

# City of Grande Prairie Library Board

## Policy Manual



**GRANDE PRAIRIE  
PUBLIC LIBRARY**

DISCOVER THE POSSIBILITIES



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## SECTION 1 — BYLAWS & MEMBERSHIP

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### 1.1 Bylaws of the Grande Prairie Public Library

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The Grande Prairie Public Library Board enacts the following by-laws pursuant to THE LIBRARIES ACT, R.S.A. Chapter L-11, 2000

#### Interpretation

- a) For the purposes of this by-law the expression:
- i. "Act" refers to The Libraries Act, R.S.A., Chapter L-11, 2000.
  - ii. "Board" means the Grande Prairie Public Library Board.
  - iii. "Borrower" means the person to whom a library membership card has been issued.
  - iv. "Library" means the Grande Prairie Public Library
  - v. "Library materials" includes books, (hard or soft cover), periodicals, newspapers, audio-visual materials, micro materials in all formats, toys and games, computer software and multi-media kits in the collection of the Grande Prairie Public Library or borrowed by the Grande Prairie Public Library.

#### Admittance to / Conduct in the Building and on the Grounds

- a) The portion of any building used for public library purposes is open to any member of the public FREE OF CHARGE during the hours of opening as are set out by the Grande Prairie Public Library Board from time to time.
- b) Charges for the use of library premises not normally used for public library purposes are set out in Schedule A.
- c) No person using the building or grounds shall:
- i. Cause unnecessary disturbance to other library users and/or violate library board policy.
  - ii. Remove any library item from the library unless the item has been properly checked out in accordance with the procedures established for checking out library items.
  - iii. Enter or remain in the library building except during those periods designated as open for public use.
  - iv. Solicit other library users and staff for personal, commercial, religious, or political purposes.
- d) Persons who do not conduct themselves in accordance with 2(c) shall be asked to discontinue their actions. If the action continues or the severity of the action warrants it, security will direct that the person leave the building and grounds and/or security may seek outside assistance.

### **Procedure for Acquiring a Membership**

- a) Any person or resident in the Province of Alberta is eligible to apply for a membership card.
- b) The applicant or parent or guardian of the applicant must show proof of identity and current address

### **Responsibilities of a Member**

- a) A membership card may only be used by the person to whom it is issued or the parent or guardian of the person to whom it is issued.
- b) A member shall notify the library of any change of address, email and/or telephone number.
- c) A member is responsible for the library materials borrowed.
- d) A member is responsible for returning library materials to the library on or before the due date as set out in Schedule C.

### **Loan of Materials**

- a) In accordance with THE LIBRARIES ACT s.36 (3) there shall be NO CHARGE for the use of library materials. This includes materials used on the premises or materials loaned.
- b) The loan periods for various materials are set out in Schedule C.
- c) Library materials may be reserved in accordance with policy established by the Library.
- d) Library materials may be renewed in accordance with policy established by the Library.
  - i. In the case of a due date falling on a day when the library is closed to the public the date shall be extended to the next open day.

### **Penalty Provisions**

- a) Fees for late return of materials are as set out in Schedule D.
- b) Replacement charges for damaged or lost materials are as set out in Schedule D.
- c) The circumstances resulting in suspension of borrowing privileges are as set out in Schedule D.

### **Prosecution**

- a) In cases of serious dereliction the Board may prosecute an offense under THE LIBRARIES ACT, s.41. Such an offense is punishable under The Libraries Act, s.41. The range of penalties applying on conviction for such an offense is set out in Schedule D.
- b) Any fine or penalty imposed pursuant to an offense under 6 (4) inures to the benefit of the Grande Prairie Library Board in accordance with THE LIBRARIES ACT, s.42.

Read a first time: October 10, 2017

Read a second time: October 10, 2017

Read a third time and adopted this 10th day of October 2017, to take effect January 1, 2018.

Susan Bansgrove  
Chair

### **Schedule A - Room Rental Fees**

Room	Not for Profit Organizations	Profit Organizations	Capacity
Tutoring	No Charge	No charge	4
Rotary Training Room	\$15.00 per hour	\$35.00 per hour	12
Rotary Community Room	\$15.00 per hour	\$35.00 per hour	100 (Auditorium) 48 (Classroom)

All room rental fees do not include GST.

### **Schedule B - Membership Categories**

**Resident** - Applicant lives in the City of Grande Prairie, County of Grande Prairie, MD of Greenview or in an area served by the Peace Library System.

- No membership fee

**Non- system Temporary Membership** - Applicant lives in an area in Alberta not served by Peace Library System or outside the province.

- \$20.00 per membership
- Valid for a period of 6 months
- No access to e-resources

**The Alberta Library (TAL) Card Holder / ME Borrower** - These users may borrow with no additional membership fee from the Grande Prairie Public Library with a valid TAL card or ME membership.

### **Schedule C - Loan Periods for Library Materials**

Books	3 weeks
DVDs (including Blu-Rays)	3 weeks
Compact Discs	3 weeks
Magazines	3 weeks
Toys	3 weeks

Materials 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 are not available for loan.

All library material may be renewed no more than twice- to a maximum loan period of 9 weeks (Except for the French Language Resource Centre materials where the maximum loan period is 12 weeks).



**Schedule D - Penalty Provisions**

Fees for late return of materials

- Adult print material
  - \$.25 per day per item to a maximum of \$10.00 per item
- Children’s / Youth print material
  - \$.10 per day per item to a maximum of \$10.00 per item
- High demand materials (Most Wanted, vinyl collection)
  - \$1.00 per day to a maximum of \$10.00
- Audiovisual materials
  - \$.50 per day to a maximum of \$10.00
- Interlibrary Loan materials
  - \$1.00 per day to a maximum of \$10.00
- Daisy readers and Daisy format CDs
  - \$.50 per day to a maximum of \$10.00
- Toys
  - \$.50 per day to a maximum of \$10.00

Replacement charges

- Membership card \$2.00
- Library materials
  - The borrower is charged the replacement cost listed in the item record.
  - If the replacement cost is not listed, the following default charges apply:

Adult Book (h/c)	\$20.00
Juvenile Book (h/c)	\$15.00
Paperback	\$7.00
Multilingual Book	\$5.00
DVD, Blu-Ray	\$25.00
Compact disc, MP3, Daisy discs	\$10.00/disc
CD Case	\$2.00
Plastic Bag for Kits	\$1.00
Talking Books *	\$30.00
Toy	\$15.00
Toy Bag	\$7.00

\*Note – If one CD is damaged and the book consists of 2 or more CDs, the replacement cost will be determined by Library staff.

Suspension

- An item is considered “lost” after a borrower is issued a billing notice.
- Borrowing privileges will be suspended (on individual card- not all family cards), when late fees and/or replacement charges for lost items exceed \$10.00.



- The Grande Prairie Public Library uses a collection agency when an account exceeds \$50.00 for lost materials. All family members will have a block until the account is cleared.

**Schedule E - Other fees**

Printing/photocopying	\$.25 per page
Faxing	\$1.00 first page / \$.50 each additional page
Scanning	No charge up to 5 pages / \$.25 each additional page
Exam proctoring	\$20.00 per exam (includes printing and normal postage if required)

All fees in this schedule include GST.

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## 1.2 Confidentiality of User Records

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All records held by the Grande Prairie Public Library relating to user registration and the borrowing of library materials are considered to be confidential in nature, regardless of the source of inquiry.

Access to patron records is provided to library staff and volunteers as required in order for them to carry out the business of the library, including recovering library property and collecting late fees. Records of library members are stored in a single database for all TRAC consortium member libraries.

The contents of registration and borrowing records shall not be made available to anyone with the following exceptions:

- Under the written order of the Library Director, such order having been issued pursuant to a proper legal process, order or subpoena under the law and/or in accordance with the Freedom of Information and Protection of Privacy Act of Alberta (FOIP).

Any individual in receipt of such process, order or subpoena, should forward it to the Library Director. The director will consult with the Legal Counsel of the City of Grande Prairie to determine if such process, order or subpoena is in good form and if there is just cause for its issuance. If the process, order or subpoena is not in proper form or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released.

- At the request of a parent or guardian for access to the record of a library user under 15 years of age, provided the parent or guardian has authorized and accepted responsibility for borrowing privileges.
- In the case of a library user 15 – 17 years of age inclusive, access is provided to the parent if the information is provided to aid in the retrieval of overdue library material or the collection of outstanding library charges.

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## 1.3 Freedom of Information and Protection of Privacy Bylaw

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### Purpose

The purpose of the Bylaw is to establish the administrative structure of the Grande Prairie Public Library Board in relation to the *Freedom of Information and Protection of Privacy Act*, and to set fees thereunder.

### Definitions

In this Bylaw, unless the context otherwise requires:

“**Act**” means the *Freedom of Information and Protection of Privacy Act*, S.A. 1994, c.F-18.5;

“**Applicant**” means a person who makes a request for access to a record under Section 7(1) of the *Act*.

“**Board**” means the Grande Prairie Public Library Board and includes any committee, commission, panel, agency, or corporation that is created or owned by the Grande Prairie Public Library Board and all the members or officers of which are appointed or chosen by the Grande Prairie Public Library Board.

“**Library Director**” means the person appointed as the Director of the Grande Prairie Public Library and includes any person who holds the position of Library Director in an acting capacity;

### Designated head

For the purpose of the *Act*, the Library Director is designated as the Head of the Board and shall be responsible and accountable for all decisions taken under the Freedom of Information and Protection of Privacy Act..

### Fees

Where an applicant is required to pay a fee for services, the fee payable is in accordance with the Freedom of Information and Protection of Privacy Regulation, AR 200195 as amended from time to time or any successor Regulation that sets fees for requests for information from the Province.

**Effective date**

The Bylaw comes into effect on October 1, 1999.

READ, SIGNED AND PASSED \_\_\_\_\_ September 14, 1999.  
The Grande Prairie Public Library Board

\_\_\_\_\_  
Chairperson

\_\_\_\_\_  
Vice Chairperson

## SECTION 2 — ADMINISTRATIVE

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### 2.1 Personal Information Bank

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Grande Prairie Public Library (GPPL) keeps the following banks of information, based upon the legal authority stated in each section:

#### **Personnel Records**

Information contained supports administration and payroll functions.

Information contained: Employee name, address, phone number, birth date, Social Insurance Number, benefits information, employment commencement date, salary grid placement, employment contracts, performance reviews

Individuals: all GPPL staff.

Legal Authority: Freedom of Information and Protection of Privacy Act, section 32(c)  
Alberta Labour Code, Canada Tax Act, Library Act

#### **User Database**

Information contained supports the lending and use of library materials to the public.

Information contained: User name, address, telephone number and email address.

Individuals: all users registered with GPPL.

Legal Authority: Libraries Act, Freedom of Information and Protection of Privacy Act, section 32(c).

#### **Home Service User Database**

Information contained supports the home service to these users.

Information contained: User name, address, phone number, email address and reading history.

Legal Authority: Libraries Act, Freedom of Information and Protection of Privacy Act, section 32(c).

#### **Staff Directory**

Information contained: Employee name, address, home and cell phone numbers, emergency contact.

Individuals: all GPPL staff.

Legal Authority: Freedom of Information and Protection of Privacy Act, section 32(c).

#### **Volunteer Database**

Information contained: Volunteer name, address, phone number, email address, emergency contact, criminal record check forms, volunteer hours.

Individuals: volunteers at Grande Prairie Public Library.

Legal Authority: Freedom of Information and Protection of Privacy Act, section 32(c).

#### **Room Booking Database**

Information contained: name and type of organization; date, time and location of meeting; contact name, telephone number, mailing and email addresses.

Individuals: persons booking GPPL public rooms

Legal Authority: Freedom of Information and Protection of Privacy Act, section 32(c).

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## 2.2 Records Retention

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The Grande Prairie Public Library (GPPL) keeps orderly and timely records of its business in compliance with the Income Tax Act of Canada, the Freedom of Information and Protection of Privacy Act, and with the operational needs of the Grande Prairie Public Library.

GPPL retains and disposes of records as outlined in the following schedule. This schedule defines:

- The retention period for records
  - Specified for a number of years
  - Permanent: the original record shall be preserved and never destroyed
  
- The action
  - Hard copy: the original paper document shall be retained for the specific period
  - Electronic copy: an electronic copy of the document shall be retained for the specific period
  - Destroyed: the record shall be destroyed after the retention period

The Library Director:

- Is given authority by the Board for the destruction of the records in accordance with the schedule
- Is responsible for the proper and complete destruction of the records disposed of under this policy
- Has the discretion to retain records longer than the period provided for in this policy

Permanent records are stored at GPPL in appropriate secure storage.



Record Description	Retention Period in Years	Action
<b>Administration – General</b> Includes records on general administration	2	De
<b>Annual Reports – Grande Prairie Public Library</b>	P	H
<b>Annual Reports – Local Boards</b> Reports from other Boards such as Peace Library System	3	De
<b>Board minutes</b>	P	H
<b>Board packages</b>	5	De
<b>Building</b> Records relating to the planning and construction of the facility, including any architectural drawings	P	H
<b>Contracts &amp; Agreements</b> Records relating to persons, firms or corporations with whom GPPL has entered into some form of contract or agreement	Retain 3 years after expiration of contract and/or warranty	De
<b>Correspondence – Electronic and Hard Copy</b> Includes incoming or outgoing correspondence as deemed necessary for library operations	3	Selective retention or De
<b>Finance – Accounts Payable</b> Records of payment made to vendors providing service to GPPL. Includes invoices and supporting documentation	7	De
<b>Finance – Accounts Receivable</b> Control and operation of receivable accounts such as invoices, statements and supporting documentation. Documentation may be in hard copy or electronic format	7	De
<b>Finance – Audits</b> Annual audited financial statements, including statement, recommendations and background documentation	P	H
<b>Finance – Banking</b> Administration of banking methods and establishment, maintenance and termination of banking arrangements	P (Retain for one year after termination of relationship with financial institution)	H



<b>Finance – Banking</b> Records of deposits, cheques, petty cash, statements and reconciliation	7	De
<b>Finance – Budgets</b> Includes records pertaining to the preparation of budgets	7	De
<b>Finance – Charitable Tax Receipts</b> Receipts issued for monetary donations to GPPL	3	De
<b>Finance – Grant Applications</b> Original grant submissions, supporting documentation and final reporting documents	7	De
<b>Finance – Investments</b>	Retain until superceded	De
<b>Finance – Taxation</b> Taxation matters at all government levels and records pertaining to GST, customs and excise taxes, annual reports and supporting documentation	7	De
<b>Insurance</b> Includes policies, claims and any other related documentation	Retain current only	De
<b>Legal Matters</b> Records relating to legal issues, opinions and advice provided to the Board by a solicitor	P	H
<b>Marketing / Promotional Materials</b> Newsletters and other publications produced to advertise library programs and promote the library as appropriate	P	H, E
<b>Personnel – Applications &amp; Resumes (interviewed but not hired)</b> Includes applications and resumes of people interviewed but not hired for vacant positions, including notes of interviewers	1	De
<b>Personnel – Applications &amp; Resumes (not interviewed and not hired)</b> Includes application and resumes of people interviewed and not hired	Not retained	De
<b>Personnel – General (former staff)</b> Includes the personnel records of individual employees, personal data, resumes, employment history, time sheets, performance appraisals, pay and benefits, training, commendations etc.	7	H, E then De



<b>Photographs</b> Includes photographs deemed of historical interest	P	H, E
<b>Policies and By-laws</b>	Retain until superceded	De
<b>Staff meetings</b> Includes minutes of meetings of departments, all staff and other groups	3	De
<b>User Records</b>	3 years following the last confirmed address check	De
<b>User Records – In Collection Agency or owing more than \$100.00</b>	6 years	De

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## 2.3 Risk Management

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### **Purpose**

Risk management is an integral part of sound management practice and an essential element of good corporate governance. The purpose of this policy is to ensure consistency in consideration of risks and advantages in the decisions made by the Grande Prairie Public Library (GPPL) with respect to both policies and operations.

### **Definition**

To GPPL, risk management means the forecasting and evaluation of risks together with the identification of procedures to avoid or minimize their impact.

### **Guiding Principles**

- GPPL will maintain a risk intelligent culture that is innovative and proactive in identifying, assessing and managing risk.
- Risk management will be incorporated into the strategic and operational planning processes at all levels within GPPL.
- Risk will be imbedded into GPPL's decision-making processes to allow a balanced decision making approach that considers all aspects while allowing for advancement and innovation.
- Risk management will be considered in the context of alignment with GPPL's mission, vision and values.

### **Risk Categories**

In order to build a cohesive risk intelligent culture, it is important to identify the numerous risks faced by GPPL. GPPL maintains a schedule of risk categories that is reviewed by the Library Director on a regular basis.

### **Decision Making Process**

GPPL Board and employees use a number of considerations when making risk management decisions. The consistent application of these considerations will help GPPL develop a risk informed response that uses limited resources most effectively.

### **Roles and Responsibilities**

GPPL Board and employees all have roles and responsibilities in contributing to GPPL's management of risk:

Front-line employees

- Are responsible for following prescribed risk management practices in the context of their daily tasks

Management team

- Will ensure employees within their departments understand their responsibilities with respect to operational risk
- Are responsible for implementing good risk management practices in their departments
- Will assist in fostering a risk aware culture within GPPL

Library director

- Will consider risk and the affect it has on GPPL as a whole
- Will bring any risk management concerns to the attention of the Board

Library Board

- Ensures GPPL's risk management policy is in place and reviewed regularly
- Ensures risk is being managed through the annual performance appraisal of the Library Director

## SECTION 3 – COMMUNITY RELATIONS

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### 3.1 Social Media

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#### **Purpose**

Grande Prairie Public Library (GPPL) supports open dialogue and the exchange of ideas, and endorses the use of social media tools to enhance communication, collaboration and information exchange. The Social Media Policy provides a framework for staff to engage our customers in an ongoing conversation regarding GPPL.

The policy covers all social media platforms maintained by GPPL staff and the monitoring and responding to social media sites maintained by other individuals or organizations.

#### **Definition**

- For the purpose of policy, social media is defined as an interactive online media that allow parties to communicate instantly with each other or to share data in a public forum. This includes online social forums, blogs, video and image-sharing websites. Social media platforms are many and constantly changing, but may include Facebook, YouTube, Instagram, and Twitter.

#### **GPPL-Sponsored Social Media**

- GPPL's website is the official channel of digital communication for the Library. Social media spaces established by GPPL should supplement the website and be collaborative, interactive and engaging to the wider community.
- The Marketing and Communications Manager approves the establishment of all new social media spaces. Approval is based on suitability, audience fit and long-term sustainability.
- The Marketing and Communications Manager will direct the use of GPPL's social media platforms. Staff will monitor all social media channels in order to quickly engage with the community.
- All staff involved with social media have responsibility for authoring, editing and monitoring the space. They will be guided as necessary by the Marketing and Communications Manager and the Library Director as to the nature and content of material posted on the site.

- GPL recognizes and respects differences in opinion. All interactions are regularly monitored and reviewed for content and relevancy. Postings which contain the following will be removed:
  - Obscenity
  - Racist comments
  - Inflammatory or demeaning comments (personal attacks, threatening language)
  - Potentially libellous statements
  - Plagiarized material
  - Comments which are out of context or not related to the discussion
  - Personal information published without consent
  - Commercial promotion or spam
  - External hyperlinks not related to the discussion
- Abuse may result in the poster being barred from posting any subsequent messages.
- Participation in GPL social networking sites implies agreement with all Library policies including the Social Media Policy, Rules of Conduct Policy, and Public Computers and Wireless Network Policy.

### **Monitoring Social Media**

- GPL routinely monitors social media to know what others are posting about the organization. Staff is encouraged to post or comment on existing social media within their scope of authority and area of expertise using the Library's social media accounts. Staff will use posts and comments as a means of delivering key messages and leveraging the Library's position.
- Staff comments are the voice of GPL and therefore staff will:
  - identify themselves as an employee of GPL and their role
  - be respectful and post meaningful comments
  - protect GPL's proprietary information & confidentiality
  - build opportunities to create connections within the broader community
  - post messages that are consistent with GPL's values and standards
  - follow the Procedures for Posting on Social Media Sites

## SECTION 4 – FACILITIES

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### 4.1 Display and Distribution of Materials

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As a community service, the Grande Prairie Public Library provides a variety of areas for the posting, display and distribution of information of importance and interest to the community.

- Materials to be considered for posting, display or distribution in public areas will be subject to established criteria and guidelines and must be approved by the Library Director or designate. Final authority rests with the Library Board.
- Displays, exhibits, handouts and all posted materials are in conformation with the Canadian Library Association's Statement on Intellectual Freedom.
- The display or distribution of any material does not constitute endorsement of its content by the Library.

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## 4.2 Hours of Service

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**Purpose:**

The Grande Prairie Public Library Board will ensure optimal hours of operation while allowing the Grande Prairie Public Library (GPPL) to remain fiscally responsible.

GPPL will be open to the public:

Monday – Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m.

GPPL will be closed to the public:

- On all public and statutory holidays
- One day annually for Staff Development Day
- In emergency situations



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## 4.3 Meeting Room Use

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### **Purpose**

The Grande Prairie Public Library maintains and welcomes public use of its meeting rooms to facilitate and enable:

- Provision of programs and services to the public.
- Partnerships with community agencies and organizations to provide programming and activities complementary to the Library's goals and objectives
- Affordable meeting space for use by non-profit and profit organizations.

### **Who may rent**

The Library Board will not knowingly permit any individual or group to use its facilities for any illegal purpose, including contravention of the Criminal Code of Canada, Canadian Charter of Rights and Freedoms, or if the Board has reason to fear a disturbance of the public peace.

No renting organization may display, show or perform any material not appropriately licensed or which is in contravention of the Canadian Copyright Act.

The Library meeting room cannot be rented by a business as their primary operating space. Persons renting meeting space must be at least 18 years of age.

No special privileges are extended to organizations to which staff members belong.

Meeting rooms are not to be used for private social functions, including but not limited to birthday parties, private anniversaries or funeral services.

### **Charges**

Fees for room rental are set out in Schedule A.

Any renter charging for admission or advertising admission by donation shall be subject to for-profit rates detailed in Schedule A.

There is no charge for the use of meeting rooms by groups presenting programs in which GPPL is a partner.

### **Piano**

A renter may make arrangements to use the Library's grand piano for an additional charge of \$5.00 per hour.

Moving the piano in and out of the storage room must be done under the supervision of a library staff member.

### **Reservations / cancellations**

All outside agencies or individuals must complete the Room Rental contract as part of the room reservation process.

Bookings must be received a minimum of 24 hours prior to the use of the room.

Bookings are considered confirmed once the renter has received a confirmation email or a copy of the rental contract if the booking is done in-person.

The Library reserves the right to cancel bookings with two weeks notice if needed for library programming. All efforts will be made to avoid cancellation.

Cancellations must be received by the Library at least one week in advance of the booking date. The Library reserves the right to apply full charges to renters who provide less notice.

The Library Board and/or staff reserve the right to reject a reservation request if the anticipated meeting is likely to be unreasonably disruptive to regular library functions, too large for the applicable room capacity, disorderly, dangerous to person or property, or in any other way inconsistent with or in contravention of any of the terms and conditions of this policy. In determining whether such a likelihood exists, the Board and/or staff may take into consideration the contents of the application form, the history of the group's meeting room use in the library, the history of the group's use of meeting facilities elsewhere, and such other information as they may deem appropriate.

Library meeting rooms are normally scheduled for booking during regular library operating hours. If scheduling and coordination are possible, bookings outside regular hours may be accommodated.

Set-up and take-down time must be included in the requested booking time.

Charges for room rental will be for time booked; no refunds will be given for time not used by the renter.

### **Advertising / Endorsements**

Permission to use the meeting rooms does not constitute endorsement or sponsorship of any program or event by the library.

Groups must clearly specify their own names in all publicity and may identify the Library and its address only as the location of the event. Renters may not give out the library's telephone number or invite potential attendees to contact the library for information on the event or program.

No other areas of the Library may be used for promotion or advertising.

### Food and Beverages

The Montrose Cultural Centre coffee house operator has the right of first refusal with respect to groups who plan to have their meeting or event catered. Self-catered events by non-profit groups are permitted if the food products used are only for consumption during the event. Beverages must be obtained from the Montrose Cultural Centre coffee house operator.

Alcohol is not permitted.

### Damage

Programs or meetings may not disturb the use of the Library by other customers.

The individual making the reservation, as well as the membership of the group as a whole, will be held responsible for any and all damages that may occur as a result of the use of the facilities. This responsibility includes any damages to the grand piano and its cover.

Permission to use Library meeting rooms may be withheld from groups failing to comply with the Meeting Room Use Policy and from any group that damages the room, carpet, equipment or furniture, or causes a disturbance.

The Library staff are not responsible for the supervision of children while adults are attending meetings. A copy of the Library's *Unattended Children Policy* may be obtained from the Library.

### Storage / supplies

The Library cannot be responsible for items left behind in the rooms.

Equipment, supplies, or personal effects cannot be stored or left in the Library meeting room before or after use. In the case of a two-day rental, and if there are no other bookings during this time frame, the Library Director may give consent for materials to be left in the meeting room overnight. The Library however, is not responsible for these items.

Nothing may be attached to any surface of the room.

### Other

Lighted candles or flames, because of fire hazard, are not to be used.

### SCHEDULE A

Room	Not for Profit Organizations	Profit Organizations	Capacity
Tutoring	No charge	No charge	4
Rotary Training Room	\$15.00 per hour	\$35.00 per hour	12
Rotary Community Room	\$15.00 per hour	\$35.00 per hour	100 (auditorium) 48 (classroom)

All room rental fees do not include GST.

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## 4.4 Rules of Conduct for Library Users

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For the comfort and safety of all users and staff of the Grande Prairie Public Library (GPPL), the following rules must be respected. Violation of any of these rules may result in suspension or restriction of library privileges, including banning from library premises. Criminal offences may result in prosecution.

### **Animals**

- Only registered assistance animals are allowed in the library.

### **Phones and other devices**

- Personal electronic devices must be used in a manner that does not disturb others.

### **Clothing**

- Upper and lower body clothing and footwear must be worn.

### **Disruptive behavior and language**

- Behavior that interferes with any person's comfort or use of GPPL is not allowed.
- Threatening, abusive, harassing language or behavior toward staff or other users is not allowed.
- No person shall beg or sell services, goods or merchandise.
- No person shall distribute or post materials without permission from GPPL staff.
- No person shall traffic in, consume, or appear to be under the influence of alcohol or illegal drugs and substances.

### **Food and drink**

- No food or drink is permitted in the Isabel Campbell Room or when operating GPPL's computer equipment or other devices.
- Only beverages with a lid are permitted in the remainder of the building.

### **Furniture use**

- Sleeping is not allowed.
- Feet must not be placed on the furniture.

### **Public Internet use**

- Use of the Internet for criminal activity is not allowed.

**Smoking or vaping** is not allowed.

### **Sports equipment**

- Bicycles are not allowed in the library.
- Other sports equipment (skateboards, inline skates etc.) must not be used inside the library.



**Theft / Damage to property**

- Stealing, damaging, or vandalizing GPPL property is prohibited by law.
- Cutting or removing pages or articles from books or magazines, and writing in/on GPPL materials, equipment, furniture and walls is not allowed.
- Users may not alter GPPL's computer/network settings, disconnect GPPL computers, or connect personal computers or devices to any GPPL network unless the network is specifically identified for public use.

**Unattended children**

- Children 8 years and under must be within sight of a parent/caregiver at all times while visiting GPPL.
- Children 9-11 years may use GPPL independently, provided their parent/caregiver remains in the building.

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## 4.5 Unattended Children

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### Purpose

- To ensure the safety of all children visiting the Grande Prairie Public Library (GPPL)
- To make visits to GPPL a positive experience for families.
- To create an environment in which all patrons can enjoy a safe and pleasant atmosphere.

GPPL welcomes children of all ages, but it cannot be responsible for their safety or supervision. Parents and caregivers are reminded that children may be at risk in a public place and shall not be left unattended in or about the Library premises.

- Children 8 years and under must be within sight of a parent/caregiver at all times while visiting the Library.
- Children 9 – 11 years may use the Library independently, provided their parent/caregiver remains in the building. During after-hours children's programs, parents/caregivers must return to the building by the program's end time, and must provide a phone number where they may be reached should GPPL staff need to contact them.
- Children 11 years and under are expected to abide by GPPL's Rules of Conduct.
- GPPL staff will follow pertinent library procedures when implementing this policy.

## SECTION 5 – FINANCIAL

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### 5.1 Accounts Payable

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The Office Manager is responsible for the auditing and processing of invoices and payments for the Grande Prairie Public Library. Invoices, credits, vouchers, and payments are processed through the Accounts Payable/Purchase Order System. This authority is delegated from the Board of the Grande Prairie Public Library and complies with the laws and acts governing payment of invoices in the province of Alberta.

#### Purchase Orders

- Purchase Orders are void if not priced.
- Charges for shipping must be shown on the Purchase Order.
- Purchase Orders are void if not signed by an approved signatory with the Grande Prairie Public Library.
- Invoices must bear exact same prices and terms or authorization must be received from the Grande Prairie Public Library in writing prior to shipping.
- GST is to be shown separately.
- Packing slips must accompany all shipments.

#### Payment Schedule

- Payment is made on original invoices only.
- A Grande Prairie Public Library Purchase Order or valid Purchase Order number must accompany each invoice.
- The Grande Prairie Public Library pays invoices twice a month.
- All invoices are paid within 30 days of receipt of the invoice.

#### Material Order Purchases

- All invoices received by the Grande Prairie Public Library for material orders will be forwarded by voucher process for payment by Peace Library System. Purchases made online and paid for by credit card will be forwarded to Peace Library System for reimbursement to the Grande Prairie Public Library.

#### Disputes

- Products supplied by the Seller shall be received subject to the Grande Prairie Public Library's inspection and approval within a reasonable time after delivery.
- Payment may be withheld if shipment does not meet the Grande Prairie Public Library's expectations or is not what was ordered.
- If specifications or warranties are not met, material and equipment may be returned at Seller's expense.
- No products returned to Seller as defective shall be replaced except upon formal authorization of the Grande Prairie Public Library.



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## 5.2 Board and Staff Reimbursement

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### **Purpose**

Library Board members and staff will be reimbursed for reasonable expenses incurred while conducting library business.

### **Procedures**

- Expense claims, accompanied by receipts where necessary, are to be submitted to the Office Manager within three months of when the expense was incurred.
- The Library Director reviews and approves expense claims prior to reimbursement. Schedule A compensation rates apply; however, discretionary judgment may be exercised in unique circumstances.
- Reimbursement rates will follow those of the Government of Alberta. Any changes will be brought to the Board for approval.
- If a Library Board or staff member requires a caregiver to accompany him or her when conducting library business, the caregiver's expenses will be reimbursed.



**SCHEDULE A  
REIMBURSEMENT RATES AND ALLOWANCES**

**Transportation Rates:**

- a) **Air travel** – at economy rates by the most direct route. Submission of receipts required.
- b) **Automobile travel** – actual kilometers may be claimed at the current rate established by the Government of Alberta for its employees.

Business travel rate (October 1, 2012):      \$0.505 per kilometer

- c) **Other ground transportation** – including taxi, airport limousine service and/or buses will be reimbursed at actual cost. Car rental at destination may be claimed with prior approval where such rental is more economical than taxi. Submission of receipts required.

**Meals and Accommodation Rates:**

Meals:	Breakfast	\$10.00
	Lunch	\$12.00
	Dinner	\$21.00
		-----
		\$43.00

Meals will be reimbursed to a maximum of \$43.00 per day without receipts. NOTE: Meal allowances include gratuity and GST.

Accommodation will be reimbursed, with receipts, for actual hotel costs based on single room occupancy. If arrangements for private accommodation are made, an allowance of \$20.15 per day will be reimbursed without receipts. The intent of this allowance is to reimburse one’s host for expenses incurred in providing such accommodation.

**Public Relations:**

It is recognized that Grande Prairie Public Library will, from time to time, engage in public relations activities that require some expense. These expenses will be reimbursed in accordance with budgeted expenditure levels upon presentation of receipts with the claim.



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## 5.3 Financial Administration

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### Audit

- The Grande Prairie Public Library's financial records will be prepared for audit within ninety (90) days after the end of the fiscal year.
- The Library Board will appoint an auditor annually, to be approved by the City of Grande Prairie
- The Library Board has the authority to approve the audit.

### Fiscal Year

- The fiscal year of the Grande Prairie Public Library shall be January 1 to December 31.

### Petty Cash

- The Grande Prairie Public Library will maintain a petty cash fund to be managed by the Office Manager. The fund is to be used for making immediate payments when:
  - it is impractical to issue a cheque in a small amount
  - a customer, staff member or board member requires immediate payment for small amounts
- Under no circumstances will the petty cash fund be used to cash cheques, or for I.O.U.s, loans or advances.

### Signing Authority

- The signing officers shall be the Library Director, the Head of Adult Services, the Board Chair, Vice-Chair and one designated trustee. The signing officers shall be appointed by a motion of the Board.
- Cheques shall be signed by one of either the Director or the Head of Adult Services and one of either the Board Chair, Vice Chair or the designated trustee.

### Credit Card

- A corporate credit card will be used by the Library Director or designated staff members for reservations, travel expenses, and specific purchases where a credit card number is required.
- Receipts for the expenses will be submitted to the Office Manager as soon as possible after the expense has occurred.
- Other staff members who require a credit card for purchases must receive permission from the Library Director before use.
- Personal use of the credit card is prohibited.

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## 5.4 Investments

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### **Purpose**

The Grande Prairie Public Library Board (the Board) recognizes the need for sound and prudent investment practices. The Board will adopt policies and establish procedures to ensure that investment earnings are maximized through investment activities which at the same time minimize exposure and risk.

### **Authorization**

The Board authorizes the Library Director to invest capital and operating funds not required for immediate disbursement according to the guidelines outlined below, and to dispose of any investment when necessary to meet expenditures or as prudent from an investment management point of view.

### **Guidelines**

All investments will be with recognized financial institutions with a financial rating of AA (minimum). These investments will be government/bank guaranteed at a minimum of 75% in the following:

- Securities issued or guaranteed by the Crown in right of Canada or an agent of the Crown or the Crown in right of a province or agent of a province;
- Securities that are issued or guaranteed by a bank, treasury branch, credit union or trust corporation.

Investments shall be awarded to the financial institution with the most competitive offering after taking into consideration the administrative costs involved and all the financial needs of the Library.

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## 5.5 Reserves

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The Grande Prairie Public Library (GPPL) Board may establish, maintain and manage reserve funds to maintain a prudent level of available financial resources to offset unpredicted one-time expenditures. Reserve funds also provide resources for repairs/replacement/upgrading or construction of new capital assets/infrastructure.

- All requests to use reserve funds or to re-designate reserves must be approved by means of a Board motion. Requests to use reserve funds may also be submitted as part of the annual budget process.
- Any surplus funds in GPPL's operating budget at year-end will be allocated to reserves as specified by the Board during the financial audit process.
- Reports on the status of reserves will be provided to the Board during the audit process and upon request throughout the year.

### Schedule of Reserves

#### **Capital Reserves**

- To fund capital projects according to the Strategic Plan of Service. The funds are earmarked for the following purposes:
  - **Facilities Upgrade and Future Sites**
    - To provide for upgrade, replacement, additions and repairs of a capital nature to the physical building and property and for future sites.
  - **Technology and Innovation**
    - To acquire or upgrade technologies in order to meet changing organizational or community needs and/or to pursue innovation.
  - **Furnishings and Equipment**
    - To acquire or replace furniture/fixtures and equipment (other than computer equipment).
  - **Collection Development**
    - To replace and enhance existing collections and/or introduce new collections.
- The funds in these reserves may be separated into laddered terms for maximum return on investment.

### **Perpetual Reserves**

- These funds are invested for longer terms and provide long-term stability:
  - **Collins Legacy**
    - This reserve was originally established as a fund through a donation from Mr. and Mrs. C.E. Collins to cover membership fees for those who could not afford them. The funds in this legacy will be used for library projects that benefit the less fortunate and/or provide educational value, as per the wishes of the Collins family.
  - **Hauge Legacy**
    - This reserve was originally established from funds left to GPPL by Martin Hauge and will be used for materials, equipment or projects that contribute to and support awareness of local history, his particular interest.
  - **Janssen Legacy**
    - This reserve was established from a bequest to GPPL by Willie Janssen upon his death in 2010. As per his expressed wishes, the funds are to be used for materials in both physical and digital formats, as well as fixtures and equipment that will contribute to learning and discovery by all ages.

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## 5.6 Tangible Capital Assets

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### **Purpose**

The objective of this policy is to prescribe the accounting treatment for tangible capital assets so that users of the financial report can discern information about the investment in Library property, plant and equipment and the changes in such investment.

### **Definition**

Tangible Capital Assets (TCA) are non-financial assets with physical substance that are acquired, constructed or developed and are held for use in the production or supply of goods and services; have useful economic lives extending beyond an accounting period; are intended to be used on a continuing basis in the Library's operations; and are not intended for sale in the ordinary course of operations.

### **Presentation and Disclosure**

Tangible capital assets are reported in the Library's financial statements when the following criteria are met:

- It must satisfy the definition of a tangible capital asset.
- It must have a cost or other value that can be reliably measured and meet the capitalization threshold.

The presentation and disclosure layout is outlined in Section C.

### **Capitalization Thresholds**

Tangible capital assets should be capitalized (recorded in the fixed asset sub-ledger) according to the following threshold:

- Furniture, computers, software, collections & equipment with a unit cost of \$5,000 or greater (library collections are recorded and valued as a whole as opposed to item by item)

Capital assets not meeting the threshold are expensed in the year in which they are purchased.

### **Capital Asset Classifications**

Capital assets should be assigned to the classifications outlined in Section A based on their nature, characteristics and useful life.

**Amortization**

Unless otherwise stated, the acquisition cost will be amortized over its estimated useful life, on a straight-line basis. All capital asset classifications have predetermined estimated useful lives as outlined in Section B.

In the year of acquisition, amortization is applied at half of normal rates. No amortization is recorded in the year of disposition.

**Section A -- Asset Classification**

Tangible capital assets will be defined as:

- Furniture – shelving, tables, desks, chairs, etc.
- Computers & Software – computer hardware & software
- Collections – All Library materials in print, audio and video
- Equipment – photocopiers, fax machines, audiovisual, etc. (includes vehicles)
- Leasehold improvements

When equipment is purchased, the cost should include the amount of money ultimately paid, including ancillary charges such as transportation, installation, extended maintenance/warranty contracts and any other expenditure required to place the asset in its intended location and condition for use.

**Cultural and Historical Assets**

Works of art and historical treasures that have cultural, aesthetic or historical value that is worth preserving perpetually. These assets are not recognized as tangible capital assets in the financial statements, but the existence of such property should be disclosed.

**Section B - Capital Asset Estimated Useful Lives**

- Furniture 10
- Computers & Software 5
- Collections 3
- Equipment 5
- Leasehold improvements 10
- Public Art
- Historical

### **Section C – Presentation and Disclosure**

The financial statements should disclose the following information about tangible capital assets, where beneficial a breakdown for each major category:

- Cost at the beginning and end of the period;
- Additions in the period;
- Disposals in the period;
- The amount of any write-downs in the period;
- The amount of amortization of the costs of tangible capital assets for the period;
- Accumulated amortization at the beginning and end of the period;
- Net carrying amount at the beginning and end of the period;
- The amortization method used, including the amortization period or rate for each major category of tangible capital asset;
- The net book value of tangible capital assets not being amortized because they are under construction or development or have been removed from service;
- The nature and amount of contributed tangible capital assets received in the period and recognized in the financial statements: and
- The nature of the works of art and historical treasures held by the Library. Works of art and historical treasures are not recognized as tangible capital assets, as a reasonable estimate of the future benefits cannot be made. Nevertheless, their existence and nature must be disclosed.

Capital transactions include acquisitions, disposals, betterments, write-downs, amortization and other adjustments. Sufficient information should be maintained through source documents, working papers and files supporting capital asset transactions for internal and external audit or review.



## SECTION 6 – HEALTH AND SAFETY

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### 6.1 Health and Safety (General)

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#### **Purpose**

The Grande Prairie Public Library shall provide a safe and healthy environment for its employees, volunteers, customers and visitors. This policy is intended to allow employees, volunteers, customers and visitors to work for and spend time in the library with minimum personal risk, and with the confidence that the organization has taken full precautions to ensure his/her physical safety and health.

#### **Health and Safety Committee**

A Health and Safety Committee, with representatives from management and all library departments shall meet regularly to review safety issues and recommend improvements that will help to ensure the safety and health of the library's employees, volunteers, customers and visitors.

This committee is responsible for identifying safe work practices and for regularly monitoring, minimization or elimination of potentially unsafe working conditions.

#### **Health and Safety Inspection**

An annual health and safety inspection of the Montrose Cultural Centre is conducted by the City of Grande Prairie to identify potentially unsafe working conditions. Any unsafe conditions are reported to the Library's Health and Safety committee for follow-up.

#### **Incident Reporting**

All incidents involving the health and safety of employees and/or library users must be documented using the Library's incident report forms.

Incident forms are reviewed by the Library Director to ascertain what improvements could be made to current work practices and/or work areas to decrease the risk of a reoccurrence.

Any incident involving the injury of an employee is reported directly to WCB.

#### **Emergency Kit**

Emergency kits will be maintained throughout the library. Awareness of the location of the kits will be part of the orientation process for new employees.

#### **Workers On-Site**

Contractors working in the library are responsible for following all library health and safety procedures and working within the requirements of the Alberta Occupational Health and Safety legislation.

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## 6.2 Health and Safety Orientation/Training

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### Employee Orientation

Library employees and volunteers will be oriented to the Grande Prairie Public Library's health and safety policies and procedures when they initially start working at the Library.

### First Aid

Library employees are not required to have first aid training, as the first aid training required by City custodial and contracted security staff meets the *Occupational Health and Safety Act of Alberta* requirements for this building.

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## 6.3 Emergency Preparedness

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The Grande Prairie Public Library will ensure that the Head of each department is familiar with the Montrose Cultural Centre Action Plan Booklet, along with the Emergency Evacuation Procedures specific to the Library.

These procedures comply with Occupational Health and Safety Legislation and include the following:

- identification of various potential and specific emergencies (e.g. fire, tornado, violence, etc.);
- procedures for dealing with identified emergencies;
- emergency response training requirements;
- location and use of emergency facilities;
- emergency locators (e.g. exit doors, first aid kits, flashlights);
- alarm and emergency communication requirements;

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

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## 6.4 Violence and Harassment

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### Commitment

The Grande Prairie Library (GPPL) 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.

The Board is committed to:

- investigating reported incidents of workplace violence or harassment in an objective and timely manner
- taking necessary action
- providing appropriate support

The Board is further committed to preventing acts of workplace violence or harassment on its premises.

### Definitions

**Abuse:** 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.

**Workplace violence:** such behavior as intimidation, abusive language, harassment, threats or acts of violence, discrimination, or assault

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 on-site security or the police immediately.

## Procedure

For all other incidents:

- If an employee believes he/she has been subjected to workplace violence, discrimination or harassment, the employee has the responsibility to advise the offender, directly or through a third party, that the action is unacceptable behaviour and unwelcome. It is imperative that the alleged offender is made aware of any behaviour or conduct that is offensive and given the opportunity to cease such behaviour or conduct.
- If the behaviour or conduct does not cease, or the severity of the behaviour or conduct warrants it:
  - As soon as possible after the alleged occurrence, the employee shall complete the appropriate complaint form, providing confidential basic information relating to the incident(s) of perceived harassment, abuse, or discrimination. The employee shall submit the form to his/her immediate supervisor or the Library Director, if, through perceived involvement or bias, the employee does not feel able to proceed through his/her supervisor.
  - The Library Director shall be responsible for ensuring that the complaint is promptly and thoroughly investigated by establishing an investigation team and a process for the investigation. Investigation team members may include, but not be restricted to, the Library Director, the department head of the complainant and others as deemed to be able to contribute.
  - If the complainant is dissatisfied with the decision of the Library Director, he/she can follow the procedures outlined in GPPL policy *10.5 Grievances*.
- Any incident involving the Library Director should be reported to the Library Board Chair (or Vice-Chair in the absence of the Chair). The Human Resources Committee of the Library Board shall coordinate any required investigation.
- Making a complaint under this policy does not prevent an individual from pursuing a concern through alternate forums, including any law of Alberta or Canada.

## Investigation process

The Library Director is accountable to ensure that a thorough investigation is completed and, if necessary, recommend appropriate action.

The investigation process shall include:

- The preparation of a written statement with a specific and clear description of the words or actions complained about, signed by the complainant.
- Interviews of the complainant and the alleged offender.

- Interviews of any other staff members who may be able to provide additional information.

If the investigation reveals evidence to support complaint(s) of workplace violence or harassment appropriate disciplinary action will be undertaken, as outlined in GPPL policy *10.11 Progressive Discipline*.

If the investigation reveals no evidence to support the complaint(s):

- No documentation shall be placed in the accused employee's personnel file
- The City of Grande Prairie's employee assistance program shall be made available to the complainant and the accused, where appropriate;
- The complainant shall be advised of his/her right to contact the Alberta Human Rights Commission to file a complaint.

### **Employee Assistance Program**

All employees who become a victim of workplace violence or harassment shall have the right to access assistance when communicating their objections to others and pursuing a formal complaint under this policy. Individuals who are dealing with the outcome of workplace violence or harassment are encouraged to access support also through the City of Grande Prairie's employee assistance program.

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## 6.5 Working Alone

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The Grande Prairie Public Library (GPPL) is committed to the safety of its employees and volunteers. The Library considers an employee or volunteer to be working alone if he/she works by himself or herself at a work site in circumstances where assistance is not readily available when needed. Examples of employees or volunteers who could be at risk from working alone include those who work in sites isolated from public view or who work by themselves without close or direct contact with fellow employees. GPPL complies with provincial Occupational Health and Safety legislation regarding working alone.

GPPL will:

- identify the potential hazards of working alone and will take practical steps to eliminate or control the hazards
- establish procedures including effective means of communication appropriate to the hazards involved for employees and volunteers to contact other people who can respond in the case of emergency situation
- ensure employees and volunteers are trained, and made aware of the hazards of working alone and the preventative steps to be taken to reduce potential risks

## SECTION 7 – LIBRARY BOARD

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### 7.1 Board Membership

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The Grande Prairie Public Library Board is established by the City of Grande Prairie, and the membership guidelines of this policy reflect the City’s Bylaw C-651C and its amendments.

The Library Board shall consist of ten members appointed by City Council, one of whom shall be a Councillor.

A person who is an employee of the Library Board is not eligible to be a member of the Board.

Appointments to the Library Board shall be for terms of up to three years, commencing on January 1 with the said terms operating on a rotating basis, unless appointed to serve the unexpired portion of an existing term.

Members of City Council shall serve a term, the length of which shall be at the discretion of the Mayor.

A member of the Library Board is eligible to be reappointed for only two additional consecutive terms of office, unless at least two-thirds of City Council passes a resolution stating that the member may be reappointed as a member for more than three consecutive terms.

The term of office of a member continues until a member is appointed in his/her place.

There shall be an annual election of the Chair and Vice-Chair positions from among the members of the Library Board.

A person is disqualified from remaining a member of the Board if he/she fails to attend, without being authorized by a resolution of the Board to do so, three (3) consecutive regular meetings of the Board, as per *The Alberta Libraries Act*, section 31 (1).

Formal appreciation will be shown to outgoing members of the Board by presenting them with a gift in recognition of their years of service. The following are suggested gift values for Board members according to length of term:

Up to 3 years	maximum expense	\$50.00
Up to 6 years	maximum expense	\$75.00
Over 6 years	maximum expense	\$100.00



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## 7.2 Board Meetings

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### Agenda Format and Preparation

- The agenda orders the business for a Library Board meeting and will include the Consent Agenda model as set out in the attached Schedule "A".
- The Library Director will prepare a draft agenda seven days prior to the meeting and submit this to the Board Chair. The Board Chair will review this draft agenda and make any changes considered necessary.

### Agenda Distribution

- Copies of the agenda and any attachments or reports will be provided to Board members electronically at least three full days prior to any regular meeting.
- The Library Director will make copies of the agenda available to Library staff and the general public, upon request, but only after it has been delivered to Board members as noted above.

### Adoption of Agenda

- The Board must vote to adopt the agenda prior to transacting other business at a meeting and may:
  - resolve to add new items to the agenda;
  - delete any item from the agenda by unanimous vote.

### Preparation and Adoption of Minutes

- The Library Director will ensure all Board meeting minutes are prepared. Board meeting minutes will include:
  - all decisions and other proceedings;
  - the names of all Board members present and absent from the meeting;
  - the signature of the Chair for the meeting and the date of signing.
- The minutes of each meeting must be circulated to each member prior to the meeting at which they are to be adopted. If there are errors or omissions, the Board must:
  - pass a motion to amend the minutes:
  - adopt the minutes as amended, and if there are no errors or omissions, the Board must adopt the minutes as circulated.
- The minutes adopted by the Board will be made available to Library staff and the general public.

### **Frequency of meetings**

- Board meetings will be held a minimum of 10 times per year.

### **Special meetings**

- Special meetings may be called at the discretion of the Board Chair or at the request of five (5) members, for the transaction of business as stated in the call for the meeting.

### **Electronic voting**

- At the discretion, or with the consent, of the Board Chair, and for matters of an urgent nature, OR time-sensitive matters OR where it would be more expeditious to do so OR when it is not feasible for the Board to meet in person, email polling and/or electronic voting may be used to help facilitate decisions of the Library Board in accordance with the following:
  - In recognition that decisions are being made using email communication in lieu of a face-to-face meeting, extra effort will be made to ensure that members are provided with sufficient background materials and adequate documentation to support the request for a decision.
  - All communication will be shared as a group email with all members copied on correspondence including questions, responses and general commentary. All members will select “reply all” when providing comments so that these will be shared simultaneously with all members and a record will be kept of the email exchange.
  - If a resolution is required, the Board Chair may authorize the Library Director to conduct an electronic vote of the members. A clear rationale will be given to the members to explain why a motion is necessary. The question to be answered will be stated clearly in the form of a specific resolution provided for members’ consideration. Respondents will be asked to vote upon the resolution.
  - In the event of an electronic vote, a reasonable and adequate time will be determined for members to respond to the request for a decision. Members will have the opportunity to declare a conflict and not participate in the vote. Every effort will be made to obtain a response from each member (i.e. allow each person to register their vote). The resolution shall be deemed to have been approved only if, by the end of the time period specified, the Library Director has received approval responses from a majority of the voting members.
  - Non-response to an electronic vote will be considered an abstention.



- Voting records will be kept and included as minutes in the consent agenda of the next face-to-face meeting of the Board.
- A resolution approved by email polling and electronic voting, permitted by the Board Chair and passed by a majority of voting members, shall have the same force and effect as a resolution passed at a regularly constituted meeting of the Library Board.
- The Library Director shall prepare a summary document noting the purpose of, and any decisions resulting from, the electronic exchange including any subsequent resolutions.

### **Quorum**

- Quorum for a meeting shall be 50% of the total number of Board members + 1.

### **Conduct of meetings**

- The rules contained in the current edition of *Robert's Rules of Order – Newly Revised*, shall govern meetings of the Board in all cases to which they are applicable and in which they are not inconsistent with these by-laws and any special rules of order the Board may adopt.

### **In camera sessions**

- The Board meetings will include an in camera session as an agenda item to allow the Board to discuss security, legal matters, personal matters, labour relations or topics related to the functioning of the Board, as outlined in the *Freedom of Information and Protection of Privacy Act (FOIP)* as needed.

## **Schedule A Agenda Format and Presentation**

The agenda format is as follows:

- Call to Order
- Consent Agenda
- Financial Update
- Items for Decision/Discussion
- Other
- In camera
- Adjournment

The Consent Agenda is used to handle items that do not need any discussion or debate and allows the Board to approve all these items together without discussion or individual motions. Examples include:

- Approval of the minutes
- Final approval of proposals or reports that the Board has been dealing with for some time and all members are familiar with the implications
- Reports provided for information only
- Correspondence requiring no action

At the beginning of the meeting, the Board Chair asks members what items they wish to be removed from the Consent Agenda and discussed individually.

If any member requests that an item be removed from the Consent Agenda, it must be removed. Members may request that an item be removed for any reason. They may wish to discuss the item, query the item or register a vote against the item.

Once it has been removed, the Board Chair can decide whether to take up the matter immediately or place it on the regular meeting agenda.

When there are no more items to be removed, the Board Chair states: "If there is no objection, these items will be adopted." After pausing for any objections, the Board Chair states "As there are no objections, these items are adopted." It is not necessary to ask for a show of hands.

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## 7.3 Policy Making

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The Grande Prairie Public Library Board has the authority under the Libraries Act of Alberta for the governance of the Grande Prairie Public Library and for ensuring that policies for framework, board self-governance and operations are developed.

In fulfilling its responsibility for policy-making, the Board will:

- Define the functions of the Board, and approve framework, board self-governance and operational policies.
- Work from the broadest, most general statement of policy when setting operational policy, developing more specific policies as necessary.
- Ensure its policies:
  - comply with relevant legislation, with GPPL's by-laws, with GPPL's Plan of Service and with existing Board policies or agreements, before approving new policies.
  - are available to Board members, GPPL employees and the public.
  - are reviewed regularly.
- Ensure the Library Director:
  - obtains all GPPL employee and public input as is needed and then provides the Board with such information, advice and documentation as is required for the development of policies.
  - is responsible for implementing Board policy, with the exception of policies dealing with Board process and self-governance. The Board Chair has the responsibility to implement policies dealing with board process and self-governance.
  - identifies and recommends areas for policy development to the Board. The Library Director has the responsibility and authority to provide direction in areas not covered by policy, until given direction by the Board.

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## 7.4 Trustee Code of Ethics

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Grande Prairie Public Library Board Members shall carry out their trustee duties in an ethical and businesslike manner by adhering to the following:

### **Accountability**

- The duty of the Board member is to the Grande Prairie Public Library (GPPL) rather than to any individual, community group or special interest.
- Board members are accountable to exercise the powers and discharge the duties of their office honestly, in good faith, and in the best interests of GPPL.
- This accountability supersedes the personal interest of any Board member acting as an individual or consumer of GPPL services.
- Board members shall demonstrate respect and work harmoniously with each other, with GPPL employees and with all those associated with GPPL.
- Board members shall not publicly demean nor disparage GPPL as an organization.
- Board members shall not publicly impugn the motives, abilities or personalities of fellow Board members or GPPL employees.
- Because the board is a corporate body, individual trustees may not contradict the decisions of the Board. The time to air questions and disagreement is before the decision, not after. The Board speaks with one voice outside the confines of Board meetings.

### **Conflict of Interest**

- If a conflict of personal, financial or other interest should arise, the member shall declare his/her conflict of interest prior to any discussion and shall be absent from any portion of the meeting in which the matter is discussed and voted on.
- A Board member who abstains from participation due to conflict of interest is still included in determining quorum.
- The minutes must record all declarations of personal, financial and other interests, including the nature for such declaration.

### **Confidentiality**

- Board members shall not communicate, either directly or indirectly, information designated confidential to anyone not entitled to receive the same.
- Board members shall not use information which has been designated as confidential by the Board for personal profit or use by themselves or any other person.
- Board members shall respect confidential information in perpetuity.

- All material is considered property of GPPL and shall be returned at the expiration of the Board member's term.

### **Individual Authority**

- Board members may not attempt to exercise individual authority over GPPL except as set forth in Board policies.
- Board members' interaction with the Library Director or with GPPL employees must recognize that any individual Board member does not have authority other than that explicitly stated in Board policy.
- Board members shall make no judgments of the Library Director or employee performance except as that performance is assessed against explicit Board policies.

### **Acceptance of Gifts**

- In their capacity as Board members, Board members shall not accept a gift, favour or service from any individual, organization or corporation, other than the normal exchange of hospitality between persons doing business together; tokens exchanged as part of protocol; or the normal presentation of gifts to persons participating in public functions.

### **Training and Development**

- Board members shall acquaint themselves with the documents of the Board as well as the rules of procedure and proper conduct of a meeting so that any decision of the Board may be made in an efficient, knowledgeable and expeditious fashion.
- Board members shall regularly take part in continuing education activities that assist them in carrying out their responsibilities.

### **Violation of the Code of Ethics**

- The Board Chair is responsible for handling all reports of Board member violations of the *Trustees Code of Ethics* policy.
- The process for handling reports of violations is as follows:
  - The Board Chair will discuss the issue with the member concerned;
  - If unresolved, the Board Chair will discuss the issue with the Chair of the Human Resources Committee and the Board member;
  - If unresolved, the Board Chair shall refer the issue to the Board as a whole.

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## 7.5 Trustee Orientation and Continuing Education

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The Grande Prairie Public Library Board recognizes the importance of having informed trustees. To ensure this, the Board provides, within budget limitations, the following:

### **Trustee Orientation**

- The Library Director conducts an orientation session with new Board members to provide an overview of the Grande Prairie Public Library (GPPL) services, trustee roles and responsibilities, provincial library legislation and the framework for the provision of library services within the province of Alberta.
- At the orientation session, new Board members will receive a Board orientation binder, and will be provided with a tour of GPPL.
- New Board members are encouraged to attend a Board Basics Workshop facilitated by the provincial Public Library Services Branch. Board members who have attended the workshop previously are encouraged to participate regularly to refresh their knowledge.

### **Continuing Education**

- Board members are encouraged to attend library conferences and workshops. Funds are allocated for two Board members to attend the annual joint conference of the Library Association of Alberta and the Alberta Trustees Association; however, at the discretion of the Board Chair, this may be overridden by the needs of the Board. Priority is given to Board members who have not attended previous LAA/ALTA conferences.
- Board members will provide a verbal report to the Board following their attendance at a conference or workshop.
- The Library Director will provide the Board with information on learning opportunities.

### **Trustees Association Membership**

- GPPL maintains a membership in the provincial trustees association.



## SECTION 8 – LIBRARY MATERIALS

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### 8.1 Collection Management

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#### Definitions

“Collection” refers to a grouping of library materials.

"Library materials", or other synonyms as they may occur in the policy refer to all information and leisure collections the Grande Prairie Public Library (GPPL) makes available to the public including books in all formats, magazines, newspapers, visual media, and online databases, excepting the Internet.

"Selection" refers to the decision that must be made either to add a given item to the collection or to retain one already in the collection. It does not refer to reader guidance.

#### Purpose of the Collection Management Policy

The purpose of GPPL’s Collection Management policy is to guide library staff and inform the public about the principles upon which collection development, maintenance, and reconsideration decisions are made. The following principles have as their basis the Canadian Federation of Library Associations’ Statement on Intellectual Freedom, which the Grande Prairie Public Library Board accepts as policy.

#### Statement on Intellectual Freedom and Libraries

*(Approval history: June 27, 1974; Amended November 17, 1983; November 18, 1985; and September 2, 2015)*

*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.*

Works are selected on the basis of content without regard to the personal history, sex, race, nationality or political or religious views of the creator.

The presence of any item in the library does not indicate an endorsement of its content by the library.

The library also recognizes an immediate duty to make available materials for entertainment and recreation, even though such materials may not have enduring interest or value. If public demand warrants it, the library will provide a representative sampling of experimental and ephemeral material, but will not attempt to be exhaustive.

All staff members selecting library materials will be expected to keep these objectives in mind and apply their professional knowledge and experience in making decisions.

## Scope

In general, GPPL's collection will include but not be limited to the following formats:

- books
- periodicals (magazines)
- newspapers
- visual media (such as CDs, DVDs, Blu-ray)
- digital resources (such as e-books and audio-books)
- online databases
- government documents
- microfilm
- toys
- electronic devices

Other formats will be considered as demand, need, and budget permit.

## Archival Collections

GPPL houses several collections of archival records including newspapers on microfilm, photographs and newspaper index cards.

The Board may seek to acquire by way of donation, bequest, permanent loan or other arrangements further archival records of an enduring nature, in any format, which reflect the history of City of Grande Prairie and District.

## Hauge Legacy Collection

The objective of the Hauge Legacy is to locate and purchase works about and of the Peace River Region with a view to acquiring and maintaining a permanent special collection. The collection may be comprised of books, periodicals and audio-visual materials. Popular and inexpensive materials will circulate. A special area will be set aside in the library for the collection. Expensive and rare materials will only be used in the library.

## Toys

GPPL maintains a lending library of educational toys in the Children's Department. These toys may be borrowed only by library patrons who have completed a further registration for the Toy Library. This further registration limits the liability of GPPL for any damage or injury that might arise from the use of the toys by children.

## Responsibility for Collection Management

Ultimate responsibility for the selection and de-selection of all materials lies with the Library Director who operates within the framework of policies determined by the Board. However, he/she will delegate to

Department Heads the authority to implement the policy in making day-to-day selections. Unusual problems will be referred to the Library Director for resolution.

### **Use of Library Materials**

GPPL recognizes that some materials may be controversial and that any given item may offend some patrons. The ultimate responsibility for their choice of materials rests with the patron.

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.

The use of rare and scholarly items of great value may be controlled to the extent required to preserve them from harm, but no further.

Responsibility for the use of library materials by children rests with their parents and legal guardians. Selection of adult material will not be restricted by the possibility that children may obtain materials that their parents may consider inappropriate.

### **Collection Development**

The primary objective of selection shall be to acquire materials of contemporary significance and of permanent value. The library will always be guided by a sense of responsibility to both present and future in adding materials that will enrich the collection and maintain an overall balance.

GPPL attempts to make available a wide diversity of views and expressions, including those which may be viewed as unorthodox or which may be unpopular.

The selection of library materials is based on the following:

- The need for recreational reading, listening and viewing material to reflect a diverse community with differing tastes, interests, purposes and education
- The need to deal in an informative and balanced manner with social, personal, racial, multicultural, religious and scientific issues
- The need to provide as broad a base as possible of information and literature.

### **Criteria for the Selection of Materials**

The following criteria will be considered when selecting material for the library; however, it is impossible to establish a set of criteria for the indisputable acceptance or rejection of material. Items need not meet all the criteria to be acceptable.

- Suitability of physical format for library use
- Relation to the existing collection and other material on the subject
- Availability of funds and space
- Favourable reviews
- Popular demand
- Balance of viewpoints in the collection
- Value as a contribution to issues of continuing or topical interest; timeliness
- Currency
- Local interest
- Representation of an important movement, genre and/or culture
- Accuracy of information
- Quality of writing
- Identified area for collection development focus

The selection of local or self-published materials will be subject to the above criteria.

GPPL is sympathetic to the needs of students, but it is not the primary responsibility of GPPL to provide curriculum-centered materials in the collection. Textbooks and other curriculum-related materials are not acquired except as they also serve the general public.

The exception to this is the French Language Resources collection which is a joint collaboration between many school boards and GPPL.

### **Suggestions for Purchase**

GPPL encourages and invites suggestions from the public for the addition of specific items to the collection. These suggestions will be referred to the selector responsible for that collection area. Suggested items will then be considered according to selection criteria. Receipt of suggestions does not imply automatic acceptance of the item for the library collection.

If a suggested item is not purchased, GPPL may be able to obtain it through interlibrary loan for the person who suggested the item for purchase, if that person is interested in borrowing the item.

## Collection Maintenance

The following criteria will be used when considering material for removal from the collection:

- The worth of the item in comparison to new works in the same subject areas
- The usefulness of the item to the public
- The amount of available space
- The item's currency and accuracy
- The physical condition of the item
- The availability of funds for purchasing replacement material

Discarded items will be handled through such means as sale, donation or recycling.

## Library Materials Vendors

The Grande Prairie Public Library will acquire its materials through the Peace Library System, but should the situation arise where an independent vendor is required, the following criteria will be used by Library staff to select a vendor:

- positive relationship with a vendor;
- price, including shipping, handling and invoicing charges;
- availability (fill rate);
- turnaround time from order to delivery;
- returns policies;
- availability of required cataloguing and processing services; and,
- Canadian and local vendors, all other things being equal

## Reconsideration of Library Materials

GPPL recognizes the right of a library user to register an objection to the presence of any item or items, or the placement of materials in the collection. In the event of an objection or complaint by a library user, the following are the steps of resolution:

- The user is encouraged to put his/her complaint in writing using the *Request for Reconsideration of Material* form. Following a personal review of the item and a check of outside review sources, the Department Head will send a letter to respond to the user's concerns.
- If the user is not satisfied, the written complaint is reviewed and discussed jointly by the Department Head and the Library Director. A decision is made reflecting the principles of this Policy, and a written explanation for the decision is sent to the user.



- If the user is still not satisfied, he/she may appeal in writing to the Board. The Board will consider whether the selection criteria were appropriately applied and/or whether some aspects of the policy are inappropriate or outdated and should be reviewed. The Board's decision is final.

No material shall be removed from the collection due to a challenge from a library user prior to all relevant steps in the process being carried out.

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## 8.2 Donations

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### Monetary Donations

- Tax receipts are issued by the Grande Prairie Public Library for all monetary donations of ten dollars (\$10.00) or greater.
- Monetary donations can be allocated to specific areas of the library collection, to equipment or to facility enhancement. The Grande Prairie Public Library reserves the right, however, not to accept a monetary donation if the request is for items or facility enhancement deemed unsuitable or inappropriate for the library.

### Donation of Library Materials

- The Grande Prairie Public Library reserves the right to accept or reject any donation of new or used books and other library materials.
- All donations become the property of the Grande Prairie Public Library and are subject to normal acquisition and disposal criteria applied to purchased materials.
- Tax receipts are not issued for donated library materials.

### Other Materials

- The Grande Prairie Public Library will accept donations of non-collection items, including artwork, equipment, or other tangible property only if the items satisfy a definite need.
- All property donated becomes the exclusive property of the Grande Prairie Public Library. The Library may at any time dispose of the property in any way it sees fit.
- Tangible capital assets received as donations are recorded at fair market value at the date of receipt and are also recorded as revenue.



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## 8.3 Intellectual Freedom

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The Grande Prairie Public Library subscribes to the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries:

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.

*Approved by Executive Council - June 27, 1974*

*Amended November 17, 1983; November 18, 1985; and September 27, 2015*

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## 8.4 Resource Sharing

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The Grande Prairie Public Library supports and participates in resource sharing among libraries within Alberta, working toward the vision of The Alberta Library: “empowering Albertans through equitable access to library and information resources.”

- The Library will work within the guidelines in the document *Resource Sharing Operational Policy for Public Libraries* published by Alberta Municipal Affairs, and will participate in a provincial resource sharing network.
- The Library will participate in intra-library loan of all library resources within The Regional Automation Consortium (TRAC).
- Material in a variety of formats may be lent at no charge to libraries throughout Alberta and Canada; loans of some library resources may be restricted, as per provincial resource-sharing guidelines.
- In accordance with the *Libraries Act*, the Library will not charge a fee to its users for acquiring items from other libraries.
- The Library will participate in The Alberta Library (TAL) card program and ME Libraries initiative by making its resources available to all library users who hold a valid TAL card or ME Libraries membership and ensuring that items belonging to other libraries are returned efficiently.
- The Library will work with other libraries in Alberta, and with TAL, to access electronic resources through subscriptions, licensing, or direct purchasing.

## SECTION 9 – LIBRARY SERVICES

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### 9.1 Programs

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#### **Purpose**

Programs are activities that will support the strategic service priorities of the Grande Prairie Public Library's Plan of Service and will respond to community needs and interests.

In the provision of its programs, the Grande Prairie Public Library (GPPL) abides by the Canadian Federation of Library Associations' 2015 Statement on Intellectual Freedom and Libraries, specifically:

*"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."*

GPPL does not warrant or assume any legal liability or responsibility for the currency, relevance, accuracy or completeness of any information, apparatus, product or process disclosed in the programs presented.

#### **GPPL programs**

- These programs may be presented by GPPL staff or by a GPPL-approved provider
- Program proposals by community members are welcome; however, GPPL will not be obligated to offer such programs
- GPPL staff are responsible for completing all necessary program planning documentation, in order to maximize programming efficiency and accountability

#### **Other programs**

- GPPL may collaborate with other organizations to plan and offer programs and events, in order to maximize community impact

GPPL staff will follow established procedures when responding to concerns, questions or complaints about programs.

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## 9.2 Provision of Service to Those Unable to Use Conventional Print

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### Definition

A library user unable to use conventional print may also be known as a print-disabled user. Print-disabled users include any user who has a perceptual disability, defined in the federal *Copyright Act* as “a disability that prevents or inhibits a person from reading or hearing a literary, musical, dramatic or artistic work in its original format, and includes such a disability resulting from:

- (a) severe or total impairment of sight or hearing or the inability to focus or move one’s eyes,
- (b) the inability to hold or manipulate a book, or
- (c) an impairment relating to comprehension.”

### Commitment

The Grande Prairie Public Library (GPPL) Board believes those unable to use conventional print materials should have full access to library services, and will endeavor to incorporate appropriate services and materials for print-disabled users.

- These materials will be provided in a format appropriate to the user, subject to user needs and preferences, availability of materials, and within appropriate financial limits.
- GPPL will cooperate with national, provincial and local community agencies in this effort.
- Library materials may be delivered to those print-disabled users who qualify for this service, as per GPPL’s policy *9.4 Home Service for Those Physically Unable to Pick Up Library Materials*.

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## 9.3 Public Computers and Wireless Network

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### **Purpose**

In keeping with its mission to promote and provide library materials and services that meet the educational, cultural, information and recreational needs of the public, the Grande Prairie Public Library (GPPL) provides a wireless service and public computers for access to the Internet, word-processing applications and other electronic resources.

### **Access**

GPPL does not monitor and has no control over the information accessed through the Internet and is not responsible for its quality or content. Users are responsible for the Internet sites they visit and the information they access. Neither GPPL nor its staff is responsible for the Internet sites and information accessed by Library users. Library computers do not employ filtering software of any kind.

GPPL provides and maintains the wireless network as a public service. Users are responsible for the setup and configuration of their own equipment. Library staff cannot assist in setting up laptops or handheld devices to connect to GPPL's wireless network. This service has been designed to support a wide range of notebooks, tablets, mobile phones and other devices.

GPPL and its staff, cannot control the availability of access to the Internet or to specific sites which can change rapidly and unpredictably. Staff is available to assist users with using Microsoft Office software or online research tools, with printing documents and to answer basic questions. In-depth training on the general use of the Internet is provided through scheduled instruction sessions.

Use of the public access computers and wireless network is at the sole risk of Library users. GPPL will not be responsible for damage to a user's computer, or for any loss of data, damage or liability that may occur from the use of these computers or network, whether from computer virus infection, or otherwise.

Users will be held financially responsible for any harmful software they knowingly or unknowingly install on Library computers. Users will also be solely liable for any illegal activity in which they participate while using Library computers.

The use of the public access computers and wireless network at GPPL is a privilege. Misuse as defined in GPPL's Rules of Conduct for Library Users will result in the loss of computer privileges.

### **Access Procedures**

Internet and wireless access procedures are set out in Schedule A.

## SCHEDULE A

### Access Procedures:

Public computers and access to the wireless network will be available during regular hours within GPPL premises.

Use of the public computers is on a first come, first served basis using GPPL's registration procedures.

The public computers beside the Customer Services Desk Department are available to adult library users; in the children's area for 6 to 12 year old children and in the Teen area for users aged 13 to 18.

When using the public computers:

- No more than 2 persons are allowed at a computer at a time
- One 60 minute session is allowed per day..
- Use of personal software programs or computer hardware is not permitted (except for the use of memory sticks)
- Anyone using video or audio content must use earphones. Ear buds are available for purchase at the Customer Services Desk.

Saving files is permitted as follows:

- Files can be saved to a user's own memory stick or files can be temporarily saved to GPPL's public drive with the understanding that the computer will be cleared of such files at regular intervals.
- Users are welcome to bring their own memory sticks containing files readable by Word, Excel or PowerPoint as long as the sticks are in a clean, working state and virus free.

When using GPPL's wireless network, there are no registration procedures.

Printing is not possible from the wireless network and must be done from the public computers.

In accordance with GPPL's Unattended Children Policy, children 8 years and under must be within sight of a parent/caregiver while using the computers. Children 9 to 11 years may use the computers in the children's area provided their parent/caregiver remains in the building.

Misuse of the public computers and wireless network will result in loss of computer privileges.

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## 9.4 Home Service for Those Physically Unable to Pick Up Library Materials

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### **Purpose**

Through Home Service delivery, the Grande Prairie Public Library will provide free home delivery of library materials to eligible participants by approved and assigned volunteers.

This delivery service for people unable to physically visit the library aligns with GPPL's Mission Statement and Plan of Service.

### **Eligibility**

Home Service is available to any person within the City of Grande Prairie who is confined to home due to temporary or chronic illness or disability.

Participants will be required to have an active GPPL membership to qualify for this service. A Home Service delivery application form must be completed requesting access to this service.

### **Service**

All circulating materials may be borrowed through Home Service; subject to the conditions of GPPL's borrowing policy.

Types of service available:

- Home delivery: Library items delivered once per month by a library volunteer
- Branch pick-up: An individual may designate a family member, friend or caregiver to pick up library materials on his/her behalf
- Extended Care Home delivery: Library items delivered every six weeks by a library volunteer

### **Delivery**

Library materials will be delivered and retrieved by designate volunteers on a schedule to be determined between GPPL, the participant, and the volunteer. If conditions in the home or approach to the home are deemed to be unsafe or unhealthy, GPPL may discontinue or refuse service.

### **Volunteers**

Volunteers will be required to provide a vulnerable sector police record check prior to working with this program, and on an annual basis. Any costs associated with such checks will be reimbursed by GPPL. Prior to beginning their work, volunteers must attend an orientation session with the Volunteer and Home Service Coordinator.

Volunteers are required to carry a cell phone at all times for emergency purposes.



### **Staff**

The Volunteer and Home Service Coordinator will assist volunteers with the selection of materials from GPPL's collection based on the reading profile created for the participant. Home Service participants may also request specific titles.

### **Fees**

Home Service participants have extended borrowing privileges, including longer loan periods and exemptions from late fees. Regular replacement fees will be charged for lost or damaged materials. Repeated loss or damage of materials will result in discontinuation of service.

## SECTION 10 – PERSONNEL

### 10.1 Annual Vacation

#### Entitlement

- Salaried employees of the Grande Prairie Public Library (GPPL) who have more than one year of continuous service on December 31 and remain in the continuous employment of the Board shall be entitled to annual vacation leave with pay in accordance with the following schedule:

No. of years continuous service on January 1	No. of working days vacation entitlement
1 or more	15 days
5 or more	20 days
10 or more	25 days
15 or more	30 days
20 or more	35 days

- All other employees shall be entitled to the vacation entitlements as provided under the *Employment Standards Code* of Alberta.
- Employees of GPPL are entitled to such additional annual vacation leave as may be negotiated as part of their appointment package/agreement.
- All salaried employees employed for less than one year by GPPL shall be granted paid vacation at the rate of 1.25 working days per month for each month worked prior to January 1 of the vacation year, unless otherwise negotiated in appointment package/agreement.
- An employee entering the service after the fifteenth day of any month will be considered for vacation entitlement purposes to have entered the following month.
- An employee is normally authorized to take vacation only after it has been earned. If paid vacation is taken prior to such time being earned and the employee leaves GPPL for any reason before such time is earned, vacation overpayment will be deducted from wages paid to the employee on his/her final pay until the overpayment has been reimbursed.
- Should an employee change from an hourly to a salaried position, his/her vacation entitlement will be based on full-time equivalency, not the salaried position start date.

### **Vacation Year**

- For vacation purposes, the year extends from January 1 until December 31 of the following year.
- Employees of GPPL on December 31 shall be eligible to take the vacation to which they are entitled as of January 1 in the twelve month period following January 1.
- Insofar as the efficient operation of GPPL will permit, an employee shall have the right to choose vacation in accordance with the organizational needs as determined by the Library Director.
- An employee who fails to indicate a choice may have waived their right to choose his/her vacation period. The vacation time schedule for all eligible employees will be completed and posted by December 31 of each year. If the employee does not request his/her vacation period, he/she may be told when to take the vacation period.
- All employees are expected to take their vacation credits during the current year. Employees may carry over a maximum of five days into the following year, upon the approval of his/her supervisor. This approval will be dependent on the operational needs of GPPL. Vacation carryover must be used within the first six months of the next year.

### **Leaves and Statutory Holidays During Vacation**

- Where an employee qualifies for sick leave or compassionate leave during the period of vacation, there shall be no deduction from vacation entitlement for such absence when supported by a doctor's certificate or evidence satisfactory to the Library Director. The period of vacation so displaced shall either be added to the vacation period or reinstated for use at the date by mutual consent of both parties.
- When any designated paid holiday falls within an employee's scheduled vacation, the employee shall be granted one (1) additional day's vacation at a mutually agreeable time.

### **Supervision Rotation Entitlement**

- Salaried employees who work weekends as part of the supervision rotation are entitled to two additional vacation days per year.

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## 10.2 Benefits and Pension Plan

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### Pension Plan

- The Grande Prairie Public Library (GPPL) participates in the Local Authorities Pension Plan (LAPP). Participation in this plan is compulsory for permanent hourly and salaried employees who work at least thirty (30) hours per week, upon their date of hire.
- Participation in this plan is voluntary for hourly employees working 20 or more hours but less than 30 hours per week.
- Any restrictions to member contributions will follow LAPP guidelines.

### Group Insurance

- Participation in the GPPL employee benefits plan is compulsory for all permanent employees who work at least 20 hours per week. The plan includes the following benefits:
  - Extended Health Care including Vision Care
  - Dental Care
  - Life, Accident and Dismemberment, and Long Term Disability

### Northern Residents' Travel Benefit

- The purpose of the benefit is to allow all employees the opportunity to claim the Northern Travel Benefit according to the Canada Revenue Agency guidelines and regulations.
- The amount of the benefit is included in the employee's salary.
- The benefit is based on 10% of the employee's salary to a maximum of \$2500.00 per year and is included in the employee's T4.

### Employee Assistance Program

- All GPPL employees are eligible to receive support through the City of Grande Prairie's employee assistance program.

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## 10.3 Definition of Employment Status

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- A “salaried” employee is a full-time employee who is paid a monthly wage.
- An “hourly” employee is a part-time employee who is paid an hourly wage.
- A permanent employee, either salaried or hourly, is an employee who occupies an established position or positions and who has successfully completed the three-month probationary period.
- A probationary employee is an employee who occupies an established position and who has not completed the three-month probationary period.
- A temporary employee, either salaried or hourly, is an employee who occupies an established position on a temporary basis.
- A casual employee is employed in a position where the hours worked are on an as-required basis.

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## 10.4 Employee Code of Ethics

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The Board requires Grande Prairie Public Library (GPPL) employees to be independent, and impartial, and that their positions not be used for personal advantage. To this end, the following is a code of ethics to be followed by all GPPL employees:

### Provision of Information

- A GPPL employee must provide information impartially and non-judgmentally, regardless of belief or personal philosophy.

### Acceptance of Gifts / Financial Gain

- A GPPL employee shall not accept any gifts or rewards which may appear intended to influence them in the discharge of his/her duties.
- No personal financial gain by a Library employee should result from his/her role in providing information to a Library user.

### Outside Employment

- A GPPL employee may engage in outside work or a business, or undertake supplementary employment, including self-employment, provided such work does not:
  - interfere, compromise, or present an ethical or legal conflict of interest with his/her duties as a GPPL employee
  - represent a GPPL opinion
- A GPPL employee shall not utilize GPPL assets and/or work time for outside employment or personal use

### Political Office

- A GPPL employee may request a leave of absence without pay to run for office
- A GPPL employee elected to a public office may continue to be employed, provided there is no conflict of interest between his/her duties with GPPL, his/her duties as a public official, and the *Libraries Act* of Alberta.

### **Violation of the Code of Ethics**

- A GPPL employee violating any provisions of this policy will be subject to disciplinary action and possible dismissal.

### **Use of Social Media**

- When engaging in personal social media, GPPL employees are expected to act responsibly and respectfully. In particular, we advise employees to:
  - Make it clear that the views expressed are personal and do not represent GPPL. Using a disclaimer such as “opinions are my own” will avoid misunderstandings.
  - Avoid any defamatory, offensive or derogatory content, which may be a violation of GPPL’s *Violence and Harassment Policy* if directed toward colleagues, customers, partners, or GPPL Board members.

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## 10.5 Grievances

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A grievance is defined as any disagreement arising from the interpretation, application, operation or alleged violation of the Personnel policies of the Grande Prairie Public Library or of the *Employment Standards Code* of Alberta.

The employee shall proceed with a grievance in the following manner:

- Talk informally to his/her supervisor to see if the matter can be resolved.
- If still dissatisfied, the employee may submit the grievance in writing to the Library Director within ten working days following this discussion, or discuss the grievance in person with the Library Director. The employee may request the presence of another staff member of their choice at this meeting.
- The Library Director shall respond in writing to the employee within ten working days.
- If still dissatisfied, the employee may submit a written grievance to the Board through the Board Chair within ten working days of receipt of the Library Director's response.
- The Board shall make its decision on the matter within 60 days.
- The Board's decision is final.



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## 10.6 Hours of Work

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### Work Week

- Salaried employees shall work a regular week consisting of thirty-five hours. Employees are scheduled for an eight-hour work day, which includes a one-hour unpaid lunch break.

### Banked Time / Overtime

- A full-time employee who has approval to work outside normally scheduled hours shall be entitled to take the equivalent time off at a time mutually agreed to between the employee and his/her supervisor, based upon operational requirements.
- Hours worked in excess of an employee's normally scheduled hours, but less than the weekly threshold of 44 hours, will be banked at a rate of 1:1.
- Hours worked in excess of 44 hours will be banked at a rate of 1:1.5, in compliance with provincial *Employment Standards*.
- All banked time and overtime must be used within six months of accrual. All opportunities to use this time within this period must be exhausted. However, if extenuating circumstances arise that prevent the employee from using banked time and overtime within six months, it will be paid out.

### Rest periods

- All salaried employees are permitted two rest breaks, one in the first half and one in the second half of each shift. The maximum duration of each break shall be fifteen minutes, to be taken at times appropriate for the smooth operation of the library.
- Hourly employees are entitled to one fifteen- minute rest period after two hours of work.
- Rest period entitlements may not be used to arrive late, leave early, extend lunch breaks and may not be banked.

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## 10.7 Leaves of Absence

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### Paid Leaves

#### Sick Leave

- Leave with pay for illness shall be granted to salaried employees of the Grande Prairie Public Library (GPPL) in the second and subsequent months of employment on the basis of one and one-half days a month, cumulative to a maximum of one hundred and twenty working days. Accumulated sick leave will not be paid out to an employee at the end of his or her term of employment.
- Any lost time due to illness shall be deducted from the employee's accumulation of sick leave. All employees must notify the immediate supervisor of sickness as soon as possible and no later than one hour past regular starting time.
- Sick leave may be used to cover absence due to personal medical appointments.
- GPPL reserves the right to request a medical certificate/letter with respect to any period of time an employee may be absent on sick leave.
- Abuse of sick leave may result in suspension or dismissal.
- Hourly employees are given the option of making up time missed due to sickness upon approval of the Library Director.
- GPPL provides Long Term Disability Insurance coverage beyond 120 calendar days. It is the responsibility of the employee receiving Long Term Disability to maintain premiums to ensure benefits coverage.

#### Family Leave

- One day of accumulated sick leave, per occurrence, to an annual maximum of five days, may be used by a salaried staff member to care for and make arrangements for dependent family members who are ill. A dependent family member is someone in the employee's family who permanently resides with or is dependent upon the employee.
- Hourly staff may be given the option of making up time missed due to family sickness upon approval of the Library Director.

### Compassionate Leave

- All permanent employees are covered by this policy.
- When death occurs in an employee's immediate family (mother, father, sister, brother, current spouse, son, daughter, parent of current spouse, grandparent, grandchild, sister-in-law, brother-in-law), leave of up to three days may be granted by the Library Director. An additional two days may be granted with pay for travel time if distance traveled is in excess of 450 km. road distance from Grande Prairie to the destination point.
- An additional two days leave, but not to exceed 5 days in total, may be granted by the Library Director to an employee when a death occurs to a relative who permanently resides with the employee or when a death occurs to the employee's mother, father or legal guardian.
- Variations for longer periods of compassionate leave may be requested by an employee using other leave options.

### Mourner's leave

- One-half day with pay shall be granted to attend a funeral for other than family provided written notice is given to the Library Director twenty-four hours in advance.

### Jury duty

- When an employee is subpoenaed to appear for jury duty during regular working hours, the employee shall be allowed the required time off without loss of pay, at his/her regular rate of pay, provided any monies received for the appearance are paid to the library.

### Citizenship Ceremony Leave

- Up to a half-day leave will be granted to an employee to attend his/her citizenship ceremony.

### Personal day

- A salaried employee is entitled to one personal day per year, to be taken in isolation of any scheduled vacation days, and upon approval of his/her supervisor.

## **Unpaid Leaves**

With the exception of maternity and parental leaves, employees are eligible for unpaid leaves after 90 days of employment.

### Maternity Leave and Parental Leave

#### Eligibility

- Employees (salaried and hourly) employed by GPPL for a minimum of twelve (12) consecutive months are eligible for maternity and/or parental leave.

#### Entitlement

- Birth mothers are eligible for up to 52 consecutive weeks of unpaid job-protected leave. This will be made up of 15 weeks maternity leave and 37 weeks parental leave.
- Fathers and/or adoptive parents are eligible for up to 37 consecutive weeks of unpaid, job-protected parental leave. Adoptive parents can take parental leave for any child under age 18.

#### Beginning of the Leave

- Maternity leave can begin at any time within 12 weeks prior to the estimated date of delivery.
- Parental leave can begin at any time after the birth or adoption of the child but it must be completed within 52 weeks of the date a baby is born, or an adopted child is placed with the parent.

#### Notice to Start Leave

- Requests for maternity or parental leave must be made in writing to the Library Director a minimum of four weeks prior to the date the employee intends to commence the leave.
- Should circumstances related to an adoption prevent the employee from giving this notice, written notice must be given as soon as possible.

#### Notice to End Leave

- Employees on leave shall provide the Library Director with at least four weeks' written notice that they intend to return to work. This notice must be provided at least four weeks before the end of the leave. An employer does not have to reinstate an employee until four weeks after receipt of this notice.
- If the employee has not provided written notice of return to work four weeks prior to the end of the leave, he/she will be deemed to have resigned his/her position.

#### Employer Obligations

- Employees returning from maternity or parental leave must be reinstated in the same or a comparable position with earnings and other benefits at least equal to those received when the leave began.
- GPPL will continue the employee's benefits provided the employee pays his/her share.

#### Long-Term Illness and Injury Leave

- A maximum of 16 weeks leave per year will be granted to an employee for long-term personal sickness or injury, which aligns with the federal Employment Insurance program.
- A medical certificate and reasonable notice is required.

#### Domestic Violence Leave

- Up to 10 days leave per year will be granted to an employee who is addressing a situation of domestic violence.

#### Citizenship Ceremony Leave

- Up to a half-day leave will be granted to an employee attending the citizenship ceremony of a family member or friend.

#### Critical Illness of a Child

- Up to 36 weeks leave will be granted for parents of critically ill or injured children, which aligns with the federal Employment Insurance program.

#### Death or disappearance of a Child

- Up to 52 weeks leave will be granted to an employee whose child disappeared as a result of a crime, or up to 104 weeks if a child died as a result of a crime. This will align with the federal Employment Insurance program.

#### General Leave

- A permanent employee desiring a general leave without pay may be granted such leave for serious and substantial reasons and without pay insofar as the regular operation of the library will permit, providing reasonable and sufficient notice is given.
- Requests of one day or more will be submitted to the Library Director who, at his/her discretion, may grant a general leave without pay.
- Requests for a general leave without pay will not be granted until all other leave credits, i.e., vacation, are exhausted.
- If the general leave without pay for any reason is more than twenty working days duration, the employee shall prepay the benefit coverage which he/she wishes to retain while on leave.
- When an employee has been granted a general leave without pay for any reason of more than twenty working days, no sick leave benefits, vacation credits or statutory holidays shall accrue to the employee's credit between the date of commencement of such leave and the date of the employee's return to work.
- An employee who overstays a general leave without pay without permission of the Library Director may be terminated.



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## 10.8 Paid Holidays

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The Board recognizes fourteen paid holidays for all employees during the year as follows:

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

and all other holidays proclaimed by the City of Grande Prairie, the Province of Alberta or the Dominion of Canada.

- Salaried employees will be paid at their regular wage for all recognized holidays. If an employee works on a recognized holiday, he/she will be paid for seven hours at a rate of 1.5 times their regular wage.
- Statutory holiday pay for hourly employees will be calculated as 5% of wages earned in the four-week period immediately preceding the holiday, in compliance with provincial *Employment Standards*.
- The actual calendar day of the Statutory Holiday will be observed as the holiday. If a Statutory holiday falls on a regularly scheduled day off, full-time permanent employees are entitled to an alternate day off in lieu.
- An employee who is absent the working day immediately before or after the recognized holiday will not be paid for the holiday, unless he/she has prior permission or produces proof of illness for such absence.

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## 10.9 Performance Appraisals

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A written appraisal of each employee's performance shall be conducted annually. The employee's supervisor is responsible for completing this review, which shall be a consultative process involving employee input.

- Appraisals for salaried employees will be conducted in the fourth quarter of each year and for hourly employees on their anniversary date. Appraisals for casual employees will be completed at the discretion of the department head but not less than once annually.
- An employee's anniversary date will normally be the first day of the month in which the employee begins employment or receives a salary increase. However, the anniversary date will be the first of the following month if the start of employment or salary increase occurs after the 15<sup>th</sup> of the month.
- The Library Director is responsible for the completion of a written annual evaluation of each department head or manager, which shall be a consultative process involving the department head or manager's input.
- A satisfactory annual performance appraisal is a requirement to be considered for incremental advancement on the salary grid.
- Annual performance appraisals shall be retained in an employee's personnel file and a copy provided to the employee.
- The annual performance appraisal form (s) and any related content will be approved by the Library Director and made available to the HR Committee.
- Library Director's Performance Appraisal
  - The Board Chair and Human Resources Committee are responsible for evaluating the performance of the Library Director in the fourth quarter of each year, using the approved evaluation instrument.
  - The Board Chair will meet with the Library Director to discuss the performance appraisal.
  - The Board Chair will present a report on the performance appraisal to the Board for approval, including a recommendation concerning an incremental advancement for the coming year.



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## 10.10 Personnel Records

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- The Grande Prairie Public Library maintains two separate types of personnel records. The first is the employee's electronic file which is managed by the Office Manager and is accessible by only the Office Manager and the Library Director. The second is a physical file that is kept by the Library Director.
- The types of documents included in each file are listed in Schedule A.
- All reasonable steps will be taken to ensure the confidentiality of both electronic and physical personnel records. Only the Library Director and the concerned employee shall have direct access to the physical personnel records. The Board Chair will have access to both the electronic and physical records of the Library Director.
- Should access to an employee's personnel record be requested by his/her supervisor, it will be provided at the discretion of the Library Director.
- The concerned employee will be informed of documents added to or deleted from his/her physical personnel file.
- The Library Director or designate must be present when any employee's physical file is accessed.
- An employee may access his/her files (both electronic and physical) at any time.



## **SCHEDULE A**

### **Types of Personnel Records**

The Grande Prairie Public Library has two separate types of personnel records. The first is the employee's electronic file which is managed by the Office Manager and available to both the Office Manager and the Library Director. The second is a physical file that is kept by the Library Director.

The electronic employee file includes:

- Personal information (address, SIN, emergency contacts)
- Tax forms (TD1 and TD1AB)
- Void cheque or direct deposit information
- Enrolment information for benefits and pension plans if applicable
- Offer letters including changes in position or hours
- Employee requests for additional shifts/hours
- Interview documents and references
- Notice of resignation
- Records of Employment
- Notice of maternity or parental leave
- Consent form for photo release
- Employee resumes and applications

The physical employee file includes:

- Performance appraisals
- Professional Development Request Forms
- Records of disciplinary actions
- Requests for leave not maternity or parental related (e.g. sick leave)
- Information concerning employee health (e.g. Doctor's notes)
- All other information determined by the Library Director to be kept confidential from the electronic employee files.

If there is any uncertainty regarding where a document should be filed the decision will be made at the Library Director's discretion.

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## 10.11 Progressive Discipline

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### Policy Intent

The Board has adopted a policy of Progressive Discipline to ensure that Grande Prairie Public Library (GPPL) employees have the opportunity to correct any performance or behavioral problems that may arise. To this end, the Board has established a set of reasonable rules and guidelines for employees to follow.

### Progressive Discipline

- In the event that an employee violates GPPL policy or exhibits problematic behavior, a system of progressive discipline shall be utilized where possible.
- With each infraction or apparent problem, these steps will be followed as required:
  - Step 1            Verbal warning
  - Step 2            Written warning
  - Step 3            Termination of employment
- In either of the first two steps, the employee will be:
  - alerted to the problem
  - provided with a review of the correct GPPL policy regarding the violation
  - advised of the consequences associated further infractions
  - provided with a suggestion towards a method of improvement
- If no further infractions of the policy in question occur after the initial verbal or subsequent written warning, no further disciplinary action shall follow.
- Degrees of discipline shall be used in relation to the problem at hand. As the situation dictates, based on the past performances of the employee, and the seriousness of the violation, GPPL reserves the right to skip the three step disciplinary process and move straight to termination where necessary.

### Investigation and Documentation

- Problematic behavior or violations of GPPL policy shall be properly investigated and documented by the employee's supervisor and / or the Library Director.
- All measures taken in the progressive disciplinary process shall be documented, including verbal warnings.
- GPPL shall retain the documentation in the employee's personnel file for a period of eighteen (18) months.

**Progressive Discipline Policy**  
**Step 1: Verbal Warning**

**Name of Employee:** \_\_\_\_\_

1. On \_\_\_\_\_ we met to discuss your unsatisfactory behavior / performance:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. To improve your future performance, the following recommendation was made:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your Supervisor will provide assistance and supervision to ensure that the problem is rectified.

This is your first warning for unsatisfactory behavior / performance. In the event that this behavior is not corrected, or there is another infraction of GPPL policy, poor behavior, or a performance based issue, you will receive a written warning, the second of three steps in GPPL's progressive discipline system.

Please keep this as a record of your disciplinary / corrective action.

Name of Supervisor: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Name of Employee: \_\_\_\_\_

Signature: \_\_\_\_\_

**Progressive Discipline Policy**  
**Step 2: Written Warning**

**Name of Employee:** \_\_\_\_\_

1. On \_\_\_\_\_ we met to discuss your unsatisfactory behavior / performance:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. To improve your future performance, the following recommendation was made:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your Supervisor will provide assistance and supervision to ensure that the problem is rectified.

As this is your second warning for unsatisfactory behavior / performance, you should be aware of the serious nature of this offence.

This written warning will be regarded as your final warning. In the event that this behavior is not corrected, or there is another infraction of GPPL policy, poor behavior, or a performance based issue, your employment with GPPL will be terminated.

Please keep this as a record of your disciplinary / corrective action.

Name of Supervisor: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Name of Employee: \_\_\_\_\_

Signature: \_\_\_\_\_

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## 10.12 Recruitment and Hiring

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### Advertising

- Positions may be posted internally or posted internally and externally simultaneously, at the discretion of the Library Director.
- External position advertisements may be placed on library employment websites, listserves, GPPL's website, and other agencies that are deemed appropriate for the position.

### Interviewing

- Interviews will be conducted by a minimum of two people including the supervisor.
- Costs of interviewing the shortlisted candidates will be considered, and virtual interviews used on a cost-effective basis.
- Whenever a shortlisted candidate is brought in for a face to face interview, expenses for transportation, hotel and food will be covered by GPPL upon submission of appropriate receipts.

### Employment of Family Members

- GPPL 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 GPPL.

### Offer of employment

- An official offer of employment will be sent to new employees listing the position, remuneration, hours of work, benefits and start date.
- Written acceptance of a position is required.

### Relocation

- Newly hired employees may be compensated for moving expenses up to a maximum of \$5000 at the discretion of the Library Director and upon submission of valid receipts.



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## 10.13 Staff Appreciation

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### Length of Service

- The Board will recognize a GPPL employee for consecutive years of service on the anniversary of the 5th, 10th, 15th, 20th, 25th and 30th year of employment. The award schedule will be as follows:

5 years	certificate and \$100.00
10 years	certificate and \$200.00
15 years	certificate and \$300.00
20 years	certificate and \$400.00
25 years	certificate and \$500.00
30 years	certificate and \$600.00

- Presentation of the service awards will be made by the Board Chair or his/her designate at such a time and place deemed appropriate by the Board.

### Recognition upon Resignation or Retirement

- The Board will recognize an employee upon resignation or retirement as follows:

1 – 5 years	Card and gift to a maximum of \$50.00
5 years plus	\$100 plus \$10 for each year in excess of five years of service towards a gift

### Other Recognition

- The Board will recognize special achievements of any GPPL employee, and will contribute to any staff function in a manner and at a cost considered appropriate by the Board.

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## 10.14 Staff Development

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The Grande Prairie Public Library (GPPL) committed to the ongoing development of Library staff and as such, professional development funds, administered by the Library Director, are made available annually to provide for the training and professional development of Library staff and Board members.

In particular, GPPL supports staff development through:

- an annual Staff Development Day which focuses on skill development, teamwork and wellness;
- online and in person training for job specific duties; and,
- attendance at conferences and workshops related to job duties.

An employee wishing to pursue professional development through a conference, workshop etc. will submit a *Request for Professional Development Form* to the Library Director through his/her supervisor.

In order to facilitate staff development, the Library will, pending budget availability, reimburse out of pocket expenses, including registration/tuition fees and travel expenses, to its permanent employees for successfully completed courses, seminars, workshops and conferences. These expenses must be approved in advance by the Library Director and, where applicable, will be in accordance with the Board and Staff Reimbursement Policy.



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## 10.15 Termination and Resignation

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### Termination of Employment

- As per the *Employment Standards Code* of Alberta, employees are entitled to notice of termination of employment in writing, except for the exclusions noted herein, with the length of such notice normally dependent on the duration of the employment with the employer:
  - **one** week for employment of more than 3 months, but less than 2 years;
  - **two** weeks for employment of 2 years or more, but less than 4 years;
  - **four** weeks for employment of 4 years or more, but less than 6 years;
  - **five** weeks for employment of 6 years or more, but less than 8 years;
  - **six** weeks for employment of 8 years or more, but less than 10 years; and
  - **eight** weeks for employment of 10 years or more.
- Termination notice is not required:
  - for employees who have been employed for three months or less;
  - when the Library Director considers that the employee's conduct warrants immediate dismissal for just cause
- The Library Director may choose to provide termination pay instead of notice to the employee to be terminated, or a combination of both, in accordance with the *Employment Standards Code* of Alberta.
- Payment of all wages and vacation pay owing to the date of termination is due within three days.
- Where an employee is dismissed for just cause or for any other reason specified by the *Employment Standards Code* as not requiring notice, the employer must pay all wages and vacation pay due to the employee within 10 days of the date of termination.

### Resignation

- The employee must give one week's written notice if he/she has been employed for more than 3 months but less than 2 years, and two weeks' written notice if the employee has been employed for 2 years or more.
- An employee does not have to give notice if he/she has been employed for 3 months or less
- All wages and vacation pay due to the employee must be paid within three days following termination of employment.
- When a notice is not required, all wages and vacation pay due to the employee must be paid not later than 10 days after the last day of employment.



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## 10.16 Volunteers

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### Role

- The work of volunteers shall complement, but not replace, the work of paid Grande Prairie Public Library (GPPL) staff. Volunteers may also be used in areas of need to augment and enhance the range of services offered. At no time will volunteers interfere with the established duties of paid GPPL staff.
- Recruitment, orientation, training, supervision and evaluation of volunteers will be the responsibility of the Volunteer and Home Service Coordinator.

### Expectations

- All volunteers must abide by the Library's mission and policies.
- Volunteers must report any absences to the Volunteer and Home Service Coordinator. Missed schedules and failure to report may result in the volunteer being dismissed.
- Volunteers must be covered by their own vehicle insurance where their volunteer activity involves the use of a vehicle, and are liable for their own parking tickets or fines related to driving offences.
- Volunteers may be compensated for expenses incurred, at the discretion of the Library Director.

### Recruitment

- Any individual interested in becoming a volunteer must complete a *Volunteer Application Form*.
- Application forms shall be kept on file for a period of six months.
- Police checks and references are required for homebound services volunteer positions and may be required for other volunteer positions as they are established.
- Volunteers are selected based on the needs of the Library at any given time. Applications shall be reviewed and prospective volunteers shall be interviewed by the Volunteer and Home Service Coordinator.
- Volunteers may not work directly under or be supervised by an immediate family member.

### **Orientation and Training**

- Volunteers shall receive a general orientation to the library and be made aware of GPPL's applicable rules, expectations, guidelines, and policies by the Volunteer and Home Service Coordinator.
- Volunteers shall receive training where applicable for the volunteer tasks they are expected to perform.
- Volunteers are expected to report to the Volunteer and Home Service Coordinator; however, GPPL staff members may offer guidance and advice to any volunteer where beneficial.

### **Evaluation**

- The services of a volunteer may be terminated by GPPL or by the volunteer.
- Volunteers wishing to terminate their service to GPPL shall provide notice to the Volunteer and Home Service Coordinator as far in advance as possible.
- GPPL reserves the right to evaluate the placement and performance of a volunteer. This may lead to the reassignment of the volunteer or the termination of the relationship between the volunteer and GPPL.

### **Recognition**

- The Board will recognize GPPL volunteers in a special event held annually.