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## Town of Hinton Library Board



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## Policy Manual

APPROVED: APRIL 23, 2018 / UPDATED 2019/UPDATED 2021

HINTON MUNICIPAL LIBRARY  
803 Switzer Drive Hinton, AB T7V1V1

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## 1. General

### 1.1. Policy on Policy Making

#### 1.1.1. Purpose

- 1.1.1.1. This policy is intended to describe the numbering system used in the Hinton Municipal Library Policy Manual, so that new policy statements may be assigned numbers that are consistent with those already in use, and so that people wishing to find the policy statement that addresses a concern can more readily find it.

#### 1.1.2. Statement of Intent

- 1.1.2.1. The Board, given the authority under the *Alberta Libraries Act* for the management of the Hinton Municipal Library, assumes with that authority the duty for developing policies related to the framework, governance and operation of the Library. The Board recognizes that the development of policies is a process for providing effective parameters and guidelines for actions of all its committees and Library staff. The Board expects all staff to be knowledgeable of those policies that relate to their duties and actions.
- 1.1.2.2. Where the Board has not developed specific operational policies, those set out in the Hinton Municipal Library Procedures Manual shall guide the operations of the Library. Any exceptions to this practice will be listed in an Article to this Policy.
- 1.1.2.3. Where the Town of Hinton has developed specific operational policies that may be considered to apply to Library operations, the Board will review these on an individual basis at a duly convened Board meeting and may adopt, decline, or revise such policies.

#### 1.1.3. Organizational Channel for Policy Making

- 1.1.3.1. Without limiting the generality of welcoming staff and patron input and contributions, the Board reaffirms it will seek input of the Manager of Library Services on Board policies pertaining to the governance and operation of the Hinton Municipal Library.
  - 1.1.3.1.1. Initial suggestions for policy development may come from staff, trustees, Board standing committees, members of the community, and the Hinton Municipal Library Procedures Manual. All policy suggestions will be drafted by the Manager of Library Services and come directly to the Board for review and approval.
  - 1.1.3.1.2. All policies and changes to them shall be approved by means of a motion at a duly convened Board meeting and recorded in the minutes of that meeting.
  - 1.1.3.1.3. All approved policies shall be given a number and title and shall be signed by the Board Chair, indicating the date of approval. Copies of the approved policy shall be distributed to all Board members and to each unit of the Library, for inclusion in their copies of the Hinton Municipal Library Policy Manual.
  - 1.1.3.1.4. The minimal review date for evaluation and review of each policy shall be specified in the policy and shall be fixed by approval of the Board. Each policy shall be reviewed at least once every three years.
  - 1.1.3.1.5. As the need arises, annually at a minimum, the Manager of Library Services shall make recommendations to the Board regarding policies to remain in effect, or to be revised, added or deleted.
  - 1.1.3.1.6. The Manager of Library Services is responsible for the administration of programs and for implementation of policy.

#### 1.1.4. Policy Numbering System

1.1.4.1. General Classification Number to reflect Section – XX

1.1.4.2. Index Number to reflect Policy Order – YY

1.1.4.3. Numbers will be assigned to new policy statements by the Manager of Library Services. The basic general classifications and subject matter areas within these classifications will be as follows:

##### Section 1 – General

Example: Policy 1.1 – Policy on Policy Making

Example: Policy 1.2 – Vision and Mission

##### Section 2 – The Board

Example: Policy 2.1 – Board Trustee Orientation

Example: Policy 2.2 – Annual Organizational Meeting

##### Section 3 – Library Membership

Example: Policy 3.1 – Membership Fees

##### Section 4 – Facilities

Example: Policy 4.1 – Hours of Operation

Example: Policy 4.2 – Unattended Children

##### Section 5 – Relations

Example: Policy 5.1 - Yellowhead Regional Library System

Example: Policy 5.2 - County of Yellowhead

##### Section 6 – Library Materials

Example: Policy 6.1 – Collection Development

Example: Policy 6.2 – Library Material Vendors

##### Section 7 – Administration

Example: 7.1 – Personal Information Bank

##### Section 8 – Financial

##### Section 9 – Library Personnel

Example: Policy 9.1 – Staffing

Example: Policy 9.2 – Conditions of Employment

##### Section 10 – Health and Safety

##### Section 11 – Archives

Example: 11.1 – Digital Preservation Policy

#### 1.1.5. Related Documents

##### Libraries Act L-11/Libraries Regulation Section 7

##### 1. Policies Required of Library Boards:

- a. Confidentiality of user records.
- b. Orientation and continuing education of Board and staff.
- c. Finance.
- d. Personnel.
- e. Selection, acquisition, purchase and disposition of resources.
- f. Resource sharing.
- g. Provision of service to those unable to use conventional print.
- h. Conditions under which library resources will be loaned.
- i. Hours of service.
- j. Conditions for use of areas of library not normally used for public service.
- k. Hinton Municipal Library Procedures Manual
- l. Hinton Municipal Library Collection Development Plan and Management Manual
- m. Hinton Coal Branch Archives Procedures Manual

- 1.1.6. Policies guide decision making and are set by the Library Board, while operational procedures drive actions and are developed by the Manager of Library Services in line with policies. Procedures identified as Board procedures will be developed exclusively by the Board in consultation with the Manager of Library Services.
- 1.1.7. Policies allow for managerial discretion, while procedures are detailed and specific.
- 1.1.8. Policies are an integral part of organizational strategies, while procedures are tactical tools.
- 1.1.9. Policies may arise from legislation, management recommendations or from the Library Board.
- 1.1.10. The terms "Board Trustee" and "Board Member" are used interchangeably throughout the document.
- 1.1.11. By-laws are policies mandated by the Public Libraries Services Branch (PLSB) and are legally enforceable.
- 1.1.12. New bylaws or bylaw changes will have three readings at Board meetings. No more than two readings may be made at a Board meeting unless the trustees present unanimously agree to consider a third reading.
- 1.2. Vision and Mission
  - 1.2.1. Vision: open doors open books open minds
  - 1.2.2. Mission: The Hinton Municipal Library will continue to be a leading place of information, entertainment, communication, literacy, learning and heritage for all members of the community that the Library serves: through flourishing partnerships; through creative use of technology, and; through up-to-date resources.

**APPROVED: April 23, 2018**

## 2. The Board

### 2.1. Board Trustee Orientation

- 2.1.1. The Hinton Municipal Library Board (“the Board”) was created under the provision of the Libraries Act Chapter L.11 of the Revised Statutes of Alberta, 2006 and its regulations 141/98, and the Town of Hinton Bylaw #1105 dated January 17, 2017 and Bylaw #1105-1 dated February 21, 2017.
- 2.1.2. Trustees of the Board are appointed by the Town of Hinton Council for a term of three years or less, depending on vacancies or resignations.
- 2.1.3. The Board shall consist of 7 voting members (4 to 6 citizens of which one may be a resident of Yellowhead County, Ward 8) and one of whom shall be a Councillor appointed by the Town of Hinton Council at its annual organizational meeting.
- 2.1.4. Generally, a Trustee may not serve more than two full consecutive terms;
  - 2.1.4.1. A Trustee who is first appointed to the Board to fill out a partial term (e.g., to replace a Trustee who has resigned before completing a full term) will be eligible to serve two more full consecutive terms.
- 2.1.5. A Trustee may serve one additional two-year term when approved by the Board.
- 2.1.6. A Trustee who, without authorization, misses 3 consecutive Board meetings or 4 total meetings in a Board year may be asked to resign.
- 2.1.7. Trustees receive no direct or indirect compensation but will be reimbursed for expenses incurred on Board business. Expenses such as travel, meals, accommodations, registration fees and parking will be reimbursed upon the provision of receipts; in accordance with Policy 9.6 – Expense Claims.
- 2.1.8. Trustees of the Hinton Municipal Library (“the Library”) shall assume that these responsibilities are allocated to Board members by the relevant legislations noted above. Among those responsibilities are:
  - 2.1.8.1. Recruitment, selection and evaluation of the Manager of Library Services;
  - 2.1.8.2. Development and execution of a rolling three-year strategic Plan of Service;
  - 2.1.8.3. Approval of an annual budget and the monitoring of financial activity; and
  - 2.1.8.4. Development and implementation of appropriate policies to ensure the provision of a prominent level of Library service to the community of the Town of Hinton Library Board.
- 2.1.9. The Board recognizes the importance of having informed Board Members. To ensure this, the Board must provide a comprehensive orientation program for all new Board Members.
- 2.1.10. The Board encourages skill development of its Board Members, and provides, within available resources, institutional memberships in key Library organizations and financial support for attendance at Library conferences and relevant workshops, including reimbursement of registration fees and of travel and accommodation expenses. Entitlement for financial support for these activities requires the approval of the Board Chair or Vice-Chair.

### 2.2. Organizational Meeting:

- 2.2.1. Shall be held annually.
- 2.2.2. Election of officers (Chairperson and Vice-Chairperson) shall occur at this time.

### 2.3. Regular Library Board Meetings:

- 2.3.1. Are open to the public.
- 2.3.2. Delegations may make representation to the Library Board at Board meetings following a request made at least one week before the scheduled meeting of their intention to be placed on the agenda.

2.3.3. Copies of Minutes for all Board meetings will be posted on the Town of Hinton website ([www.hinton.ca](http://www.hinton.ca)) under Governance for Town Council and public access following approval by the Library Board.

## 2.4. Board Descriptions

### 2.4.1. Chairperson

- 2.4.1.1. Calls the meeting to order and ensures it proceeds in an orderly manner according to the agenda and rules of meeting procedures. All members shall address their comments through the chair.
- 2.4.1.2. Leads discussions, put motions and amendments to the vote and declares results. Chairperson may enter discussions without vacating chair.
- 2.4.1.3. Ensures that proper minutes and records are kept, and signs adopted minutes.
- 2.4.1.4. Ensures that all points of view are given a fair hearing and that items of business are adequately discussed before a final decision is made.
- 2.4.1.5. Has the right to vote on all motions before the Board, but if the chairperson's vote results in a tie vote the motion shall be considered defeated.
- 2.4.1.6. May call a special meeting of the Board provided that all members have been given notice at least 48 hours in advance. The meeting may be held with less than 48 hours notice with the consent of a 2/3 majority of the Board.
- 2.4.1.7. Has the authority to expel from Board meetings any person guilty of improper or disorderly conduct.
- 2.4.1.8. Should confer with other executive officers on agenda items and should be thoroughly familiar with any items brought before the Board.
- 2.4.1.9. Serves as an ex-officio member on all committees and acts as a liaison officer in coordinating committee work.

### 2.4.2. Vice-chairperson

- 2.4.2.1. Acts as chairperson in the absence of the chairperson or when delegated by the chairperson.
- 2.4.2.2. Ensures that all necessary reports and documentation are filed with the authorities as required under the Act.
- 2.4.2.3. In the event that the position of chairperson becomes vacant, the vice chairperson becomes acting chairperson and assumes all authority and responsibilities of the position of chairperson until a new chairperson is elected or appointed.
- 2.4.2.4. Assumes other related duties as assigned by the chairperson or the Board.

## 2.5. Committee Duties and Responsibilities

- 2.5.1. The Board may appoint special committees on either a standing or an ad hoc basis whenever it requires in-depth research, deliberations or recommendations on any matter. Committee meetings shall be held as required. The chairperson shall always be notified of a committee meeting, be invited to attend, and be informed of any written or oral communication that results from the meeting.

## 2.6. Quorum

- 2.6.1. A quorum of the Board shall consist of 4 voting Board members.

**APPROVED: April 23, 2018**

**AMENDED & APPROVED: October 28, 2019 (2.3.3.)**

### 3. Library Membership

#### 3.1. Membership Qualifications

3.1.1. A person must be a resident of the Town of Hinton or Yellowhead County, Ward 8.

3.1.2. Child memberships (ages 0-17) are only available with signed consent of a Parent or Guardian who takes responsibility for any fees accrued on that card.

3.1.2.1. It must be agreed upon by both the signing guardian and minor that the Library notifications (for hold, late fees, due dates) will be sent to the provided contact information.

#### 3.2. Membership Fees (as per the Safety & Use Bylaw of the Town of Hinton Library Board – Schedule A)

3.2.1. Child's Card (ages 0-17) with a lending limit of 40 items, is free with the Patron Code: Student or Print Disabled.

3.2.2. Adult's Card (ages 18 and up) with a lending limit of 40 items, is free with the Patron Code: Standard or Print Disabled.

3.2.3. Temporary Resident (expires after 6 months) with a lending limit of 40 items, is free with the Patron Code: Local Library Only.

3.2.4. Replacement card. \$2.00.

#### 3.3. Loan Period (as per the Safety & Use Bylaw of the Town of Hinton Library Board – Schedule B)

3.3.1. Books and CDs - 21 days.

3.3.2. DVDs, magazines, and storytime bags - 14 days.

#### 3.4. Penalty Provisions (as per the Safety & Use Bylaw of the Town of Hinton Library Board – Schedule C)

3.4.1. Overdue Items: \$0.20 per day on books, talking books, CDs, and magazines and \$0.50 per day on DVDs and storytime bags, up to a maximum of \$10.00 per item on all material.

3.4.2. Suspension of borrowing privileges: Member borrowing privileges will be suspended in the following situations: members owing more than \$10.00 in overdue fines, damages, and/or replacement charges or outstanding fines which have gone unpaid more than 6 weeks.

3.4.3. Replacement Cost: If Library items are lost or damaged, the costs of replacement and processing such materials for Library circulation are the actual cost as recorded in the item record of the automated Library system. 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 \$20.00.

#### 3.5. Confidentiality of User Records

3.5.1. Under Section 32 of the FOIP Act, personal information collected on membership applications and programming registration forms is used to provide patrons with Library services at the Hinton Municipal Library and at partner libraries in TRAC (The Regional Automation Consortium), Yellowhead Regional Library and The Alberta Library.

3.5.2. Information may be shared with these libraries to verify membership and to collect fines or debts owing, to provide information about Library services and for statistical purposes.

3.5.3. The Board is committed to upholding Library Best Business Practices to create and maintain accurate records, including documenting the names, addresses, phone numbers and materials borrowed by Library members. The Board recognizes these records must remain confidential, regardless of source of inquiry. Such records will not be made available to anyone unless requested through proper legal process, order, subpoena, or as may be authorized by the law.

3.5.3.1. Upon receipt of such process, order, subpoena, or legal authorization, these documents will be forwarded to the Manager of Library Services or designate.

- 3.5.3.2. The Manager of Library Services will consult with the lawyer retained by the Town to determine if such process, order, subpoena or legal authorization is in good form and if there is just cause for its issuance.
- 3.5.3.3. 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 remedied before any records are released.
- 3.5.3.4. Requests for information based upon circulation records related to a specific individual should be forwarded to the Manager of Library Services or, in the absence of the Manager of Library Services, to the Assistant Manager of Library Services.
- 3.5.4. The signing parent and/or legal guardian may be given information of a minor's account only pertaining to the financial amount accrued due to lost/damaged materials, or late fees.
- 3.5.5. The Manager of Library Services 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. In accordance to FOIP and other applicable legislation.
- 3.6. Limits on Privacy
  - 3.6.1. The Library reserves the right to access, read, preserve, and disclose any information accessed through the account which the Library reasonably believes is necessary to
    - 3.6.1.1. satisfy any applicable law, regulation, legal process or governmental request;
    - 3.6.1.2. enforce the Member Agreement, including investigation of potential violations hereof;
    - 3.6.1.3. detect, prevent, or otherwise address theft of Library materials, copyright violations, violation of third party user agreements, fraud, or security breaches;
    - 3.6.1.4. respond to user support requests;
    - 3.6.1.5. protect the rights, property or safety of the Library, its users and the public; or
    - 3.6.1.6. respond to requests from law enforcement or court orders.
- 3.7. Acceptable Use of Computers
  - 3.7.1. The Library's Public computers are provided to the public for personal and research purposes during normal Library hours.
  - 3.7.2. A person requesting the use of a Library computer must sign in by providing the date, time in and out, and their initials. This information is for statistical purposes and will be disposed of once recorded. By signing users agree to printing cost and must agree to abide by the following Library's Acceptable Use of Computers Policy.
    - 3.7.2.1. Members of the public will have access to workstations at no charge.
    - 3.7.2.2. The staff determine time limits for workstation usage. During peak service periods, a user may be asked to limit their use to 30 minutes on the workstation.
    - 3.7.2.3. The Library's public computers and wireless network are in public areas shared by Library users of all ages, backgrounds and sensibilities. Individuals are expected to consider other Library users when using the Library's internet, computers or personal devices in the Library, and must not use any workstation, public wireless network, or personal device to display explicit sexual images.
    - 3.7.2.4. Parent's and Legal Guardian's are responsible for the supervision of their child's internet access.
- 3.8. Wireless Access
  - 3.8.1. Free wireless internet access is available. The wireless network is compatible with most systems. However, when using any wireless connection, it is possible that information sent

to and from your wireless device may be captured by a third party with their own wireless devices and software unbeknownst to staff.

3.8.2. The Library assumes no responsibility for the actions of third parties who may attempt this. If you are not sure if your device has wireless functionality, please check with the manufacturer or supplier of your equipment.

3.8.3. The Library assumes no responsibility for the safety of equipment or for device configurations, security, or data files resulting from a wireless internet connection at the Hinton Municipal Library

### 3.9. Wireless connectivity

3.9.1. An encrypted access key must be obtained from staff to access the wireless network.

Encrypted keys are changed on a regular basis to maintain adequate levels of security.

Library staff is not able to provide technical assistance. By choosing to use the wireless

service or public access computers, you agree to abide by the Hinton Municipal Library

Acceptable Use of Computers Policy (3.7). Failure to follow policy will result in the loss of privileges.

**APPROVED: April 23, 2018**

**AMENDED & APPROVED: November 27, 2019 (3.2.1., 3.2.2.; 3.2.3., 3.5.1.)**

**AMENDED & APPROVED: February 22, 2021 (3.5.3.3.; 3.8.1.)**

#### 4. Facilities

##### 4.1. Hours of Operation

4.1.1. The Board is committed to offering convenient hours of service to its users. The hours of operation of the Library shall be set by the Board and will be periodically re-assessed by means of surveys and staff observation studies to determine peak hours of operation.

4.1.2. The Manager of Library Services, or designate, may close the Library if a mechanical emergency or environmental condition prevents the safe operation of the building. The Library may also be closed temporarily due to an emergency on the request of the police, fire department or other public services.

4.1.2.1. The Library days of closure for the year will be set at the January Board meeting.

##### 4.2. Unattended Children

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

4.2.2. Children age 7 and under must be supervised within arms reach by a responsible caregiver, 16 years of age or older. Children eight and older may be left unattended provided they are able to care for themselves and are mature enough to understand and follow Library rules.

4.2.3. If a child is unattended, in distress, or disruptive, the Library staff will try to identify and locate the parent or caregiver. If the parent or caregiver cannot be located or the Library is closing, the police will be called.

##### 4.3. Stolen or Lost Property

4.3.1. The Library is not responsible for user belongings or valuables, including those left in the Library.

4.3.2. Where it is possible to ascertain the rightful owner of a lost article, Library staff will make every effort to contact that person.

4.3.3. Found items will be kept by the Library for 30 days to 3 months and will be disposed of if not claimed. Cash found over \$50 will be reported to the RCMP; unclaimed cash will go into the Library's General Revenues.

4.3.4. Found books are kept for 30 days and then donated or disposed.

4.3.4.1. Use of Library computer workstations for illegal, actionable conduct, or to seek access to unauthorized areas is prohibited.

4.3.4.2. The Library assumes no responsibility for any direct or indirect damages to user property from the use of the Library computer workstations.

4.3.4.3. The Library is not responsible for any commercial transactions made while using the Library computer workstations.

4.3.4.4. 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.

4.3.4.5. When requested by a Library staff person, the user must leave a computer workstation immediately.

##### 4.4. Food and Beverage

4.4.1. Consumption of food and non-alcoholic beverages will only be permitted in designated areas of Library premises, provided such activity does not interfere with the use and enjoyment of Library premises by other patrons or result in any damage to Library materials, furnishings or equipment.

- 4.4.2. Patrons who consume food and beverages on Library premises may be held liable and accountable for any damage, repair, or additional expense that may be incurred because of this activity.
- 4.5. Teck Coal Room and Other Library Spaces
  - 4.5.1. The Board is committed to allowing the use of space not required for Library operating purposes to be used by other community not-for-profit groups, commercial groups and business organizations on a first come, first served basis.
  - 4.5.2. The Manager of Library Services may deny a group use of space in the Library, but denials may be appealed to the Board in writing. All denials shall be reported to the Board.
  - 4.5.3. Admission fees charged for programs taking place in the Library must be approved by the Manager of Library Services or his/her designate.
- 4.6. Library Environment
  - 4.6.1. The Board is committed to providing a harassment free Library environment. Individuals exhibiting behaviour damaging to a clean, pleasant, safe Library environment may be excluded from the Library premises for extended periods of time up to, and including, permanent exclusion. Inappropriate behaviour may also result in police involvement and/or criminal charges being laid.

## 5. Relations

### 5.1. Yellowhead Regional Library System

5.1.1. Hinton Municipal Library is a member of the Yellowhead Regional Library System through the Town of Hinton. Membership in YRL includes Hinton Municipal Library's participation with The Alberta Library (TAL), TRAC (a consortium of four Regional Systems: YRL, Northern Lights, Marigold and Peace), and ME Libraries. The *Yellowhead Regional Library Procedures Manual* is a guide to the YRL services. Hinton Municipal Library will adhere to these procedures.

### 5.2. County of Yellowhead

5.2.1. The Hinton Municipal Library Board has negotiated an agreement with the County of Yellowhead Library Board until December 2020. A copy of the *Memorandum of Agreement* is attached to these Policies. (Article B)

### 5.3. Town of Hinton Letter of Understanding (Article C)

5.3.1. The Letter of Understanding was created and signed September 29, 2016 to clarify communication, appropriation, and responsibilities between The Town of Hinton and The Town of Hinton Library Board.

### 5.4. Community Relations

5.4.1. One of the cornerstone values of the Board is the value of community. This includes collaborating with and being supportive of a variety of community groups.

5.4.2. The Board encourages Library staff and Board Trustees to be involved with various community groups to benefit the community and the Library through improved communication and coordination of services.

### 5.5. Promotional Activities

5.5.1. The Board is committed to ongoing, positive communications with the public. To this end, the Manager of Library Services will ensure a deliberate, planned public relations program is in place to identify, analyze and meet user needs.

### 5.6. External Community Organizations Promotional Material

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

5.6.2. Promotional materials must be approved by Library staff prior to being displayed.

5.6.3. Posters and pamphlets soliciting businesses will not be accepted.

### 5.7. Media Relations

5.7.1. Only the Chair of the Board, Manager of Library Services, or persons designated by them, will provide information or answer questions from the media.

5.7.2. All social media promotion and posts will be approved by the Manager of Library Services or designated staff. Each post should clearly and positively represent the Library.

### 5.8. Library Programs

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

5.8.2. Programming is defined as:

5.8.2.1. A continuation of the provision of information, cultural and recreational services;

5.8.2.2. An integral part of the ongoing public relations effort of the Library;

5.8.2.3. An opportunity to enhance the image of the Library within the community;

5.8.2.4. A means of attracting new members to the Library;

5.8.2.5. A vehicle to promote the collection and increased circulation of Library materials;  
and

5.8.2.6. A method of targeting significant issues of community interest.

5.8.3. Co-sponsored Programs

- 5.8.3.1. The Board encourages Library programming partnerships with not-for-profit organizations, business and educational communities, and service clubs.
- 5.8.3.2. Co-sponsored programs will meet the same standards as Library-developed programs.
- 5.8.3.3. The Board also encourages Library program partnerships with local businesses to take advantage of subject matter expertise. No single business will be given exclusive co-sponsorship privileges. Solicitation for business will not be allowed within the program.

## 6. Library Materials

### 6.1. Collection Development

6.1.1. The Board supports the Library Association of Alberta Statement of Intellectual Freedom and recognizes the need for collection development.

6.1.2. The Board is committed to reciprocal Library resource sharing with other libraries.

6.1.3. The Hinton Municipal Library's Collection Development Plan and Management Manual (Article D) was created and approved by The Board February 22, 2016. The Document outlines the guidelines for the Library's collection and shall be reviewed in 2019.

### 6.2. Library Material Vendors

6.2.1. The Board commits to making the best use of public money in purchasing Library materials and entrusts its professional Librarians to choose Library material vendors based on:

6.2.1.1. positive relationship with a vendor;

6.2.1.2. price, including shipping, handling and invoicing charges;

6.2.1.3. availability (fill rate);

6.2.1.4. turnaround time from order to delivery;

6.2.1.5. returns policies;

6.2.1.6. availability of required cataloguing and processing services; and,

6.2.1.7. Canadian and local vendors, all other things being equal.

### 6.3. Resource Sharing

6.3.1. The Board is committed to making Library materials easily available to the community.

6.3.2. In-Library materials will be made available to the public for their use at no cost.

### 6.4. Library Resources for Unconventional Services

6.4.1. The Board recognizes the rights of people with perceptual disabilities to have access to Library and information services. 'Perceptual disability' means an inability to read a literary work in its original format. It includes disability resulting from impairment of sight, inability to focus, inability to hold or manipulate a book, or impairment of comprehension.

6.4.2. The Library maintains a collection of DAISY books, which will be available to all qualified patrons.

### 6.5. Donations

6.5.1. The Manager of Library Services 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.

6.5.2. For income tax purposes, charitable donation receipts for cash donations or for new "donations in kind" at fair market value may be issued by the Town. The minimum donation amount that qualifies for an income tax receipt is \$20.00.

### 6.6. Library Material Selection Complaint Procedure

6.6.1. If a member of the public challenges the presence or selection of Library materials, the following procedures will be followed:

6.6.1.1. The Manager of Library Services reviews the complaint and researches the history of the acquisition;

6.6.1.2. The Manager of Library Services responds to the complainant, in writing, within four weeks of submission;

6.6.1.3. If the complainant is unsatisfied with this reply, the Manager of Library Services calls a Reconsideration of Library Materials Committee meeting;

- 6.6.1.4. The Committee will be made up of the following members: Board Chair, The Manager of Library Services, a member of the Board Personnel and Administration Committee, one other professional librarian not employed by the Board;
- 6.6.1.5. The Committee makes recommendations as deemed fit to the Board;
- 6.6.1.6. The Board makes the final decision; and,
- 6.6.1.7. Within ten days, the Manager of Library Services informs the complainant, in writing of the final decision.

## 7. Administration

### 7.1. Personal Information Bank

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

#### 7.1.2. Personnel and Volunteer Performance Records:

- 7.1.2.1. Information contained: Employment contracts, performance evaluations, reprimands and commendations, and training certificates obtained;
- 7.1.2.2. Individuals: Permanent, part-time staff, and volunteers at the Library;
- 7.1.2.3. Legal Authority: FOIP, section 33(c).

#### 7.1.3. Human Resources Records:

- 7.1.3.1. Information contained: information supporting administration and payroll functions;
- 7.1.3.2. Personal information including employee or volunteer name, address, phone number, birth date, employment commencement date, salary grid placement, emergency contact, payroll deductions, benefit plans, vacation status and sick leave;
- 7.1.3.3. Individuals: Permanent and part-time staff at the Library;
- 7.1.3.4. Legal Authority: Alberta Labour Code, Canada Tax Act, Library Act.

#### 7.1.4. Library Contact Information File:

- 7.1.4.1. Information contained: Names, addresses and home phone numbers of Library staff and Board members;
- 7.1.4.2. Individuals: Current Library staff and Board members of the Library;
- 7.1.4.3. Legal Authority: FOIP, section 33(c).

#### 7.1.5. User Database:

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

#### 7.1.6. Staff Directory

- 7.1.6.1. Information contained: Employee name, address and home phone number;
- 7.1.6.2. Individuals: Permanent and part-time staff at the Library;
- 7.1.6.3. Legal Authority: FOIP, section 33(c).

#### 7.1.7. Volunteer Database:

- 7.1.7.1. Information contained: Volunteer name, address, home phone number, and volunteer hours;
- 7.1.7.2. Individuals: Volunteers at the Library;
- 7.1.7.3. Legal Authority: FOIP, section 33(c).

#### 7.1.8. Room Booking Database:

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

### 7.2. Records Retention

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

- 7.2.1.1. One Year:
  - 7.2.1.1.1. Unsolicited resumes and job applications (not hired);
  - 7.2.1.1.2. Member records and transactions.
- 7.2.1.2. Three Years:
  - 7.2.1.2.1. Bank reconciliations, outstanding cheques, design estimates and tenders.
- 7.2.1.3. Seven Years:
  - 7.2.1.3.1. Cash receipts and deposit books, copies of paid invoices receipt books, cancelled cheques, cheque stubs, year-end trial balances, accounts payable, and bank statements.
  - 7.2.1.3.2. From the date of termination:
    - 7.2.1.3.2.1. 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;
  - 7.2.1.3.3. Grant applications and special events files.
- 7.2.1.4. Twenty-Five Years:
  - 7.2.1.4.1. 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.
- 7.2.2. Disposition of Library Records:
  - 7.2.2.1. Library staff shall purge records slated for disposal following the time guidelines outlined above.
  - 7.2.2.2. 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.

## 8. Financial

### 8.1. Budget

8.1.1. When Town Council has approved the municipal appropriation, the Library Board shall be solely responsible for the use of funds. The Board may authorize transfer of funds from one account to another, provided that the original municipal appropriation as approved by Town Council is not materially affected. The Manager of Library Services is authorized to expend to the budget.

8.1.2. The Manager of Library Services is authorized to make expenditures up to a limit of \$10,000 of budgeted goods or services.

### 8.2. Gifts and Donations

8.2.1. The Board gratefully accepts financial donations, gifts-in-kind and deferred gifts to the Library.

8.2.2. Gifts and donations become the property of the Library and, as such, are subject to its acquisition and discard policies and procedures.

8.2.2.1. The Manager of Library Services and Library staff reserve the right to accept or reject any gift or donation. Gifts and donations may be accepted provided the Library has adequate resources, space and procedures in place to properly process, exhibit and/or preserve the donation;

8.2.2.2. Where warranted, the donor will be issued a charitable tax receipt by the Town;

8.2.2.3. No gift or donation will be accepted where the conditions of acquisition are unduly restrictive or counter to the fulfilment of the mandate of the Board.

### 8.3. Capital Assets and Other Items

8.3.1. The Board, through the annual budget review, approves the purchase of capital assets and goods and services.

8.3.1.1. The Manager of Library Services may delegate responsibilities for the purchase of capital assets or goods and services;

8.3.1.2. The purchase of unbudgeted capital assets or goods and services with a value over \$5,000 must be approved by the Board through the approval of a grant application or by a majority vote at a regular Board meeting.

### 8.4. Amortization

8.4.1. All capital assets over \$5,000 must be reported in the ledgers of the organization.

8.4.2. The cost, less any residual value of a capital asset with a limited life, shall be amortized over its useful life on a straight-line basis. The organization shall maintain complete and separate accumulated amortization accounts for each significant and meaningful capital asset category. At the minimum the following categories shall be required:

8.4.2.1. Buildings - straight line basis over 20 and 50 years;

8.4.2.2. Capital Lease Equipment - straight line basis varying from 5 to 10 years;

8.4.2.3. Equipment - straight line basis varying from 3 to 10 years.

8.4.3. The basis of the organization's policy on amortization shall be included in the year-end notes to the audited financial statements.

### 8.5. Disposal of Surplus Assets

8.5.1. The Board supports the responsibility of the Library to retain materials or items having a lasting knowledge of cultural content, particularly when such items are of a local nature, or provide local access to a unique cultural or knowledge resource.

8.5.2. The Manager of Library Services shall ensure:

8.5.2.1. That these works are maintained for the benefit of the community at large particularly in instances where the Library owns valuable works of art or rare books.

- 8.5.2.2. The sale of such assets, particularly those with a cultural or knowledge content, would be done only as an extreme measure to resolve a financial crisis; all other avenues must be explored and utilized before resorting to such a solution.
- 8.5.2.3. The following guidelines are used in arriving at a decision concerning the disposal of capital assets:
  - 8.5.2.3.1. Is the Library likely to make use of the item in the future?
  - 8.5.2.3.2. Can the item be stored for an indefinite time and at a reasonable cost?
  - 8.5.2.3.3. Is the item a unique knowledge or cultural resource in the town, surrounding district, province, or nation?
  - 8.5.2.3.4. Is the Library currently able to properly maintain the item?
  - 8.5.2.3.5. Is the value of the item under \$500?
- 8.5.2.4. In disposing of surplus items, the Library may make them available to community agencies as donations, or at less than fair market value.
- 8.5.2.5. Surplus items will be made available for sale to the public only if they are of no interest to community agencies.
- 8.5.2.6. Surplus items not suitable for sale or donation will be disposed of in an economical and environmentally acceptable manner.
- 8.6. Fundraising and Sponsorship
  - 8.6.1. Fundraising and sponsorship initiatives are encouraged, as appropriate, to provide funding for special programs, collections, equipment, enhanced levels of service, or capital projects beyond what can be provided by the budget.
  - 8.6.2. The Board may approve fundraising and sponsorship ventures deemed suitable that support its mission, mandate, and values and will not compromise the Library's public image, nor put any funds at risk.
  - 8.6.3. Fundraising
    - 8.6.3.1. Fundraising means the act or process of raising funds.
    - 8.6.3.2. With approval from the Board and/or Manager of Library Services, individuals or groups may engage in fundraising initiatives on behalf of the Library to seek donations for restricted (specific program/project), unrestricted, and endowment purposes.
    - 8.6.3.3. To secure Board endorsement, individuals or groups, who wish to initiate a new fundraising project on behalf of the Library, must present a fundraising plan to the Manager of Library Services.
    - 8.6.3.4. The Library Board shall approve fundraising projects which have an estimated revenue greater than \$10,000 terms and conditions from the organizer; and/or a scope outside regular operations of the Library.
    - 8.6.3.5. The Manager of Library Services shall approve fundraising projects which have an estimated revenue less than \$10,000 and are within the scope of regular Library operations.
    - 8.6.3.6. The Manager of Library Services must approve the use of any Library resources, including staff time, space, equipment or Library images which are required to implement the campaign.
    - 8.6.3.7. The Library is not responsible for shortfalls incurred by external organizations in a campaign.
    - 8.6.3.8. The Board will accept grants and donations derived from granting authorities such as the Alberta Lottery Fund.
    - 8.6.3.9. The Board will accept donations from the proceeds of gaming activities that are conducted according to Alberta Gaming and Liquor Commission (AGLC) regulations.

#### 8.6.4.Sponsorship

8.6.4.1. Sponsorship means a contribution of cash, goods, or services to an event, project, or program in return for commercial benefit such as logo placement or public acknowledgement.

8.6.4.2. A written sponsorship agreement is required, signed by representatives of the sponsoring organization and the appropriate Library representative. This agreement will define the terms of the sponsorship, including external logos and public acknowledgement.

8.6.4.3. Sponsorship agreements will not impact the normal operations of the Library nor imply any endorsement of products or services by the Board.

#### 8.7. Financial Review

8.7.1. The Town of Hinton is including “segment disclosure” in their financial statements. One of the identified segments will be the Library. Accordingly, the revenues and expenses (including amortization) related to the Library will appear in the Town’s audited financial statements. This information will correspond with the Library’s internal records.

8.7.2. A qualified representative/employee of the Town of Hinton will compile the annual Statement of Receipts and Disbursements to be submitted to Alberta Municipal Affairs (Public Library Services Branch).

**APPROVED: April 23, 2018**

**AMENDED & APPROVED: April 4, 2020 (8.1.2.; 8.6.4. removed due to Policy #12 created)**

## 9. Library Personnel

### 9.1. Staffing

9.1.1. All employees of the Library are subject to the conditions of the Memorandum of Understanding (Article B) between the Town and the Board.

9.1.2. The Board is an equal opportunity employer. The Board requires applicants and staff be treated in accordance with existing employment, safety and human rights legislation.

9.1.2.1. The Board will determine, through approval of the budget, the total number of Library positions required.

9.1.2.2. The Manager of Library Services will determine the appropriateness of filling any vacant position.

9.1.2.3. Vacant Union positions will be posted according to the UNIFOR Contract.

### 9.2. Conditions of Employment

9.2.1. Conditions of employment for staff whose positions fall within the scope of UNIFOR are detailed in the signed Collective Agreement between the Town of Hinton and UNIFOR Local 855.

9.2.2. Conditions of employment for Out of Scope staff and staff hired on contract are established separately (meet with Provincial Labour Laws) and administered by the Manager of Library Services.

9.2.3. Conditions of employment for the Manager of Library Services are established separately and administered by the Board.

### 9.3. Employee Resignation

9.3.1. The Manager of Library Services will invite resigning employees to take part in an exit interview or fill out an exit interview form.

### 9.4. Employee Performance Reviews

9.4.1. The Manager of Library Services will have a performance review done after a probationary 6-month period and thereafter annually. This will be conducted by the Board Chair after consulting The Board, appropriate Town Employees, and any other involved organization (Yellowhead Regional Library, Yellowhead County Library, etc.)

9.4.2. The Manager of Library Services will implement a Library wide system of informal and formal employee performance review and evaluation based upon individual, written job descriptions. Individual job descriptions will be reviewed annually. Informal performance reviews will include a two-way, continuous process of observation, conversation, thinking, planning and coaching.

9.4.3. The Manager of Library Services, will conduct an annual, formal, written, individual staff performance review of employees reporting directly to them. Strengths and deficiencies will be identified and documented and a detailed action plan for the following year will be developed.

9.4.4. Every effort will be made to encourage and support employee success. However, an employee, other than a probationary employee, whose job performance remains unsatisfactory after these efforts may be disciplined, up to and including dismissal, as set out elsewhere in these policies.

### 9.5. Staff Communication

9.5.1. The Manager of Library Services will ensure regular opportunities will be made available for Library employees and volunteers to exchange ideas, bring up issues, and communicate concerns within their departments and the organization. This may take place electronically or in face-to-face meetings.

#### 9.6. Expense Claims

9.6.1. Board Trustees and Library employees authorized to use their personal vehicle for Library business shall be reimbursed at the current Employer Requested Rate for Alberta, as published by the Treasury Board of Canada. <http://www.njc-cnm.gc.ca/directive/index.php?sid=97&svid=1&lang=eng>

9.6.2. Library employees and Board Trustees will be reimbursed as per the Town's Policy #070 for reasonable meal and accommodation expenses incurred on authorized Library business, upon production of original receipts.

9.6.3. Where original receipts are not available, Library employees and Board Trustees will be reimbursed for meals and approved incidental expenses at the current Employer Requested Rate for Alberta, as published by the Treasury Board of Canada. <http://www.njc-cnm.gc.ca/directive/index.php?sid=98&lang=eng>

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

#### 9.7. Employment of Family Members

9.7.1. The Board or Manager of Library Services may employ members of the same immediate family at the same time, provided one family member is not placed in a supervisory position over the other. An applicant for a Library position must disclose, in writing, if another family member is employed by the Board or Library.

#### 9.8. Employee Civic Rights

9.8.1. The Board will ensure employees have the required number of consecutive (if necessary, paid) hours available to vote during the time the polls are open, in compliance with various Elections laws.

9.8.2. Library employees may request a leave of absence to run for office.

9.8.3. A Library employee elected to a public office may continue to be employed, provided there is no conflict of interest between his or her duties with the Board, his or her duties as a public official, and the Libraries Act of Alberta.

#### 9.9. Vacation and Time-In-Lieu Board Liability

9.9.1. Library employees cannot carry over more than 40 hours of their vacation and in-lieu time from one calendar year to another.

#### 9.10. Staff Recognition

9.10.1. Hinton Municipal Library will follow Town of Hinton Policy #053 for staff recognition.

9.10.2. Additional recognition may be provided at the discretion of the Board.

## 10. Healthy and Safety

### 10.1. Purpose

- 10.1.1. The Board is committed to the maintenance of a safe working environment for employees and volunteers. Worker safety and health is a prime consideration in the operation of the Library. The Manager of Library Services will ensure a comprehensive occupational health and safety program is in place to prevent accidents and injuries by educating and informing staff about health and safety issues.
- 10.1.2. To promote good health and safe working practices.
- 10.1.3. To practice safe work procedures complying with the Alberta Occupational Health and Safety Act.
- 10.1.4. To prevent work related illness and injuries.
- 10.1.5. To provide effective treatment.
- 10.1.6. To provide necessary health and safety training.
- 10.1.7. To protect the health of workers and citizens.

### 10.2. Responsibilities

- 10.2.1. The Manager of Library Services will ensure regular opportunities are made available for employees and volunteers to learn about, and be able to comply with, the Alberta Occupational Health and Safety Act as it relates to their work processes.
- 10.2.2. The Manager of Library Services will ensure Library Employees are responsible for the following:
  - 10.2.2.1. Setting a good example of safe work practices;
  - 10.2.2.2. Ensuring staff's familiarity with the health and safety policy;
  - 10.2.2.3. Providing and promoting a healthy and safe workplace;
  - 10.2.2.4. Establishing and instructing staff in safe work procedures;
  - 10.2.2.5. Correcting unsafe practices and conditions;
  - 10.2.2.6. Enforcing health and safety rules;
  - 10.2.2.7. Ensuring proper Personal Protective Equipment is available where needed;
  - 10.2.2.8. Ensuring regular inspections are done;
  - 10.2.2.9. Providing first aid;
  - 10.2.2.10. Investigating all accidents;
  - 10.2.2.11. Reporting injuries to the Workers' Compensation Board (WCB);
  - 10.2.2.12. Being aware of and helping troubled employees;
  - 10.2.2.13. Inspecting facility for hazards;
  - 10.2.2.14. Investigating all in-Library accidents;
  - 10.2.2.15. Ensuring proper maintenance of facility and equipment; and,
  - 10.2.2.16. Ensuring compliance with Occupational Health & Safety (OHS) regulations.
- 10.2.3. Manager of Library Services may delegate certain responsibilities.

### 10.3. Protection from Violence and Harassment

- 10.3.1. The Board supports and promotes an abuse-free organization. Any act of violence or harassment committed by or against any individual is unacceptable conduct and will not be tolerated. Personal safety of any individual in the Library facility is paramount. Staff violations of the policy will be subject to disciplinary action, up to and including dismissal.
- 10.3.2. The Manager of Library Services will:
  - 10.3.2.1. Investigate reported incidents of violence and harassment in an objective and timely manner.

- 10.3.2.2. Take necessary action.
- 10.3.2.3. Provide appropriate support for victims.
- 10.3.2.4. Take no punitive action against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.
- 10.3.3. Individual Library staff will:
  - 10.3.3.1. When faced with an urgent situation involving threatening or violent conduct, staff should immediately contact on-site security or the police.
  - 10.3.3.2. For acts of violence or harassment by individuals outside of the Library, legal action may be taken.
- 10.4. Protection from Sexual Harassment
  - 10.4.1. The Board is committed to a healthy work environment free of harassment for all our employees and volunteers. This policy is intended to prevent sexual harassment of employees and volunteers, and to deal quickly and effectively with any incident that might occur.
  - 10.4.2. Definition
    - 10.4.2.1. Sexual Harassment is any unwelcome sexual behavior and is illegal under the provisions of the Individual's Rights Protection Act. The Alberta Human Rights Commission defines sexual harassment as follows: *"Sexual harassment, being discrimination on the grounds of sex, is a violation of the Individual's Rights Protection Act. Unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature constitute sexual harassment when: 1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, 2. Submission to or rejection of such conduct by an individual affects that individual's employment."*
    - 10.4.2.2. Sexual harassment can include such things as: pinching, patting, rubbing or leering, dirty jokes, pictures or pornographic materials, comments, suggestions, innuendos, and requests or demands of a sexual nature. The behaviour need not be intentional to be considered sexual harassment. It is offensive and, in many cases, intimidates others.
  - 10.4.3. Procedure
    - 10.4.3.1. If you are being sexually harassed:
      - 10.4.3.1.1. Tell the individual his/her behaviour is unwelcome and ask him/her to stop.
      - 10.4.3.1.2. Keep a record of incidents (dates, times, locations, possible witnesses, what happened, your response). You do not have to have a record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time.
      - 10.4.3.1.3. File a complaint. If, after asking the harasser to stop his/ her behaviour, the harassment continues, report the problem to the Manager of Library Services, Town of Hinton HR personnel, and/or a UNIFOR representative.
      - 10.4.3.1.4. You also have the right to contact the Alberta Human Rights Commission to file a complaint of sexual harassment. If circumstances warrant it, the police can be contacted to file a charge of assault.
    - 10.4.3.2. Dealing with a Complaint (Manager of Library Services)
      - 10.4.3.2.1. When a sexual harassment complaint is received, the Manager of Library Services shall be accountable to ensure a thorough immediate investigation is completed and, if necessary, appropriate action is taken.
      - 10.4.3.2.2. The complainant and the alleged harasser will both be interviewed along with any individuals who may be able to provide relevant information.

The investigation will be performed in a discreet and confidential manner. All information will be kept in confidence.

10.4.3.2.3. If the investigation reveals evidence to support the complaints of sexual harassment, the harasser will be disciplined appropriately. Discipline may range from a written warning up to and including dismissal; and the incident will be documented in the harasser's file.

10.4.3.2.4. No documentation whatsoever will be placed in the complainant's personnel file where the complaint is filed in good faith, whether the complaint is upheld or not.

10.4.3.2.5. If the investigation fails to find evidence to support the complaint, there will be NO documentation concerning the complaint placed in the file of the alleged harasser. Confidential counselling will be made available to alleged harassers in cases where complaints have not been upheld.

10.4.3.2.6. Regardless of the outcome of a sexual harassment complaint, where complaints are made in good faith, the employee or volunteer lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes protection from demotion, unwanted transfer, denial of opportunities, as well as harassment of the individual as a result of his/ her having made a complaint or having provided evidence regarding the complaint.

#### 10.4.3.3. Responsibility

10.4.3.3.1. Library employees or volunteers who believe they have been the subject of sexual harassment have the responsibility to:

10.4.3.3.1.1. Advise the offender that the behaviour is unacceptable; and,

10.4.3.3.1.2. Report the incident to the Manager of Library Services or designate.

10.4.3.3.2. It is the responsibility of the Assistant Manager of Library Services or any person supervising one of more Library employees or volunteers to:

10.4.3.3.2.1. Take immediate and appropriate action to deal with incidents of sexual harassment; whether brought to their attention or personally observed;

10.4.3.3.2.2. Report all incidents of alleged sexual harassment to the Manager of Library Services;

10.4.3.3.2.3. Under no circumstances dismiss or downplay the incident or tell the complainant to deal with the incident by him or herself;

10.4.3.3.2.4. Apply appropriate discipline to the alleged perpetrator.

#### 10.5. Workplace Inspections

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

10.5.1.1. "Every employer shall ensure, as far as it is reasonably practicable for the employer to do so: i) The health and safety of: a) workers engaged in the work of that employer, and b) those workers not engaged in the work of that employer but present at the work site at which that work is being carried out; and ii) That the workers engaged in the work of that employer are aware of their responsibilities and duties under this Act and the regulations and the adopted code."

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

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

10.6. Scent-Free Environment

10.6.1. The Board recognizes dealing with scent allergies is an important Health & Safety issue. Many scented products such as perfumes, lotions, soaps and shampoos can trigger severe, disabling reactions in some individuals.

10.6.1.1. The Manager of Library Services will make employees and Library members 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.

**APPROVED: April 23, 2018**

**AMENDED & APPROVED: May 27, 2019 (10.2.3.; 10.4.3.2.2.; 10.4.3.3.1.; 10.4.3.3.1.1.; 10.4.3.1.2.)**

## 11. Archive

### 11.1. Definitions

- 11.1.1. *Analog* – a physical document
- 11.1.2. *Born digital* – a document which was originally created in a digital format (i.e. word document, excel file, or digital photograph)
- 11.1.3. *Digitized* – an analog document which has been turned into a digital document (i.e. scanning a photograph and saving it as a JPEG file)
- 11.1.4. *Metadata* – information about digital data that describes the content and context of files
- 11.1.5. *Migration* – the process of transferring data between storage types, formats, or computer systems
- 11.1.6. *RAD* – Rules for Archival Description is the Canadian standard for cataloging archival materials
- 11.1.7. *Refreshed* – storing new identical digital copies for preservation purposes
- 11.1.8. *Replicated* – storing more than one identical digital copy for preservation purposes

### 11.2. Digital Preservation

- 11.2.1. In order to provide archival services to local and non-local researchers, the Digital Preservation Policy is intended to ensure that staff members have continued access to the Hinton Coal Branch Archives digital collections and that the Hinton Coal Branch Archives collection contains only authentic and reliable digital content.
- 11.2.2. Photographic materials in the Archives that have either been digitized or that were donated in a digital format will have the highest priority in all digital preservation activities, as they represent a unique resource for archival users. Internal administrative documents will receive the next highest priority for digital preservation, especially those documents that relate directly to the archival collections.
- 11.2.3. The preservation of the above digital objects will be carried out using the following preservation strategies taking into account whether the digital objects were digitized or born digital:
  - 11.2.3.1. content creation where possible will include associated metadata creation, especially in the case of conversion from analog formats to digital formats;
  - 11.2.3.2. content integrity will be preserved through creating/maintaining complete and accurate intake forms and through documenting the object's chain of custody, including any migration actions;
  - 11.2.3.3. content maintenance will include regular assessments of digital storage needs and available options, as well as appropriate work schedules for monitoring and assessing any refreshed and/or replicated digital assets.
- 11.2.4. Digital preservation strategies are informed by relevant standards and community best practices, in particular those articulated by the Archives Society of Alberta and the Canadian Council of Archives. The Hinton Coal Branch Archives commits to upholding archival best practices regarding digital preservation.
- 11.2.5. The Manager of Library Services oversees and directs all preservation activities. The Assistant Manager of Library Services oversees and directs all FOIP related activities. All archival staff members are responsible for implementing and monitoring digital preservation activities.
- 11.2.6. The Hinton Coal Branch Archives uses RAD for ascribing metadata to digital objects.
- 11.2.7. The Hinton Coal Branch Archives intake forms specify permissions and access to donated materials, including digital donations. Internally created administrative documents of the Hinton Coal Branch Archives are subject to Province of Alberta's FOIP legislation.

- 11.2.8. The Hinton Coal Branch Archives is an institutional member of the Archives Society of Alberta and as such, may exercise its right to deposit digital objects into the shared repository, Alberta On Record. Any digital objects that are so deposited remain the property of the Hinton Coal Branch Archives. The Hinton Coal Branch Archives may also choose to partner with other institutions to preserve its own collections or the collections of other institutions. Such partnerships will be considered on a case-by-case basis and are subject to approval by the Hinton Municipal Library Board.
- 11.2.9. Proposed budgets for digital preservation activities, including professional development in order to keep abreast of changes in technology and best practices, will be presented annually to the Hinton Municipal Library Board as part of the regular Operating Budget process. After approval, all costs for digital preservation activities that the Hinton Coal Branch Archives undertakes, including professional development, will become part of the Library Operating Budget, and may be identified as archival operating costs.
- 11.3. Emergency Response Plan
  - 11.3.1. The Hinton Coal Branch Archives Emergency Response Plan (Article D), was created April 18, 2016, and will be reviewed by The Board and Manager of Library Services annually.
  - 11.3.2. A copy of this file will be stored digitally, within the library, and at the home of the Manager of Library Services.
- 11.4. Acquisitions
  - 11.4.1. Papers and material relevant to the history of Hinton and surrounding communities.
  - 11.4.2. Documents which have played a significant role in the life and development of Hinton and surrounding communities.
  - 11.4.3. Examples of specific Hinton related documents.
  - 11.4.4. Academic and research papers.
  - 11.4.5. Visual and audio recordings relevant to the history of Hinton.
  - 11.4.6. Material that can be preserved and maintained.
  - 11.4.7. The Archive is limited in the technologies and formats it stores and, in the care, and preservation it can provide. Memorabilia and objects will be considered but not necessarily accepted.
- 11.5. General Principles Covering Acquisitions
  - 11.5.1. The donor must be the legal owner or have authority to make a donation.
  - 11.5.2. All material will be acquired through donations and will be covered by an agreement which will outline conditions of transfer of material to the Archive. Whereby material will be appraised and recommended for retention.
  - 11.5.3. Materials should comply with the purpose and scope of the Archive.
  - 11.5.4. Materials should be in reasonable condition.
  - 11.5.5. Materials will either become the property of the Hinton Coal Branch Archives or its responsibility to be administered in accordance with the policies and procedures.
  - 11.5.6. Donated materials may be displayed physically by the Hinton Coal Branch Archives.
  - 11.5.7. Materials may be disposed of as needed following the appropriate archival guidelines and procedures.

11.6. Cataloguing and Accessibility

11.6.1. Cataloguing of the archives online provides a searchable structure so that items held in the archive may be located and accessed.

11.6.2. All catalogued archival records when viewed online will contain a brief abstract of the material.

11.6.3. All archival records are classed under their own unique number.

11.6.4. Viewing of archival material is by appointment only.

**APPROVED: April 23, 2018**

**AMENDED & APPROVED: May 27, 2019 (11.5.3; 11.5.4.; 11.5.5.; 11.5.7)**

## 12. Sponsorship

### 12.1. Sponsorship Statement

12.1.1. The Hinton Municipal Library welcomes and encourages the business community, service clubs and other organizations to become sponsors of Library events, programs and services, which will benefit the community by allowing the Library to increase the level of service it can provide. This is a guideline to all Library staff and Board members, as well as any residents, businesses, and organizations, with respect to fundraising and sponsorship efforts and campaigns. Hinton Municipal Library endorses the position statement on Corporate Sponsorship in Libraries, passed at the Canadian Library Association's annual General Meeting on June 21, 1997.

### 12.2. Definition

12.2.1. A sponsorship is a mutually beneficial business exchange between Hinton Municipal Library (hereinafter the Library) and an external organization (hereinafter the sponsor) whereby the sponsor receives a benefit of reciprocal value, such as recognition, acknowledgements or other promotional consideration, in return for providing cash and/or products and services in kind to the Library. Sponsorships involve an association between the sponsor, the Library and/or the specific program, event, service or activity being sponsored.

12.2.2. A sponsorship is a contracted arrangement between the Library and the sponsor, designed to benefit both parties; it is not a philanthropic gift. Charitable tax receipts cannot be issued for funds, products or in-kind services given to the Library as part of a sponsorship agreement.

12.2.3. This policy does not apply to:

- Philanthropic gifts or donations;
- Grants or funds obtained from other levels of government;
- Arrangements where the Library sponsors or contributes to external projects or to other organizations.

### 12.3. Conditions of Sponsorship Acceptance

12.3.1. The Library, under the direction of the Manager of Library Services, negotiates partnerships with, and sponsorship from, the business community in ways that will benefit and recognize the supporting companies while enabling the Library to better achieve its mission without compromising its principles.

12.3.2. A partnership agreement will define the terms of the sponsorship (e.g., project details, timing, limitations, invoicing and formal recognition of the sponsorship) and any recognition to be provided to the sponsor. The sponsorship agreement will have a set time period and all obligations on the part of the Library and the sponsor will end upon the termination of the agreement, unless otherwise specified in the agreement.

12.3.3. The Library, under the direction of the Manager of Library Services, will enter into sponsorship agreements of no longer than three (3) years, after which time a new sponsorship agreement will be established.

12.3.4. The Library reserves the right to refuse any sponsorship opportunity which is deemed to be inappropriate or unsuitable to the advancement of the mission and objective of the Library.

12.3.5. Sponsorships must not compromise the public service objectives and practices of the Library or of the sponsored event, service, program or activity.

12.3.6. Sponsorships must not undermine the integrity of the non-commercial public space that the Library provides.

12.3.7. The Library will only entertain sponsorship opportunities with companies whose

products are legal for children and will not allow direct marketing of products to children, except where relevant educational material is promoted in conjunction with programs.

12.3.8. The Library will protect the confidentiality of library records.

12.3.9. The sponsor must have no impact on the policies and practices of the Library or information provided by the Library (e.g. materials selections, purchasing or web content) nor influence or alter the basic goals and objectives of Library programs, including the principle of intellectual freedom and equity of access to Library programs, services, and collections.

12.3.10. Where a sponsorship agreement limits the Library's ability to enter into other sponsorships, such an agreement shall clearly define the nature and extent of the exclusivity, and the time frame over which the exclusivity is to be granted.

12.3.11. Sponsorships do not imply endorsement of products by the Library.

12.3.12. Sponsorships cannot be made conditional on Library performance outcomes.

12.3.13. Sponsors shall be provided with a level of recognition to commensurate with the contribution. Recognition shall be in conjunction with, but not limited to, the programs or services which are supported by the sponsor.

12.3.14. The sponsor has marketing rights to promote their involvement with the Hinton Municipal Library for the duration of the sponsorship agreement subject to these provisions:

- Sponsor corporate names and/or logo will not have prominence over the Hinton Municipal Library name and/or logo;
- Any public use of the name and/or logo of the Library, special collections, resource collections, special services, programs, and departments, must be approved by the Manager of Library Services.

#### 12.4. Conditions of Sponsorship Termination

12.4.1 The Library and/or Library Board reserves the right to terminate an existing sponsorship should conditions arise during the life of the sponsorship that result in it conflicting with this Policy, or if that sponsorship no longer supports the best interests of the Library.

## **Canadian Library Association / Association canadienne des bibliothèques Position Statement on Corporate Sponsorship Agreement**

***Approved by Executive Council ~ June 21, 1997***

Libraries enrich lives, provide information needed for work and daily living, and foster informed communities which are essential to a democratic society. In recognition of this important function, communities support libraries through public funding. The library's first priority is to ensure the continuation and growth of this primary relationship – public funding for the public good.

CLA encourages and supports advocacy to maintain and develop public funding as the principal source of support for public, school, academic and government libraries.

Publicly funded libraries can and do explore other sources of funding, such as grants, gifts, donations, partnerships and sponsorships, to ensure that they provide the best possible services to their communities. Corporate sponsorships are one source of additional support that allows libraries to enhance the level, extend the range, or improve the quality of library service.

To ensure that partnerships enhance the library's image and add value to library services, libraries need to develop policies and sponsorship agreements that outline the conditions and the benefits of the sponsorship arrangement.

CLA believes that the following principles are important in developing sponsorship policies and agreements. Libraries have a responsibility to:

1. Demonstrate that sponsors further the library's mission, goals, objectives and priorities, but do not drive the library's agenda or priorities.
2. Safeguard equity of access to library services and not allow sponsorship agreements to give unfair advantage to, or cause discrimination against, sectors of the community.
3. Protect the principle of intellectual freedom and not permit sponsors to influence the selection of collections, or staff advice and recommendations about library materials, nor require endorsement of products or services.
4. Ensure the confidentiality of user records by not selling or providing access to library records.
5. Be sensitive to the local political and social climate and select partners who will enhance the library's image in the community.

**ADDED & APPROVED: November 27, 2019**

### 13. Public Guidelines for Use of Computers and Computer Networks

#### 13.1. Purpose

13.1.1. Hinton Municipal Library is committed to providing access to the Internet to patrons by providing public and wireless Internet access in the Library.

#### 13.2. Time Limits

13.2.1. **60** minutes per session.

13.2.2. Access to public devices provided by the Library is offered on a first-come, first served basis and may be subject to time limits. While every effort is made to have devices available for patron use, the Library may at times reserve devices for specific programs, services, or upgrades and repairs.

#### 13.3. Responsibilities of Patrons

13.3.1. Patrons should be aware that they are working in a public environment shared by people of all ages and sensibilities.

13.3.2. Patrons should refrain from the use of Internet sounds and visuals which might disrupt the ability of other library patrons to use the library and its resources.

13.3.3. Patrons are individually responsible for their own access, use, or dissemination of information via the Internet in the Library. When logging onto a computer, users agree to follow the Public Guidelines for Use of Computers and Computer Networks in the Library and to contact staff immediately if experiencing problems or concerns. In the case of minors, use of library computers and library's wireless network is a joint responsibility of the user and the parent or guardian.

13.3.4. Patrons are responsible for personal information (name, address, password, telephone number, school or work, credit card number, etc.) shared on the Internet. This includes but is not limited to email, instant messaging, online purchasing, social media sites, and commercial sites. The Library cannot be responsible for security of personal information shared on or with non-library sites.

13.3.5. Patrons should evaluate Internet sources just as they do print materials, questioning the accuracy and completeness of the information.

13.3.6. Patrons must use the Internet at their own risk, realizing that beyond the Library's web sites, web-based services, and social media pages they may encounter material they find offensive.

#### 13.4. Responsibilities of the Library

13.4.1. The Library strives to maintain Internet access via library computers, networks, and wireless access at all times the library is open.

13.4.2. Reduced time might occur during busy hours and will be announced ahead of time whenever possible.

13.4.3. Library staff assists users with library computers, printers, library software, and general Internet use, and can also verify that the library's wireless network is functional.

13.4.4. Library staff also may direct users to library resources while using the Internet.

### 13.5. Supervising Use by Children and Teens

13.5.1. The Library supports the right for each family to decide what is appropriate Internet use for their children. Use of the Internet presents an opportunity for each family to discuss sites and content they feel is appropriate or inappropriate.

13.5.2. Children 8 and under must use the Internet with their accompanying adult.

### 13.6. Offensive or Illegal Material

13.6.1. Internet computers are located in public places shared by people of all ages, backgrounds and sensibilities. Patrons are asked to keep this in mind when accessing potentially controversial material which could be offensive, disturbing, unsuited to a public setting and/or illegal.

13.6.2. Library staff may end an Internet session when such materials display on the screen.

13.6.3. Although constant monitoring is not possible, the Library staff reserves the right to request that a patron exit a website if another patron expresses concern or if the staff member judges the material to be inappropriate for public viewing.

13.6.4. Patrons who refuse to log-off when asked to do so by a Library employee, will have their session ended and may be asked to leave the building.

13.6.5. Violators of the computer use policy may lose Library privileges. Illegal acts involving Library workstations may also be subject to prosecution by local, provincial or federal authorities.

### 13.7. Copyright

13.7.1. Copying or distributing materials found on the Internet may infringe on copyright or other intellectual property rights of others. The Library is not responsible for such infringements by you.

### 13.8. Disclaimer

13.8.1. All patrons are expected to use this resource in a responsible, courteous manner, and observe rules and procedures for Internet and computer use.

13.8.2. The Library cannot monitor or control information available on the Internet and is not responsible for its quality, accuracy or content.

13.8.3. Patrons access the Internet and the information and services available on it at their own risk.

13.8.4. The Library staff is not trained to offer more than basic computer assistance, but every effort will be made to assist an individual user in finding suitable information or appropriate Internet sites.

13.8.5. Library staff will work to ensure that fair and reasonable access to the Internet is available to all users. However, the Library reserves the right for staff to terminate a session that is disruptive to Library service.

13.8.6. The Library will not be responsible for any personal information a patron willingly posts or transmits.

13.8.8. Patrons may bring their own laptop or other electronic equipment for use in the Library, with the understanding that they will follow the guidelines in this policy.

13.8.9. The Library will not be responsible for damage or theft of personal equipment. Electric outlets are located in many areas but will be used at an owner's own risk.

**ADDED & APPROVED: February 22, 2021**