

SECTION 6: Personnel
Bylaw: Personnel

The Sheep River Library Board shall enlist a team of individuals with clear job descriptions, responsibilities, and expected outcomes that shall contribute to excellent Library services.

- i. A Board that is committed to fiduciary, governance and advocacy roles.
- ii. A Library staff that shall be able to adapt and innovate in response to a changing social, technological and economic environment. The staff will review materials and create multifaceted collections.
The staff will include personnel with expertise in reading, information research, literacy, technology, teaching, and program coordination.
- iii. A group of volunteers who shall support the collections management goals, assist with projects and programs, and provide expertise in fundraising and facility maintenance.

SECTION 6: A

Personnel

Policy:

Library Board Responsibilities

The Sheep River Library Board shall vote on and approve:

- positions of Personnel Chair and Personnel Committee
- policies which result in a work force that can carry out the functions required by the Board
- policies which ensure a fair and safe workplace
- opportunities for personnel to further develop their skills

Definition of Staff:

Staff is defined as any person, either paid or volunteer, who is entrusted with the security and/or operation of Library services to the community.

Volunteers shall be bound by the same standards of conduct, obligations, and policies as paid staff, and can expect in return the same treatment as to orientation, job training, job descriptions and possible access to opportunities for further skill development upon Board approval and available budget.

Approved: May 9, 2013

SECTION 6: B
Policy:

Personnel
Employment

- i. **Employment and Authority:**
All paid staff is considered to be employed by the Library Board. The Board has established all Personnel Policies in accordance with the Alberta Employment Standards Code and the Individual Rights Protection Act.

The Alberta Employment Standards Code shall be available on the premises.

Employees are covered under the Workers' Compensation Act.

- ii. **Conditions of Employment:**

Appointment:

Written notice specifying details of the appointment and terms of employment, a copy of the Personnel Policy, appropriate job description or, where applicable, a copy of a contract shall be given to each employee. Employment is conditional on acceptance of the terms contained. All relevant documentation must be completed prior to start date.

Orientation:

New employees shall be given orientation and training consisting of an introduction to all staff by their supervisor, an overview of the Library's Strategic Plan, services and organizational structure and access to the Library's Policy Manual.

Employee Obligations:

Employees are expected to familiarize themselves with the Strategic Plan of the Library and the contents of the Policy Manual.

Job Description:

A job description must exist for each position, must be in existence prior to any advertisement of a position and must be available to any candidate applying for a position.

Job descriptions are reviewed as part of the performance appraisal process and are required to be updated annually. It is the responsibility of the Library Manager to maintain an updated job description for each position. The job description for the Library Manager is revised and ratified as required by the Board.

iii. Expectations of Conduct:

Since operations are dependent upon cooperation and understanding between the Board, staff, clients, funding jurisdictions, and many other agencies and organizations, it is imperative that all personnel make every effort to be of service and to foster a continuing climate of mutual respect, understanding, and cooperation.

The Library Staff is expected to ensure that the business of the Library is carried out in an efficient manner. Similarly, documents that are property of the Library shall be appropriately filed and accessible in an efficient manner.

iv. Lateness and Absenteeism:

Employees are expected to make every effort to be at work at the time agreed upon with their supervisor. If employees are not able to report for work as scheduled, they shall notify the Library Manager or person in charge, as early in the day as possible. In the event of consistent lateness or absenteeism, the supervisor is expected to ascertain the reason and take steps to resolve the problem. Continued lateness or absenteeism will be recorded in the employee's personnel file and may result in disciplinary action.

If an employee is absent for than more than three consecutive days, a medical certificate will be required.

Approved: 2006

Revised: May 9, 2013

SECTION 6: C
Policy:

Personnel
Grievance Procedure

1. An employee having a grievance arising from the interpretation, application, operation or alleged violation of the Conditions of Employment, or other matter(s) relating to his/her employment should first discuss the subject of the grievance with the Library Manager in an attempt to resolve the matter.
2. If the employee and the Library Manager cannot resolve the grievance, a full written record of the complaint shall be made to the Personnel Chair. The Personnel Committee and the Board Chair shall act as the Grievance Committee.
3. If the Library Manager brings forward a grievance he/she shall first discuss the subject with the Personnel Committee and the Board Chair. If the parties cannot resolve the grievance, a full written record of the complaint should be provided to the Board. They shall then act as the Grievance Committee.
4. In the case of a serious grievance where a staff member feels it is impossible to approach the Library Manager a letter may be written directly to the Personnel Committee. The Personnel Committee will act as an intermediary and address the grievance with the Library Manager.
5. If an employee is not satisfied with the decision received from the Grievance Committee, he/she has the right to appeal to the Alberta Labor Relations Board.

Approved: May 9, 2013

SECTION 6: D

Personnel

Policy:

Hours of Work and Remuneration

i. **Hours of Work:**

Hours of work for the Library Manager shall be set by the Board and defined in the employment contract.

Hours of work for the positions of all other Library staff are determined according to need and at the direction of the Library Manager.

ii. **Payment of Wages and Salaries:**

The Library Manager will be paid an annual salary on a monthly basis.

Part-time and contract staff will be paid an hourly rate on a monthly basis.

Wages will be reviewed on an annual basis.

iii. **Travel Allowance and Expenses:**

Travel expenses may be paid to employees using their own vehicles for Library business at the approved rate, according to regulations and schedules set out by the Board.

The approved mileage rate is set by the Town of Turner Valley.

The Library Manager and/or the Board must authorize each trip.

Approved out-of-pocket expenses, supported by receipts as appropriate, may be paid to employees on Library business.

iv. **Benefits:**

Full time staff may participate in the Sheep River Library benefit package as provided by the Town of Turner Valley, at the discretion of the Board. Full time is considered to be a minimum of 30 hours per week.

v. **Sick Leave:**

Full time staff shall be entitled to one (1) sick day per month worked, cumulative to 30 days. Sick leave beyond the accumulated amount may be paid at the discretion of the Board. After three (3) consecutive days, a medical certificate will be required.

When Workers' Compensation is payable to an employee, the sick leave benefit is not payable. Sick leave will not be payable as a retirement or termination gratuity.

vi. **Holidays:**

The Library is closed on all statutory holidays and on the Saturday of weekends when the holiday falls on the Friday, Sunday or Monday. Statutory holidays may be observed on other days of the year at the Library Manager's discretion.

Staff members are entitled to statutory holidays with pay, if they typically work on those days.

If any of the statutory holidays fall on a Sunday or during vacation, staff will be entitled to the next working day off with pay.

vii. Vacation Pay:

Vacation pay for full time staff is 3 weeks or 6% or as per contract.

Vacation pay for part time and occasional staff is paid monthly as required by the Alberta Employment Standards Code.

Vacation may not be carried over to the subsequent year but may be taken in a block or spread out over the course of the year.

Approved: 2006

Revised: May 9, 2013

SECTION 6: E
Policy:

Personnel
Qualifications and Hiring Procedures

i. Qualifications

In making appointments to positions; ability, qualifications, training and experience shall be the primary considerations.

ii. Hiring Procedures for New Positions and Job Vacancies:

Contract, part-time and full time positions shall be advertised internally prior to being advertised externally.

The Board is responsible for hiring the Library Manager and the Manager is responsible for hiring the support staff.

Current employees with the qualifications, ability, training, experience and seniority may apply for the positions and will be given an interview.

Positions will be filled after an interviewing process.

No offer will be made before reference checks are completed.

Appointments will be ratified by the Board at the next Board meeting.

Approved: 2006

Revised: May 9, 2011

Revised: February 13, 2014

SECTION 6: F

Personnel

Policy:

Probationary Period and Performance Appraisals

i. Probationary Period:

The probationary period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The Library uses this period to evaluate employee capabilities, work habits, and overall performance. Either party may end the employment relationship at any time during the first three (3) months of the three (3) month probationary period, with or without cause or advance notice.

All new/rehired employees work on a probationary basis for the first three (3) months after their date of hire. After the first three (3) months the employee will be given a performance evaluation. If an unsatisfactory evaluation occurs, the employee will be given a further three (3) month probationary period to improve job performance.

Upon satisfactory completion of the probationary period, employees enter the permanent employment classification.

During the probationary period, new employees are eligible for those benefits that are required by law, such as workers' compensation and unemployment insurance benefits. After becoming permanent employees, they may also be eligible for other employer provided benefits, subject to the terms and conditions of each benefit's program.

ii. Performance Appraisal:

The Library staff will be evaluated annually in relation to their specific job descriptions by the Library Manager and the Personnel Committee.

The purpose of the evaluation process is to maintain a motivated, cohesive and efficient staff and encourage professional growth. This will assist the Board in its efforts to give the best possible service to the community.

The performance of contract staff will be monitored by the Library Manager.

The Library Manager will be evaluated by the Personnel Committee and the Board Chair and a report will be given to the remaining Trustees by the Personnel Chair.

iii. The method of evaluation shall be as follows:

Each staff member will be notified of the specific day and time that the evaluation will take place. Both parties shall bring a copy of the applicable job description and performance evaluation forms with them to the meeting. Each point in the performance evaluation will be discussed in relation to the tasks the individual normally performs. Any necessary adjustments will be noted.

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

- to make commendation for effort and/or excellence
- to assist in understanding or improving task performance
- to ensure reasonable work distribution and expectations
- to correct misunderstanding and/or poor task performance

The content of each evaluation discussion will be compiled in written form by the Evaluator. One copy of the evaluation will be given to the staff member for whom the evaluation was performed. The staff member shall sign the completed form as confirmation that the contents have been reviewed. One signed copy will be presented to the Personnel Committee for information and/or further consideration. One signed copy will remain in the employee's personnel file.

Completed performance appraisal forms shall remain confidential.

Access to staff performance appraisals shall be limited to the person appraised, the Library Manager, the Personnel Committee and/or Board.

Employees who wish to appeal their performance appraisal will follow the steps outlined in the Grievance Procedure.

The Library Manager shall take responsibility for the performance appraisal process. Appraisals should never be conducted by the Library Manager alone but in conjunction with the Personnel Committee.

The performance appraisal of the Library Manager will also include evaluation of success in achievement of goals and objectives for the past year, and setting of priorities in goals and objectives for the upcoming year. This appraisal will be conducted by the Personnel Committee and the Board Chair.

All appraisal interviews will include peer review.

Approved: 2006

Revised: May 9, 2013

SECTION 6: G

Personnel

Policy:

Resignation, Retirement, Dismissal

i. Resignations and Retirements:

All staff is expected to give 2-weeks' notice of intent to resign or retire to the Library Manager in writing. The Manager will give notice in writing to the Personnel Committee and the Board Chair.

ii. Dismissal Procedure:

Employees will be given written notice of cause for impending dismissal. In exceptional cases, such as violence, theft or damage to records, immediate dismissal may occur.

Library Manager:

The Personnel Committee and Board Chair will discuss the area(s) causing concern with the Library Manager and present the Library Manager a written statement of the expectations.

A period of no less than three (3) months and no more than six (6) months will be given to the Library Manager for the fulfillment of the expectations.

At the end of the allotted time period, if expectations have not been fulfilled, the Library Manager shall be given a one-month notice of dismissal.

The Library Manager may appeal dismissal through the established Grievance Procedure.

Library Staff

The Library Manager will discuss with the staff member the area(s) causing concern, and present the staff member a written statement of expectations.

A period of no less than three (3) months and no more that (6) months will be given the Library staff member for the fulfillment of the expectations.

If after the given period, improvement has not occurred, the Library Manager will dismiss the employee. The staff member may appeal the dismissal through the established Grievance Procedure.

An employee may be dismissed, disciplined, or suspended by the Library Manager:

- for incompetence as determined by an unsatisfactory performance appraisal
- for substance abuse during working hours
- for repeated absence without notice or leave
- for harassment, whether sexual, racial, or of any other nature
- for actions which are incompatible with and detrimental to the Library

- iii. Appeal of dismissal follows the Grievance Procedure.
Any staff member who leaves employment with the Sheep River Library is entitled to request an exit interview with the Personnel Committee. If there is a potential conflict between individuals the employee may convey that information to the Personnel Committee and request who will attend the exit interview. There will be no exit interview for immediate dismissal.

Approved: 2006

Revised: May 9, 2013

SECTION 6: H

Personnel

Policy:

Awards and Recognition

Sheep River Library recognizes the value of contributions by Trustees, staff and Library volunteers* to the overall success of our organization.

i. Retirement or Resignation

Trustees

Up to 2 terms – an appropriate gift and letter of appreciation from the Board Chair
2 to 3 terms - an appropriate gift presented at a Board meeting or Volunteer event as well as a letter of appreciation from the Board Chair and Town Mayors.

Staff members

A letter of appreciation from the Board Chair and a gift appropriate to the length of service and presented at a Library event when possible.

Volunteers

A letter of appreciation from the Board Chair and a gift appropriate to the length of service and presented at a Library event when possible.

ii. Long service recognition

Staff and Volunteers

The Annual Volunteer Appreciation Event shall be used to recognize long service. A presentation in recognition of continuous service shall be presented every five years. 5th, 10th, 20th, and 25th year anniversaries shall be recognized with a letter from the Board Chair and Library Manager** and an appropriate gift.

The Library Manager and Board Chair shall ensure that the above conditions are met upon notification of retirement/resignation, or when a staff member, volunteer or Trustee reaches a recognized anniversary date.

*Library volunteers other than Trustees

**If the Library Manager is being recognized then the letter shall be from the Board Chair.

Approved: 2012

Revised: May 9, 2013

SECTION 6: I
Policy:

Personnel
Staff Development

Staff are expected and encouraged to continue their professional development through attendance of conferences, seminars, and workshops concerned with Library science.

Time spent at training, shall be considered working hours up to a maximum of 8 hours per day. Travel expenses will be paid but every effort to carpool should be made. A written report of attendance and information learned shall be made to the Library Manager and/or Board. Course fees shall be reimbursed when pre-authorized.

Attendance at trainings is to be determined in consultation with the appropriate supervisor and must stay within the budget approved by the Board.

Approved: 2006
Revised: May 9, 2013

SECTION 6: J

Personnel

Policy:

Library Manager Job Description

Reporting to: Sheep River Library Board

The Library Manager is responsible for all aspects of the operation of the Library. This includes assisting and advising the Board on policy direction, development of the collections, programs, budget and public relations, management of systems, finances and long term planning.

The Library Manager shall possess excellent communication, interpersonal and problem solving skills. He/she shall be a dynamic, innovative, organized, creative professional capable of working with a diverse group of staff, volunteers and Trustees.

The Library Manager has responsibilities in the following areas:

- i. Leadership and Communications
- ii. Record keeping
- iii. Collaborative Program Development
- iv. Advocacy and Marketing
- v. Library Collections Management

Approved: 2006

Revised: May 9, 2013

SECTION 6: K
Policy:

Personnel
Volunteers

The Library shall establish and maintain a core group of volunteers working as a team with Library staff and the Library Board.

Recruiting, training, supporting and evaluating volunteers shall be the joint responsibilities of the Library Manager, the Personnel Committee and the Board Chair.

Principles for Volunteer Involvement:

- i. The Board recognizes that volunteers are a vital human resource and shall commit to the appropriate infrastructure to support volunteers.
- ii. The Board ensures effective volunteer involvement.
- iii. The Board commits to providing a safe and supportive environment for volunteers.
- iv. Volunteers make a commitment and are accountable to the organization.
- v. Volunteers shall act with respect for beneficiaries and the community.

Approved: 2006
Revised: May 9, 2013

SECTION 6: L**Personnel****Policy:****Code of Ethics for Volunteers**

- i. Volunteer involvement is vital to a just and democratic society.
It fosters civic responsibility, participation and interaction.
- ii. Volunteer involvement strengthens communities.
It promotes change and development by identifying and responding to community needs.
- iii. Volunteer involvement mutually benefits both the volunteer and the organization.
It increases the capacity of an organization to accomplish its goals, and provides volunteers with opportunities to develop and contribute.
- iv. Volunteer involvement is based on relationships.
- v. Volunteers are expected to act with integrity and be respectful and responsive to others with whom they interact.

Approved: May 9, 2013

SECTION 6: M

Personnel

Policy:

Standards for Volunteer Involvement

- i. The Board of Directors and Library staff acknowledges and supports the vital role of volunteers in achieving the Library's Vision, Mission and Goals.
- ii. Policies and procedures are adopted by the Board to provide a framework that defines and supports the involvement of volunteers.
- iii. A clearly communicated screening process requiring a Vulnerable Sector Criminal Record Check will be followed.
- iv. Volunteer assignments shall address the purpose of the Library and involve volunteers in meaningful ways reflecting their various abilities, needs and background.
- v. Volunteer recruitment and selection reaches out to diverse sources of volunteers.
- vi. Volunteers shall receive an orientation to the Library, its policies and procedures, and receive training for their volunteer assignments.
- vii. Volunteers shall receive appropriate levels of supervision according to their tasks and are given regular opportunities to receive and give feedback.
- viii. Volunteers shall be treated as staff. Volunteers are welcomed and treated as valuable members of the Library team.
- ix. They shall advise their supervisor as soon as possible if they have difficulty meeting their obligations.
- x. Volunteers shall be recruited from the Library website, through word of mouth and local press.
- xi. Job descriptions for Library tasks shall be kept in a binder accessible to Volunteers. Volunteers are expected to familiarize themselves with the contents of this binder.
- xii. Paper work pertaining to volunteers shall be kept in a binder in a locked file cabinet at the Library.
- xiii. Volunteers shall wear name badges when working.
- xiv. Volunteer schedules shall be organized by the Library Manager on a monthly basis and volunteers shall complete a daily time sheet. Hours shall be tracked by the Library Manager and submitted to the Board each month.
- xv. The number of volunteers shall be determined primarily by the Library Manager.
- xvi. Special events initiated by the Board may require one time volunteers.
- xvii. There shall be at least one, preferably two, Volunteer Recognition Events held each year.

Approved: May 9, 2013

SECTION 6: N

Personnel

Policy:

Qualifications and Hiring Procedures for Volunteers

i. **Qualifications**

In making appointments to volunteer positions, interests, ability and enthusiasm shall be the primary considerations. Library volunteers shall be provided with training appropriate to their responsibilities.

ii. **Hiring Procedures**

Volunteer positions shall be advertised in the appropriate media and in the Library.

The Library Manager is primarily responsible for engaging volunteers with help from other committees as needed.

Vulnerable Sector Criminal Record Checks are required for volunteers.

Approved: 2006

Revised: May 9, 2013

SECTION 6: O

Personnel

Policy:

Grievance and Dismissal Procedure for Volunteers

Grievance Procedure:

- i. A volunteer having a grievance relating to his/her Library tasks should discuss the subject of the grievance with the Library Manager in an attempt to resolve the situation.
- ii. In the case of a serious grievance which cannot be resolved, the Personnel Committee may act as an intermediary in the situation.

Dismissal procedure:

A volunteer may be dismissed by the Library Manager as follows:

- i. For incompetence as determined by a documented unsatisfactory performance
- ii. For substance abuse during working hours
- iii. For repeated absence without notice or leave
- iv. For harassment, whether sexual, racial, or of any other nature
- v. For actions which are incompatible with and detrimental to the Library

Approved: 2006

Revised: May 9, 2013