

SECTION 5: Library Operations
Bylaw: Library Operations

The Sheep River Library Board shall ensure that the Library is the centre of life-long learning. The Library will strive to provide access to balanced and relevant collections making knowledge, information and entertainment available to patrons through appropriate media and current technologies as well as traditional materials.

SECTION 5: A
Policy:

Library Operations
Hours of Operation

Hours of Operation are decided by the Library Manager and Library Board with respect to demand for services and the budget.

i. The Library's hours are as follows:

Monday	10.00am -5.00pm
Tuesday	10.00am-8.00pm
Wednesday	10.00am-8.00pm
Thursday	10.00am-8.00pm
Friday	10.00am-5:00pm
Saturday	10.00am-5:00pm

ii. Closures

The Library is closed on all statutory holidays and on the Saturday of that weekend when the holiday falls on the Friday, Sunday or Monday, as follows:

New Year's Day	January 1
Family Day	3 rd Monday in February
Good Friday	Friday of Easter weekend in March or April
Victoria Day	3 rd Monday in May
Canada Day	July 1
Heritage Day	1 st Monday in August
Labour Day	1 st Monday in September
Thanksgiving	2 nd Monday in October
Remembrance Day	November 11
Christmas Day	December 25
Boxing Day	December 26

Statutory days may be observed on other days of the year at the Library Manager's discretion.

iii. The Library is closed when heating and or lighting systems break down or in the event of a power or plumbing/water failure. The staff will close the Library when the conditions make work uncomfortable or impossible. A sign is posted to inform patrons why the Library is closed. Notifications are placed on the web page and on the phone message.

Approved: 2006
Revised: March 14, 2013

SECTION 5: B

Library Operations

Policy:

Library Borrower Card

- i. The Alberta Library Card (TAL) shall be issued to each borrower. Each card will expire one year from date of purchase.
 - Library card rates will be set by the Library Board in consultation with the Library Manager: Family: \$20; Single: \$10
 - patrons owing more than \$10 (including overdue fines, lost or damaged items) cannot take out more items until the amount owing is paid in full.
 - any patrons whose borrower card has expired will be denied service until the card has been renewed.

- ii. The Library Manager shall revoke the borrower card and privileges of any patron in the following cases:
 - failure to pay overdue charges and/or damaged or lost items for over a year.
 - failure to return overdue items
 - abuse of Library staff or volunteers
 - abuse of Library premises and/or materials

When the Library Manager has revoked a card, the patron has 30 days to make an appeal to the Board in writing. The decision of the Board in the appeal is final and not subject to further appeal.

- iii. Non Resident Borrower Card
 - a non-resident is anyone who resides in a non-participating municipality. This would include those who live in the Chinook Arch, Parkland or Shortgrass Library areas. Within the Marigold area it includes Banff and Veteran ID.
 - the cost for a borrower card for a non-resident is \$70.
 - Sheep River Library will submit \$35 per non-resident member to Marigold Library System and retain the remaining \$35.

- iv. Calgary Public Library Borrower Card

Calgary Public Library Borrower Card holders may obtain an Alberta Library Card (TAL) through the Sheep River Library for no cost. Borrowing restrictions are the same as those for Sheep River Library Borrower Card holders who obtain a Calgary Public Library barcode on their TAL Card: only books may be borrowed, a maximum of five books at any one time, no renewals.

Approved: 2006

Revised: March 14, 2013

SECTION 5: C

Library Operations

Policy:

Lending Policy

- i. The Sheep River Library will make available for loan a wide variety of materials, with some exceptions, and these materials will be lent to members in good standing.
- ii. Materials normally lent may include: books (hardcover and paperback), periodicals, audio visual materials and specialised equipment.
- iii. Loan periods for the following materials are:
 - Books 21 days
 - Periodicals 21 days
 - CD ROMs 21 days
 - CDs 21 days
 - Audio books on CD 21 days
 - DVDs 7 days
 - Telescope 7 days
 - Power Usage Monitors 7 days
- iv. Holiday and extension loans are available.
- v. Loan periods for interlibrary loan materials are set by the lending Library.
- vi. A fine of 10¢ per day per item will be charged when items are overdue. Fines may be waived at the discretion of the Library staff.

Approved: 2006

Revised: March 14, 2013

SECTION 5: D

Library Operations

Procedure:

Acquisition Policies

- i. The Sheep River Library will maintain and develop collections that will preserve local history, satisfy curiosity, support life-long learning, and stimulate imagination.
- ii. Materials for the collection will be supplied by the following sources:
 - Marigold Library System Consultant
 - Sheep River Library Manager in consultation with staff
 - donations by the public
 - Only donated books that meet with Marigold Library System's criteria will be added to the collection
 - Donations which do not meet these criteria will be disposed of to the best advantage of the Library
- iii. Selections are based upon many criteria, including:
 - Favorable attention from reviewers, critics and/or public.
 - Relationship to the existing collection – does it expand the collection?
 - Receipt of literary, artistic or other awards.
 - Relevance to community needs and interests.
 - Popular appeal and/or patron requests.
 - Accuracy of information and objectivity of opinion.
 - Relative importance of subject matter.
 - Reputation and/or significance of author, illustrator, or publisher.
 - Suitability of physical format for Library use.
 - Budgetary and space priorities.
 - Current material –the most up to date available.
 - Broad representation of literary classics.
 - Quality of writing and physical condition.
- iv. Provision of materials to patrons unable to use conventional print
 - The Library shall endeavour to provide materials in a form appropriate to the user, from whatever source is available such as inter Library loan, liaison within the community, CNIB and support agencies in order to connect the patron with the resources.

- v. Canadian Publishers and Agents will be used whenever possible as suppliers of material for the Library, and attention will be paid to the acquisition of Canadian and local material for the collection.
- vi. Ultimate legal responsibility for selection of materials rests with the Library Board which delegates the task to the Library Manager operating within the framework of policies set up by the Board.
- vii. **Censorship**
Books and other library resources are provided for the interest, information, and enlightenment of all people of the community the Library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation. The Sheep River Library will provide materials and information presenting all points of view on current and historical issues. Materials will not be removed because of partisan or doctrinal disapproval. Unless an item is officially prohibited from entering the province, it cannot be legally withdrawn from the shelves. The Board supports challenging censorship in the fulfillment of their responsibility to provide information and enlightenment.

The Library recognizes that many materials are controversial and that any given item may offend some patrons. The materials selected for the Library's collection will vary to suit the needs of different parts of the Library's community. Not all materials selected, therefore, will be suitable for every patron or group of patrons. While the Library staff will attempt to guide individuals and groups to materials suitable for their use, the ultimate responsibility for the choice made by the patron, lies with the patron.

- viii. **Special Collections**
Items that are deemed to be part of a Special Collection that is unique to the Sheep River Library, such as Quilt books, Local History or Oil and Gas, will not be weeded by Marigold Headquarters without consultation with the Library Manager.
- ix. **Disposition and Weeding**
Library materials will be analyzed periodically by the Library Manager and staff members in conjunction with the Marigold consultant. Items in poor condition, rarely used and out of date will be removed from the collection.
- x. **Repairs**
Staff will repair books when needed.
If books are beyond repair they are discarded and the record is deleted from the Library circulation system. The barcode is removed or blacked out.

A replacement is ordered for books beyond repair, but still in demand.
Paperback books are not repaired, but are discarded and replaced if still in demand.
Marigold will do repairs and replacements when needed.

Approved: 2006

Revised: March 14, 2013

SECTION 5: E
Procedure:

Library Operations
Resource Sharing

The Sheep River Library participates in the provincial interlibrary loan network by virtue of membership in the Marigold Library System, The Regional Automation Consortium (TRAC) and The Alberta Library Card (TAL). The Library shall abide by the rules and procedures outlined by each of these partners. The Library Board sees resource sharing as an integral part of the service provided by the Library. The Board agrees that every attempt shall be made to make accessible any material required to fulfil patron requests and will reciprocate by providing any material requested by other partnering groups.

Training staff in resource sharing is the responsibility of the Sheep River Library through Marigold Library System, TRAC and TAL and shall be carried out through a combination of on-site visits, workshops, emails, procedure manuals and conferences.

Approved: 2006

Revised: March 14, 2013

SECTION 5: F
Procedure:

Library Operations
Art Display Guidelines

The Library will hang pieces of art produced by local artists:

- to enhance the appearance of our wall space
- to provide local artists with a public venue to display talents
- to encourage members of the community to visit the Library

The art coordinator will distribute invitations to artists displaying in other venues such as Blue Rock Gallery, High River Gallery

i. Setup

- artists coordinate their setup time and provide contact information to the art coordinator
- artists will be invited to hold a reception at the Library announcing their display and will be responsible for advertising and supplies
- artists are responsible for their own insurance; the Sheep River Library will not provide any insurance for works of art displayed at the Library by the artist

ii. Display

- only pieces of art that can be suspended from the wall hanging boards will be considered
- artists will hang their art at designated times on designated walls and are responsible for all required hanging supplies
- information about each art piece and the price is to be printed on a card attached to the art
- artists will provide a record to the art coordinator of all displayed pieces
- artists will provide an autobiography to be displayed at the entrance of the display room

iii. Sales

Prospective purchasers will contact the art coordinator who will give the purchaser contact information for the artist. The artist and purchaser will then conduct their transaction independent of the Library. When an art piece is sold, it is to remain on display but will be marked by the artist on its information card with a coloured dot to indicate it is sold.

Artists will remit 20% of the posted purchase price of anything sold as a donation to the Library at the time of removing their art pieces. This donation is to be recorded by the Library staff.

iv. Removal

Artists will contact the art coordinator with the time and name of the person removing the art. The art coordinator will pass this information on to the Library staff. The remover must identify themselves to the Library staff prior to removing the art. Artists will be expected to pick up their art pieces or exchange art pieces at the end of period which is not to exceed 2 months.

Approved: March 14, 2013

SECTION 5: G **Library Operations**
Policy: **Facilities Rental**

The Sheep River Library views its facility resource as a valuable community asset.

Meeting Room	Non Profit	Profit
Room 1 (12-15 chairs)	\$10 per hour	\$20 per hour
Room 2 (6-8 chairs)	\$10 per hour	\$20 per hour
Room 3 (25 chairs)	\$10 per hour	\$20 per hour
Room 4 (35 chairs)	\$15 per hour	\$30 per hour
Rooms 3 + 4 (60-70 chairs)	\$20 per hour	\$30 per hour
Day rate for large room	\$100 per day	\$150 per day

Equipment available:

- There is projection equipment with built in screens available in rooms 1, 3 and 4.
- The Library has both PC and Mac laptops available for presentations.
- There are 2 portable whiteboards and one flip chart.
- There is a tea/coffee area outside Room 2.
- Room 4 has blu ray/DVD equipment with an enhanced sound system for movies.

i. Meeting room utilization:

Library and Library-related programs and meetings will have priority.

Non-profit community groups and organizations will be accommodated in accordance with this policy as established by the Library Board. In cases where a non-profit designation is not readily apparent, proof of tax exempt status may be required to establish eligibility for non-profit rates.

There is no charge for use of the meeting rooms for groups presenting programs in which the Library is a sponsor or cooperating agency. The final determination regarding charges will be left to the discretion of the Library Manager.

The rooms may not be used for commercial purposes or for private social events for individuals. Rooms may be used for educational, cultural, informational or governmental/civic activities and may include public lectures, panel discussions, workshops, and other similar functions.

Rooms and onsite equipment are rented for a fee that reflects reasonable community value.

Use of the meeting rooms by any group or organization does not constitute an endorsement by the Library Board of the group's policies or beliefs.

Groups using the facilities may not limit attendance on the basis of ethnicity, religion, gender, age, mental or physical disability as defined by the Constitution Act, Canadian Charter of Rights and Freedoms.

ii. Bookings

All Bookings must be made through the designated Library staff member.

All renters booking the meeting rooms must complete a Facility Rental Agreement prior to first time use. The signatory to the Facility Rental Agreement must be 18 years old or older. "Renter" refers to anyone who books a room for a use that is not sponsored by the Library whether or not they pay a rental fee.

Facilities will not be rented on statutory holidays or days when the Library is closed unless specifically approved by the Manager of the Library.

The Library Board may enter into Rental Agreements after consulting with the Manager.

iii. Exemptions

Groups presenting programs in which the Library is a co-sponsor or cooperating agency may not be charged the rental rate for meeting rooms, but, in the instance that a fee be charged participants of the program, a share of the remuneration with the Library will be negotiated. However, a flat fee for equipment use may be assessed at the discretion of the Library Manager.

There will be no charge for meetings organized by the Friends of the Sheep River Library Foundation.

iv. Renter Responsibilities

a) Pre-payment is required to confirm booking.

b) The renter shall be financially responsible to the Library Board for all loss or damage to the meeting rooms, equipment, furnishings or facilities occasioned by any person or persons admitted to the premises by, or acting on behalf of the renter.

- c) All young adults and children participating in events must be supervised by the renter.
- d) Renters may not affix any posters, props, pictures, signs, papers to any part of the building. No taping, tacking, nailing of anything allowed on any walls. Use easels or sandwich boards.
- e) Renters are responsible for set up and take down of chairs and tables and leaving the premises as found.
 - a. Renters are responsible for cleanliness of the meeting rooms at the conclusion of the event including sweeping floors, mopping up spills or muddy footprints or spilled refreshments and for checking washrooms for cleanliness.
 - b. Renters must agree to comply with all applicable laws and regulations such as Smoking Bylaws, Noise Bylaws, Signage Bylaws, Fire Protection Safety codes, Food Handling Regulations, and Alberta Gaming and Liquor Commission Special Event Licence Policies and Guidelines.
 - c. Open flames including candles are not allowed in meeting rooms. All exits and aisles must be kept clear of equipment and people.
 - d. The applicant is responsible for the evacuation of its invitees and organizers from the building in the event of a fire or emergency situation. Familiarization of exit routes is mandatory.
 - e. The applicant is required to familiarize themselves with the facility and the operation of any equipment prior to the program and must bring technical support to their event. The Library staff does not provide technical assistance for the equipment during the event.
 - f. Food and beverages are restricted to cold sandwiches, canapés, and desserts as adequate refrigeration and heating are not available on the premises.
 - g. Liquor: No renter or user of Library facilities shall bring any amount of liquor onto the Library premises for service or resale unless the renter has in their possession a valid Special Event Licence, obtained from the Alberta Gaming and Liquor Commission at the renter's expense. A copy of the liquor licence must be displayed throughout the licensed event, and the renter must provide the Library

Manager with a copy of the licence at least 24 hours in advance of the licensed event.

- h. The renter shall comply with all regulations and conditions of their licence, including the requirement that every bar ticket seller and every liquor server MUST have valid Alberta government ProServe training.
 - i. Any renter or user intending to serve or sell liquor during the course of their event at the Library shall carry sufficient liability insurance, to be obtained at their expense. The renter shall provide a copy of the insurance agreement to the Library Manager at least 24 hours in advance of the licensed event.
 - j. The Library, its owners, Board, employees, and volunteers are in no way responsible for any lawsuit, damage, or action arising from or caused by intoxicated persons who may have consumed liquor at an event held on the Library premises. Renters will bear responsibility for such occurrences.
- v. Access
- Renters using Library facilities cannot have access other than during Library opening hours without prior approval of the Library Manager. Compensation for security personnel outside of Library hours will be negotiated with the renter.
- vi. Board Responsibilities
- The Sheep River Library Board will not knowingly permit any individual or group to use its facilities in contravention of the Criminal Code of Canada and the Canadian Charter of Rights and Freedoms.

The Library Board assumes no responsibility for the safety, loss or damage of items held on Library premises for the renter.

The meeting rooms shall be under the supervision of a Library employee to the extent that the Library employee may request adherence to the rental policy, and may drop in on meetings to ensure compliance to by-laws and facility and equipment utilization.

The employee shall have the authorization to request that the renter vacate the premises due to inappropriate conduct or overstaying of time allotted to the renter's event.

vii. Cancellations

Cancellations must be made through the designated Library staff member at least three days in advance of the booking date. The Library reserves the right to apply full charges to renters who provide less notice.

viii. Compliance

Failure to comply with the Facilities Rental Policy may disqualify the renter from future use of the meeting rooms.

The decision of the Library Manager shall be final in all matters pertaining to the interpretation of this policy.

ix. Rental Rates

Shall be charged as per the Facility Rental Schedule which is reviewed annually.

Approved: January 30, 2011

Revised: March 14, 2013

SECTION 5: H**Library Operations****Procedure:****Community Archives**

Non Profit community groups are welcome to make use of the community archives cupboards located in the storage area of the Library for storage of documents and equipment. The Library Manager will keep a copy of the key belonging to each cupboard. This service is free but a donation to the Library would be appreciated.

Approved: March 14, 2013

SECTION 5: I

Library Operations

Procedure:

Respectful Workplace

i. Harassment in the workplace

To ensure all employees and volunteers are provided with a healthy, harassment - free work environment, harassment will not be tolerated at the Sheep River Library. All employees and volunteers are responsible for maintaining a harassment-free work environment.

Definition:

Harassment is defined as: “unwelcome behaviour that demeans, embarrasses, humiliates, alarms or verbally/sexually abuses a person.”

If you are being harassed:

1. Tell the harasser that his/her behaviour is unwelcome (preferably at the time of the occurrence) and ask him/her to stop. It is to everyone’s advantage to resolve the situation informally. If that fails, proceed to the remaining steps.
2. Keep a record of incidents (dates, times, locations, possible witnesses, what happened and your response). You do not have to have a record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time.
3. File a complaint. If, after asking the harasser to stop his/her behaviour, the harassment continues, report the problem to either the Library Manager or the Board Chair.

If you are accused of harassment:

1. Make sure you understand the exact behaviour that is making the person uncomfortable.
2. Apologize and stop the behaviour **immediately**.
3. If you think there has been a misunderstanding about the behaviour between you and the person, ask the Library Manager or Board Chair to work with you to resolve the situation on an informal basis.

Dealing with a complaint.

1. Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem. If appropriate, action may include conciliation. The Chair, at his/her discretion may seek appropriate outside advice or support. (ie: town managers).

2. Both the complainant and the alleged harasser will be interviewed, as well as any witnesses. All information will be kept in confidence.
3. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately, which may include suspension or dismissal. The incident will be documented in the harasser's file. No documentation will be placed on the complainant's file where the complaint is filed in good faith, whether the complaint is upheld or not.
4. If the investigation fails to find evidence to support the complaint, there will be no documentation filed.
5. Regardless of the outcome of a harassment complaint made in good faith, the employee lodging the complaint, as well as any witnesses, will be protected from any form of retaliation by either co-workers or superiors. This includes dismissal, demotion, unwanted transfer, denial or opportunities within the Library or harassment of an individual as a result of his/her having made a complaint or providing evidence regarding such.

Consequences

Harassment is a serious matter. The consequences will depend on the circumstances in each case. The harasser may face reprimand, a suspension with or without pay, or dismissal in some cases. It is also a serious matter to knowingly make a false accusation of harassment. The consequences can similarly range from a reprimand, to suspension without pay, to dismissal.

ii. Violence in the Workplace Policy.

To ensure employees and volunteers are provided with a healthy, violence-free work environment, violence will not be tolerated at the Sheep River Library. All employees and volunteers are responsible for maintaining a violence-free work environment.

Definition: Violence is defines as "the threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury."

If a staff member feels that she/he has been a victim of violence:

1. Within one (1) working day, complainant reports to the Library Manager or Chair of the Board, if the Library Manager is alleged to be responsible for the violence.
2. Upon agreement that violence did occur, the complainant and the Library Manager/Chair prepare a written report for the Library Board.
3. The Library Manager/Chair investigates the incident within five (5) working days and determines appropriate action, including but not limited to:
 - Dismissal of complaint
 - A verbal or written reprimand
 - Probation for the offender

- An apology to the victim
 - Counseling for either party or both
 - Dismissal of the offender
 - Initiating a criminal complaint.
4. The Library Manager/Chair prepares a confidential written report for the parties involved.
 5. The report is kept in the offender's file in the Harassment/Violence file and is made available, upon request, to the Occupational Health and Safety Officer.
 6. When circumstances warrant, the Library Manager or Board Chair will call the RCMP immediately.

iii. Working Alone Policy

Occupational Health and Safety Code requires employers to:

- identify existing or potential hazards of working alone
- implement measures to reduce risk
- ensure an effective means of communicating in case of an emergency
- ensure staff can perform their jobs safely

During times when a staff person is scheduled to work alone, (5-8 pm Tuesday-Thursday, 10 am-5 pm Saturday) volunteers will be required to be in the building whenever possible.

Approved: 2006

Revised: March 14, 2013

Revised: February 13, 2014

SECTION 5: J

Library Operations

Procedure:

Records Management

i. Confidentiality

Sheep River Library and its Board and staff are subject to the Freedom of Information and Protection of Privacy Act (FOIP) and Libraries Act.

All patron records will be kept confidential but may be shared with resource sharing libraries for the purposes of collecting fines and retrieving borrowed materials. When patrons are registered, they will sign a form acknowledging that their contact information will be available to other libraries for these purposes.

Trustees, staff and volunteers will hold all personal information on staff and patrons (including patrons of other libraries) in confidence.

Any temporary paper record which contains patron information (such as a holds slip) will be shredded after use.

ii. FOIP

Personal Information Banks

Forms and database may contain the following information about Sheep River Library patrons:

- Patron name
- Patron I.D.
- Library Barcode
- Address
- Birth Date
- Phone Numbers
- Email addresses

Program participant lists:

- Name
- Phone number
- Email
- Age

Interlibrary loan forms

- Patron I.D.
- Phone numbers
- Name

Volunteer Applications and/or Schedules

- Names
- Addresses
- Phone numbers
- Email address
- Next of Kin
- Birth Date
- Police Check

Employee Records/Personnel Files

- Name
- Address
- Phone numbers
- Email address
- Social Insurance #
- Earnings and income tax records
- Performance evaluations

Trustee records:

- Name
- Address
- Phone numbers
- Email address
- Years of Service
- Positions held

iii. Record Retention

The Sheep River Library will retain the following records based on the schedule provided by the Canadian Income Tax Act and in accordance with schedules provided by the Board. The records are held in hardcopy and/or electronic formats. The Sheep River Library Board Chair has the discretion to retain records longer than the period provided for in this policy.

Schedule of records retention:

- cash receipts, deposit books, copies of paid invoices, cancelled cheques, cheque stubs, yearend trial balances, accounts payable and bank statements are held for seven (7) years
- bank reconciliations and outstanding cheques will be held for three (3) years
- employee records including personnel files, job applications of hired personnel and personnel evaluations, payroll records, including T-4 slips and WCB claims will be held permanently
- unsolicited resumes, job applications (not hired), and interlibrary loan requests will be held for one (1) year
- grant applications will be held for seven (7) years

- Library Board minutes and agendas, agreements, annual reports, assets, and final audit reports including financial statements, final budgets, bylaws, committee minutes, historical correspondence, court cases, deeds, insurance claims, general ledger, daybook, general journal, legal opinions and proceedings, record of files destroyed, maintenance reports, media releases, photos, income tax records will be held permanently
- permanent Library records will be kept locked in the Library.

iv. Disposition of Sheep River Library Records.

Library records which have been slated for disposal, following the time guidelines outlined above, shall be listed in a document to the Sheep River Library Board who shall make a motion for the destruction of the records. The records will then be shredded by the Library Manager or appointee and a record will be made of the date, method and time of disposal.

Approved: 2006

Revised: March 14, 2013