe work procedures complying with the Alberta Occupational Health and Safety Act, Regulation and Code;
  - To prevent work related illness and injuries;
  - To provide for effective treatment;
  - To provide necessary health and safety training; and,
  - To protect the health of workers and citizens.
  - To encourage work site inspections, both official and unofficial.

#### 4.1.2 Responsibilities

- 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, Code and Regulation as it relates to their work processes.
- The CEO will also ensure that library operations are in line with municipal, provincial and federal health and safety bylaws, laws, codes, or charters currently in force.
- Certain responsibilities may be delegated to the Joint Work Site Health and Safety Committee.

##### 4.1.2.1 Orientation of staff and contractors:

- 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.
- The CEO and/or Management will ensure that contractors have a contact for health and safety issues.

## **POLICY 4.2 – PROTECTION FROM VIOLENCE AND HARASSMENT**

Creation Date: September 2005

Last Revision Date: June 2019

Last Review Date:

The Board supports and promotes an abuse-free organization. Any act of violence or harassment, including sexual harassment, committed by or against any individual is unacceptable conduct and will not be tolerated. Workplace harassment is defined as a single or repeated incident of objectionable or unwelcome conduct, comment, bullying or action intended to intimidate, offend, degrade or humiliate a particular person or group.

It does not include any reasonable conduct of an employer or supervisor related to the normal management of workers or a work site. Differences of opinion or minor disagreements between coworkers are also not generally considered to be workplace harassment.

Violence, whether at a work site or work related, is defined as the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm. It can include: physical attack or aggression, threatening behavior, verbal or written threats, domestic violence or sexual violence

Domestic violence becomes a workplace hazard when it occurs or spills over into the workplace. It may put the targeted worker at risk and may pose a threat to coworkers. Employers must take reasonable precautions to protect affected workers if they are likely to be exposed to domestic violence at a work site.

Sexual violence as a workplace hazard refers to any sexual act, attempt to obtain a sexual act, or other act directed against a worker's sexuality using coercion, by any person regardless of their relationship to the victim, in a workplace or work-related setting.

Sexual violence exists on a continuum from obscene name-calling to sexual assault and/or homicide. It includes online form of sexual violence, such as internet threats and harassment, and sexual exploitation.

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.

The employer will not disclose the circumstances related to an incident of harassment or the names of the complainant, the alleged harasser, nor any witnesses except where necessary to investigate, correct or inform parties of the results of the investigation and of any corrective action, or as required by law.

This policy is not intended to discourage a worker from exercising legal rights including those under the Alberta Human Rights Act.

The employer will not disclose the circumstances related to an incident of violence or the names of the complainant, the person alleged to have committed the violence, and any witnesses except where necessary to investigate, take corrective action, or inform parties involved of investigation and corrective action. The employer may inform employees of a specific or general threat of, or

potential for, violence. The employer may make disclosures as required by law. Only the minimum amount of personal information will be disclosed as necessary to inform employees.

Nothing in this policy is intended to discourage employees from exercising their rights pursuant to any other law.

#### 4.2.1 CEO Responsibilities:

- Investigate reported incidents of violence and harassment in an objective and timely manner.
- Take necessary action.
- Provide appropriate support for victims.
- Take no punitive action against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.

#### 4.2.2 Individual Staff Responsibilities:

- Immediately contact on-site security or the RCMP when faced with an urgent situation involving threatening or violent conduct.
- Immediately contact their supervisor if a co-worker offers threatening or harassing behavior.
- Immediately contact the CEO if their supervisor is acting in a threatening or harassing manner.
- Contact their supervisor if the CEO is suspected of abuse. If the individual staff member or supervisor reports to the CEO, the individual staff member or supervisor will contact the Board Chair or Vice-Chair.

## **POLICY 4.3 – WORKING ALONE**

Creation Date: November 2008

Last Revision Date: October 2018

Last Review Date:

The Library Board is committed to worker safety, and understands that working alone presents a serious risk to worker safety.

### 4.3.1 Definition of Working Alone

- The Board considers a Library employee to be working alone if the worker works by themselves 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.

### 4.3.2 CEO and Library management staff responsibilities:

- Ensure Library work schedules are designed with at least two people working at every Library facility at the same time;
- Identify, as part of a hazard assessment, the potential hazards of working alone and will take practical steps to eliminate or control the hazards;
- 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,
- 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 4.4 – EMERGENCY PREPAREDNESS**

Creation Date: November 2008

Last Revision Date: October 2018

Last Review Date:

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.

### 4.4.1 Emergency Response Plan

- Each Library Department Manager will have a current, site specific emergency response plan including the following:
  - The identification of various potential and specific emergencies;
  - Procedures for dealing with identified emergencies;
  - Emergency response training requirements;
  - Location and use of emergency facilities;
  - Fire protection requirements;
  - Alarm and emergency communication requirements; and,
  - First aid services required.

### 4.4.2 Responsibilities of employees designated to provide rescue services

- Employees designated to provide rescue services and supervise evacuation procedures in an emergency will:
  - Be provided with appropriate training and equipment;
  - Be involved in emergency planning; and,
  - Conduct, at required intervals, appropriate training exercises simulating emergencies.

### 4.4.3 Responsibility of Department Managers

- Library Department Managers are responsible for implementing and monitoring this policy in their departments.

## **POLICY 4.5 - SCENT-FREE ENVIRONMENT**

Creation Date: June 2009

Last Revision Date: October 2018

Last Review Date:

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.

### **4.5.1 Responsibility to monitor compliance**

- 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 5 – LIBRARY MATERIALS

### **POLICY 5.1 – COLLECTION DEVELOPMENT**

Creation Date: May 1994

Last Revision Date: October 2018

Last Review Date:

The library collection is one of the most identifiable assets of the library and the Board recognizes the need for collection development and resource sharing policy. The Board supports the following:

#### 5.1.1 Statement of Intellectual Freedom

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

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

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

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

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

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

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make

available their public spaces and services to individuals and groups without discrimination.

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

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

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

#### 5.1.2 Resource Sharing

- The Board is committed to reciprocal Library resource sharing and fully participates in the Alberta Public Library Network.

#### 5.1.3 Right to accept or reject collection materials

- 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.

#### 5.1.4 Collection material selection

- The presence of any item in the library does not indicate an endorsement of its content by the library.
- Collections need to deal in an informative and balanced manner with social, personal, racial, multicultural, religious and scientific issues.
- Collections need to provide as broad a base as possible of information and literature.
- Collections for entertainment and recreation, even though such materials may not have enduring interest or value, must reflect a diverse community with differing tastes, interests, purposes and education.

#### 5.1.5 Controversial materials

- Some materials may be controversial and any given item may offend some patrons. The ultimate responsibility for their choice of materials rests with the patron. Responsibility for the use of library materials by children rests with their parents and legal guardians. Selection of material will not be restricted by the possibility that children may obtain materials that their guardians may consider inappropriate. Library materials will not be marked or identified to show approval or disapproval of contents, and no library materials will be sequestered, except for the express purpose of protecting it from injury or theft.

5.1.6 Acquisition budget and collection selection responsibility

- Ultimate responsibility for the budget for acquisitions and for selection and de-selection of all materials lies with the CEO who operates within the framework of policies approved by the Board and procedures developed by library staff members. The CEO may delegate to Department Managers the authority to implement the procedures in making day-to-day selections.

5.1.7 Procedure for reconsideration of library materials

- The procedure for reconsideration of library materials is as set out in Appendix A.

## **POLICY 5.2 – SERVICE AND MATERIALS FOR THOSE UNABLE TO USE CONVENTIONAL PRINT**

Creation Date: January 2015

Last Revision Date: October 2018

Last Review Date:

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.

### 5.2.1 Provision of and access to materials in an unconventional format

- 5.2.1.1 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
- 5.2.1.2 The Red Deer Library Board endeavors to supply 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
- 5.2.1.3 The Red Deer Library Board will provide access to materials through such means as, interlibrary loan, Public Library Services Branch, liaison with the community, or support agencies in order to put the end user in touch with the source.
- 5.2.1.4 A Homebound service is provided to deliver RDPL materials for those unable to visit RDPL branches.

## SECTION 6 – ADMINISTRATION

### **POLICY 6.1 – CONFIDENTIALITY OF USER RECORDS**

Creation Date: May 1995

Last Revision Date: October 2018

Last Review Date:

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;

- 6.1.1 Upon receipt of such process, order, subpoena, or legal authorization, these documents will be forwarded to the CEO or designate;
- 6.1.2 The CEO may 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;
- 6.1.3 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;
- 6.1.4 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.
- 6.1.5 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 in the library card creation or renewal process;
- 6.1.6 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.

## **POLICY 6.2 – FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FOIP Act)**

Creation Date: May 2002

Last Revision Date: October 2018

Last Review Date:

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.

### 6.2.1 Definitions

(unless the context otherwise requires):

- "Act" means FOIP Act R.S.A.2000, c.F-25
- "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;
- "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
- Any fee for service is payable in accordance with FOIP Act Regulation, AR 186/2008, as amended from time to time.

## **POLICY 6.3 – PERSONAL INFORMATION BANK**

Creation Date: May 2002

Last Revision Date: October 2-18

Last Review Date:

The Board is committed to the Library keeping the following banks of information based upon the legal authority stated in each section:

### 6.3.1 Personnel and Volunteer Performance Records

- Information contained: Employment contracts, performance evaluations, reprimands and commendations, and training certificates obtained;
- Individuals: All staff and volunteers at the Library
- Legal Authority: Freedom of Information and Protection of Privacy Act (FOIP Act) Act, RSA 2000, c.F-25, c33;

### 6.3.2 Human Resources Records

- Information contained: information supporting administration and payroll functions;
- 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;
- Individuals: Permanent and part-time staff at the Library;
- Legal Authority: Alberta Labour Code, Canada Tax Act, Library Act;

### 6.3.3 Library Contact Information File

- Information contained: Names, addresses and home phone numbers of staff, emergency contacts for staff, and board members;
- Individuals: Current staff and Board members of the Library;
- Legal Authority: FOIP Act, section 33(c).

### 6.3.4 User Database

- Information contained: Information supporting the lending and use of library materials to the public, and the provision of public Internet access;
- Personal information: name, address, telephone number and email address of user;
- Individuals: Cardholders registered with the Library;
- Legal Authority: *Libraries Act*, *FOIP Act*, 33(c)

### 6.3.5 Staff Directory

- Information contained: Employee name, address and home phone number;

- Individuals: Permanent and part-time staff at the Library;
- Legal Authority: *FOIP Act*, section 33(c);

#### 6.3.6 Volunteer Database

- Information contained: Volunteer name, address and home phone number, volunteer hours;
- Individuals: volunteers at the Library;
- Legal Authority: *FOIP Act*, section 33(c);

#### 6.3.7 Video Security Camera Files:

- Information contained: files of cameras installed in the Library;
- Individuals: people in the building and in the immediate vicinity;
- Legal Authority: *FOIP Act*, section 33(c);

#### 6.3.7 Room Booking Database:

- Information contained: name of organization; date, time and location of meeting; contact name and telephone number;
- Individuals: persons booking space in the Library;
- Legal Authority: *FOIP Act*, section 33(c).



## **POLICY 6.4 – RECORDS RETENTION**

Creation Date: May 2002

Last Revision Date: October 2018

Last Review Date:

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.

### 6.4.1 Schedule of Records Retention

#### 6.4.1.1 Ninety Days or less:

- Video camera files, unless legally required

#### 6.4.1.2 One Year:

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

#### 6.4.1.3 Three Years:

- Member records
- Bank reconciliations, outstanding cheques, cash receipts, deposit books, design estimates and tenders

#### 6.4.1.4 Three Years from the date of termination or final reporting:

- 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.

#### 6.4.1.5 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.

#### 6.4.1.6 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

### 6.4.2 Disposition of library records

- 6.4.2.1 Library staff shall purge records slated for disposal following the time guidelines outlined above;
- 6.4.2.2 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.

## **POLICY 6.5 – EXPENSE CLAIMS**

Creation Date: May 2002

Last Revision Date: October 2018

Last Review Date:

The Board has established policies with respect to the designation of expenses for which board members and staff will be reimbursed.

### **6.5.1 Reimbursement for personal vehicle expenses**

- Board Members and Library employees authorized in advance of using 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/d10/v238/s658/en>

### **6.5.2 Reimbursement for meals and accommodation expenses**

- Library employees and Board Members will be reimbursed for reasonable meal and accommodation expenses incurred on previously authorized Library business, upon production of original receipts.
- Where original receipts are not available, Library employees and Board Members 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/d10/v238/s659/en>

### **6.5.4 Reimbursement for travel within the United States of America (U.S.A)**

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

## **POLICY 6.6 – DISPOSAL OF SURPLUS ASSETS**

Creation Date: May 1999

Last Revision Date: October 2018

Last Review Date:

The Board acknowledges that library space is limited and valuable, and difficult decisions must be made regarding discarding and disposal of surplus assets.

### 6.6.1 CEO responsibilities regarding the disposal of capital assets

- 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. The CEO shall ensure the:
  - 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;
  - 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.

### 6.6.2 Guidelines for disposal of surplus capital assets

- The following guidelines are used in arriving at a decision concerning the disposal of capital assets:
  - Is the Library likely to make use of the item in the future?
  - Can the item be stored for an indefinite time and at a reasonable cost?
  - Is the item a unique knowledge or cultural resource in the city, surrounding district, province, or nation?
  - Is the Library currently able to properly maintain the item?
  - Is the value of the property less than \$1000?
    - Property with an estimated value of \$1000 or more may be disposed of by a method determined by the Planning and Finance Committee.
  - All monies received from the sale of surplus items will returned to general revenue.

### 6.6.3 Sale/Donation of surplus capital assets

- In disposing of surplus items, the Library may make them available to community agencies as donations, or at less than fair market value;
- Surplus items will be made available for sale to the general public if the value is

worthwhile and if they are of no interest to community agencies;

#### 6.6.4 Disposal of surplus capital assets not suitable for sale or donation

- Surplus items not suitable for sale or donation will be disposed of in an economical and environmentally acceptable manner.

## **POLICY 6.7 – FUNDRAISING AND SPONSORSHIP**

Creation Date: November 2015

Last Revision Date: October 2018

Last Review Date:

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.

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.

### **6.7.1 Fundraising**

#### **6.7.1.1 Fundraising means the act or process of raising funds.**

- 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.
- To secure Board endorsement, individuals or groups, including The Friends, who wish to initiate a new fundraising project on behalf of the Library, must present a fundraising plan to the Chief Executive Officer (CEO).
- 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.
- 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.
- 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.
- The Library is not responsible for shortfalls incurred by external organizations in a campaign.
- The Board will accept grants and donations derived from granting authorities such as the Alberta Lottery Fund.
- The Board will accept donations from the proceeds of gaming activities that are conducted according to Alberta Gaming and Liquor Commission (AGLC) regulations.

## 6.7.2 Sponsorship

6.7.2.1 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.

- A written sponsorship agreement is required, signed by representatives of the sponsoring organization and CEO or designate. This agreement will define the terms and duration of the sponsorship, including external logos and public acknowledgement.
- Sponsorship agreements may not impact the normal operations of the Library nor imply any endorsement of products or services by the Board.

## SECTION 7 - LIBRARY PERSONNEL

### **POLICY 7.1 – CONDITIONS OF EMPLOYMENT**

Creation Date: May 2002

Last Revision Date: October 2018

Last Review Date:

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

#### 7.1.1 Conditions of Employment Administration – CUPE Staff

- 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.

#### 7.1.2 Conditions of Employment Administration – Out of Scope and Contract Staff

- Conditions of employment for Out of Scope staff and staff hired on contract are established separately and administered by the Chief Executive Officer.

#### 7.1.3 Conditions of Employment Administration – Chief Executive Officer

- Conditions of employment for the Chief Executive Officer are established separately and administered by the Board.

#### 7.1.4 Employment of staff of the same immediate family

- 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 or a person sharing their residence is employed by the Library Board.

#### 7.1.5 Maintenance of job descriptions, position qualifications, performance appraisal forms and requests for time off

- Library administration maintains and makes available current job descriptions, position qualifications, and forms for performance appraisals and requests for time off.

#### 7.1.6 Vacation and in-lieu time carry over allowance

- 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.

#### 7.1.7 Long Service Recognition

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

#### 7.1.8 Recognition for retiring or resigning employees

- 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.

#### 7.1.9 Staff participation in civic society

- The Board encourages Library employees to take an active role in civic society, in accordance with the Library Code of Conduct. Library employees may request a leave of absence to run for office; and, if elected to a public office, may continue to be employed, provided there is no conflict of interest between their duties with the Board, their duties as a public official, and the Libraries Act of Alberta.

## **POLICY 7.2 - CONTINUING EDUCATION AND DEVELOPMENT**

Creation Date: September 2005

Last Revision Date: November 2020

Last Review Date:

The Board believes professional education is a responsibility shared among employees, the employer, and professional associations. We are committed to encouraging the professional growth and development of our staff, volunteers and Board.

### 7.2.1 Board support for continuing education

- The Board is committed to supporting continuing education through:
  - A thorough orientation for new employees;
  - Periodic performance evaluations to determine development needs;
  - An annual Staff Development Day which focuses on skill development, teamwork and/or wellness;
  - Online and in person training for job specific duties;
  - Attendance at conferences and workshops related to job duties.

### 7.2.2 Management of Board-approved Staff Development budget

- The CEO and Management Team will manage the Board-approved Staff Development budget. Priorities will include:
  - Skills training for staff to keep abreast of industry changes, especially relating to technology;
  - Support for customer service, interpersonal skills, diversity training;
  - Support for conference attendance for managers, who are encouraged to seek conference speaking and poster presentation opportunities; and,
  - Support for conference or workshop attendance for staff members if funds are available within the department.

### 7.2.3 McNeil Bursary Program

- 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 B.

### 7.2.4 Dickson Bursary Program

- The Board provides financial support to Library Assistant I's or Pages through the Dickson Bursary Program, according to the procedure outlined in Appendix B.

7.2.5 Job Exchanges, Student Placements, Work Experience and other forms of continuing education

- 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:
  - Library staff may propose job exchanges with other similarly qualified individuals by submitting a written request to the CEO; however, costs involved in an exchange will be borne by the participants.

7.2.6 Reimbursement of individual memberships to library or other associations

- The Board does not purchase nor reimburse individual memberships in library or other associations for staff members.

## **POLICY 7.3 – STAFF USE OF COMPUTERS**

Creation Date: May 2013

Last Revision Date: October 2018

Last Review Date:

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.

### 7.3.1 Prohibited uses of email and the web

- Prohibited uses of email and the web include:
  - Personal use for commercial gain;
  - Transmission of information in violation of government regulations;
  - Illegal activities;
  - Product advertisement;
  - Political lobbying; and,
  - Use of offensive language or sexually explicit images.
- 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.
- 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 7.4 – SUSTANCE ABUSE**

Creation Date: May 2013

Last Revision Date: October 2018

Last Review Date:

The Board is committed to providing a drug-free, healthful and safe workplace. The use of controlled substances, including alcohol and cannabis, and drugs, including prescription, may have serious and adverse effects on an employee's health, safety and job performance.

- 7.4.1 While on Library premises or while conducting Library-related activities, employees must not be impaired due to the use of controlled substances, including alcohol and cannabis, illegal substances or prescription drugs. These substances should not inhibit nor impair the employee's ability to perform their job functions effectively and in a safe manner.
- 7.4.2 Employees must not have controlled substances, illegal substances or drug paraphernalia on Library premises.
- 7.4.3 The use of alcohol for social functions or other circumstances related to organizational business may be allowed when approved by the CEO or Library Board and with appropriate permits or licenses.
- 7.4.4 Should there be reason to believe that an employee's job performance is negatively affected by controlled substances or illegal or prescription drugs, appropriate action will be taken, which may include disciplinary action, up to and including termination of employment.
- 7.4.5 Should an illness, including alcoholism, be present, the Library may require participation in a substance abuse rehabilitation program. The Library will work with the employee towards the goal of rehabilitation, in keeping with current labour legislation, and to the limit of reasonable accommodation. Accommodation may include granting leave to attend a detoxification or rehabilitation program.

## **POLICY 7.5 - VOLUNTEERS**

Creation Date: October 2018

Last Revision Date:

Last Review Date:

The Board welcomes individuals who want to give freely of their valuable time and talents to further the strategic objectives of the Library.

### 7.5.1 Guidelines

- A volunteer is a person who performs tasks for the Library without wages, benefits, or expectation of compensation. Volunteers are not employees and do not replace Library employees.
- Library Board members are excluded from the Volunteer Policy.
- Opportunities for volunteer placement are identified by library management and staff members.
- Staff members recruiting volunteers will also be responsible for selecting, interviewing, creating volunteer work descriptions, assigning tasks and, if necessary, dismissing volunteers with approval from the CEO.
- The screening and appointment process for volunteers follows the guidelines recommended by Volunteer Canada. Volunteers will be interviewed. The fee for a standard criminal record and vulnerable sector check will be reimbursed by the Library.
- Library supervisors will provide position descriptions, library policy overviews and training, including health and safety, for the assigned tasks.
- Volunteers are responsible for maintaining the confidentiality of all privileged information which they may be exposed to while serving as a volunteer.
- Grounds for immediate dismissal may include, but are not limited to, gross misconduct or insubordination; being under the influence of alcohol or drugs while performing volunteer assignment; theft of property or misuse of Library funds, equipment or materials; lies or falsification of records; illegal, violent or unsafe acts; abuse or mistreatment of library customers or co-workers; failure to abide by Library policy or procedure; failure to meet physical or mental standards of performance; unwillingness or inability to support and further the mission of the Library and/or the objectives of the program.

**APPENDIX A – 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 CEO.

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**

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.

## **APPENDIX B – 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 or designate) 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 for at least six (6) months before they can apply; applications must be received within six months of leaving employment with the Library;
- 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. Persons working as Library Assistant Is or pages must be employed at Red Deer Public Library for a minimum of one year (as recorded in employee records).
2. Bursary application must be received within two years of leaving RDPL employment (termination date as recorded in record of employment).
3. Persons must be registered at an accredited post-secondary institution (College or University) and provide a copy of acceptance letter with this Bursary application.
4. Persons hired as Library Assistant Is or pages may apply for a Bursary while still employed at RDPL if registered at an accredited post-secondary institution.



5. 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.
6. Each person hired as a page's or Library Assistant I's approved share of the Dickson Bursary Fund, up to a maximum of \$500.00, will be issued by December 31 of the year applied.