



HUMAN RESOURCES



Policy HR201: Guiding Principles

Category: Human Resources
Policy HR201: Guiding Principles
Approved September 2020
Future Review: December 2023

POLICY

The Town of Bonnyville Library Board is committed to fair and equitable employment practices and follows the Alberta Employment Standards: Rules, Regulations, and compliance measures for employers and employees in Alberta workplaces. The Town of Bonnyville Library Board is guided by these practices as provided by the Government of Alberta webpage: <http://www.alberta.ca/employment-jobs.aspx>. Exceptions are where the Town of Bonnyville Library board has policies for further clarification and support.

PURPOSE

The purpose of this policy is to express principles that must be observed by employee and employer in all aspects of the employment relationship.

RESPONSIBILITY

Each individual is responsible for ensuring that the principles are adhered to throughout all business activities.

DEFINITIONS

PROCEDURE



Policy HR202: Library Manager Job Description

Category: Human Resources

Policy HR202: Library Manager Job Description

Approved September 2020

Future Review: December 2023

POLICY

The Library Manager reports to the Town of Bonnyville Library Board. The Board chairperson shall serve as the liaison between the Board and the Library Manager in between Board meetings. All other library employees report to the Library Manager.

PURPOSE

The Library Manager is hired by the Library Board and is responsible for implementing the library's Plan of Service through the operations of the library.

RESPONSIBILITY

The Library Manager has responsibilities in the following areas.

- 1. The Library Board** – see Policy HR101
 - a. Provides regular reports to the Board on all matters essential to the effective functioning of the library and the Board
 - b. Provides professional expertise, prompt and accurate library information and opinions to the Board
 - c. Recommends policy for consideration by the Board
 - d. Maintains a good working relationship with the Library Board
 - e. Orients new Board members to library operations
 - f. Attends Board meetings
- 2. General Administration**
 - a. Directs policy implementation and administers the organization
 - b. Manages the day-to-day operations of the library
 - c. Oversees property maintenance
- 3. Personnel Administration**
 - a. Responsible for hiring, supervising, coaching, evaluating, and dismissing staff
 - b. Provides an annual performance evaluation for all employees
 - c. Determines appropriate hours of work
 - d. Ensures that an appropriate staff work schedule provides fair and adequate staff coverage during the hours of library operation



4. Planning

- a. Leads the execution of the library's Plan of Service
- b. Establishes operational program objectives
- c. Establishes ongoing plans for existing library activities
- d. Leads evaluation of existing library programs
- e. Compiles necessary statistics for use in the planning process
- f. Maintains an atmosphere of continuous improvement

5. Financial Control – see Policy 102(5)

- a. Oversees expenditures according to the approved budget.
- b. Maintains all monthly financial records including all revenues and expenditures.
- c. Provides regular financial reports to the Board.
- d. Completes applications for grants.

6. Library Duties

- a. Provides friendly and efficient library service to patrons as required
- b. Develops library collections and access which responds to the evolving needs of all library patrons
- c. Assists other staff members with program delivery if required

7. Promotion

- a. Ensures effective and friendly representation of the library to the community
- b. Promotes increased public awareness of the library
- c. Represents the library at community functions

8. Other Professional Responsibilities

- a. Builds strategic partnerships with the municipality and other community organizations
- b. Participates in the activities of the library system, attends library system meetings
- c. Keeps abreast of current developments in library service and programs through attendance at training workshops, seminars, and conferences as budget allows

SKILLS REQUIRED

Effective interpersonal skills are required to work effectively with the Board, staff, volunteers, and the community. Specific qualities include:

- Ability to act as a liaison between Board and staff
- Ability to interpret Board policy decisions to staff
- Demonstrated ability to think creatively, develop plans of action, and carry them through to their successful completion
- Demonstrated leadership ability
- Demonstrated ability to recognize and set priorities and to use initiative and independent judgment in a wide variety of situations
- Demonstrated ability to select, develop, motivate, and evaluate staff
- Demonstrated ability to build strategic partnerships and to foster positive relationships
- Excellent verbal and written communication skills



QUALIFICATIONS

- Post-secondary degree in library and information studies, a library technician diploma, or related training or experience
- Three (3) years of library experience at the supervisory level, or five (5) years' experience under the supervision of an MLIS
- Canadian citizen or able to work in Canada
- Valid driver's licence

DEFINITIONS

PROCEDURE



Policy HR203: Assistant Library Manager Job Description

Category: Human Resources

Policy HR203: Assistant Library Manager Job Description

Approved September 2020

Future Review: December 2023

POLICY

The Assistant Library Manager is hired by and responsible to the Library Manager. The Assistant Library Manager provides quality service to the public and assists the Library Manager in the discharge of duties and responsibilities relating to operations of the library. In the absence of the Library Manager, the Assistant Library Manager will be responsible for library operations.

PURPOSE

RESPONSIBILITY

The Assistant Library Manager is responsible for the following.

- Responsible for opening duties on weekdays
- Performs interlibrary loan duties – runs holds report, collects materials, and prepares materials for shipping, and conducts online ordering of non-TRAC items
- Provides check-outs and check-ins of library materials on the automated circulation system
- Registers new and existing card members on the automated circulation system
- Answers reference questions and assists the public with finding appropriate library materials
- Provides reader's advisory services to the public
- Provides computer assistance to the public
- Assists the public with faxing, scanning, and photocopying
- Processes new or donated items that are currently in the TRAC catalogue
- Repairs and maintains library materials
- Laminates materials as required
- Assists in collection maintenance as required by the Library Manager
- Assists in the supervision of other employees, library volunteers, and work experience students
- Handles cash as required
- Performs other duties as required
- In the absence of the Library Manager, assumes extra duties as required

QUALIFICATIONS

- Post-secondary education in related field; Grade 12 diploma
- Library experience preferred
- Intermediate computer skills – keyboarding, Word and Excel applications, website maintenance
- Good working knowledge of automated circulation system
- Good interpersonal and verbal and written communication skills
- Good working knowledge of the Internet and social networking applications



DEFINITIONS

PROCEDURE



Policy HR204: Interlibrary Loan Assistant Job Description

Category: Human Resources

Policy HR204: Interlibrary Loan Assistant Job Description

Originated: 2003

Revised: July 2020

Approved: September 2020

Future Review: September 2023

POLICY

The Interlibrary Loan Assistant is hired by and responsible to the Library Manager. The Interlibrary Loan Assistant provides quality service to the public and assists with interlibrary loan procedures.

PURPOSE

RESPONSIBILITY

- Performs interlibrary loan duties
- In the absence of the Assistant Library Manager, runs holds reports, collects materials, and prepares materials for shipping
- Assists with collection of holds materials and processing and online ordering of non-TRAC items as required
- Manages overdue library materials – notices, posting to database
- Provides check-outs and check-ins of library materials on the automated circulation system
- Registers new members and renews existing card members on the automated circulation system
- Answers reference questions and assists the public with finding appropriate library materials
- Provides reader's advisory services to the public
- Provides computer assistance to the public
- Assists the public with faxing, scanning, and photocopying
- Trains Circulation Clerks on the automated circulation system and procedures
- Liaises with evening Circulation Clerks to ensure they are up-to-date on policies and procedures
- Handles cash as required
- Performs other library duties as required
- In the absence of the Assistant Library Manager, assumes extra duties as required

QUALIFICATIONS

- Post-secondary education in a related field; Grade 12 diploma
- Intermediate computer skills – keyboarding, Word and Excel applications, website maintenance
- Good working knowledge of automated circulation system
- Good interpersonal, verbal, and written communication skills
- Good working knowledge of the internet and social networking applications

DEFINITIONS

PROCEDURE



Policy HR205: Public Services Clerk Job Description

Category: Human Resources

Policy HR205: Public Services Clerk Job Description

Originated: 2003

Revised: July 2020

Approved: September 2020

Future Review: December 2023

PURPOSE

The Public Services Clerk is hired by and responsible to the Library Manager. The Public Services Clerk provides quality service to the public, both at the circulation desk and with the public computers.

RESPONSIBILITY

- Performs opening and closing procedures as shift dictates
- Provides check-outs and check-ins of library materials on the automated circulation system
- Registers new members and renews existing card members on the automated circulation system
- Answers reference questions and assists the public with finding appropriate library materials
- Provides reader's advisory services to the public
- Provides computer assistance to the public
- Assists the public with faxing, scanning, and photocopying
- Shelves library materials and performs shelf reading
- Handles cash as required
- Compiles computer statistics at the end of the day and at the end of the month
- Performs other library duties as required

QUALIFICATIONS

- Post-secondary education in related field preferred; Grade 12 diploma minimum
- Intermediate computer skills – keyboarding, Word and Excel applications
- Good working knowledge of automated circulation system
- Good interpersonal, verbal, and written communication skills
- Good working knowledge of the internet and social networking applications

DEFINITIONS

PROCEDURE



Policy HR206: Library Programmer Description

Category: Human Resources

Policy HR206: Library Programmer Description

Originated: 2020

Revised: July 2020

Approved: September 2020

Future Review: December 2023

PURPOSE

The Library Programmer is hired by and responsible to the Library Manager. The programmer is responsible for developing, delivering, and promoting a variety of onsite and outreach programs for children, teens, adults, and seniors.

RESPONSIBILITY

- Develops and delivers library programs for children, teens, adults, and seniors
- Encourages literacy skills and fosters a love of reading in children
- Promotes library programs through posters, school newsletters, advertisements and handouts, media, and online
- Assists with webpage and social media accounts
- Promotes and provides library tours for schools and other groups
- Establishes relationships with teachers and librarians in local schools and other social agencies where appropriate
- Coordinates Summer Reading program
- Participates in community events such as Community Registration Day
- Orders materials as required for programs according to budget limits
- Checks in and checks out materials related to programs
- Performs community scans to identify program needs
- Identifies funding opportunities for programs

QUALIFICATIONS

- Grade 12 diploma required
- Post-secondary training in early childhood or related field preferred
- Advanced computer skills – keyboarding, Word and Excel applications
- Good interpersonal, verbal, and written communication skills
- Good working knowledge of the internet and social networking applications

DEFINITIONS

PROCEDURE



Policy HR207: Summer Student Job Description

Category: Human Resources

Policy HR207: Summer Student Job Description

Originated: 2021

Revised:

Approved:

Future Review:

POLICY

Under the supervision of the Library Manager and the Library Programmer, the role of the Summer Student is to plan, organize, implement, and facilitate the library summer reading program or a project that is in keeping with the library's Plan of Service.

PURPOSE

To allow an opportunity for summer student(s) to learn how libraries deliver service to the public. The library will support the employee by mentoring them to gain Knowledge, Skills, and Attitudes (KSA) that will assist them in their professional development.

RESPONSIBILITY

The Summer Student will be responsible for working with children mainly aged 6-12 years old

QUALIFICATIONS

- Education requirement: preference given to an individual going into their second year of post-secondary education
- Has knowledge of and will learn basic library operations and promote the library and its services in a positive manner
- Knows how to use online business applications, such as Microsoft Office, Word, Excel, and social media outlets
- Creative or science-based talents are desired; for example, plays a musical instrument, acts, is crafty, or has hobbies that can blend into the Summer Reading program
- Must enjoy working with children both indoors and outdoors
- Required to submit criminal record check and child welfare check

DEFINITIONS

PROCEDURES



Policy HR208: Confidentiality of Employee Records

Category: Human Resources

Policy HR208: Confidentiality of Employee Records

Originated: 2006

Approved: September 2020

Future Review: December 2023

POLICY

All records and information pertaining to Bonnyville Municipal Library employees shall be held in strict confidence.

PURPOSE

RESPONSIBILITY

1. Employees' personnel files will be available to only the following persons:
 - The employee
 - The Library Manager
 - The Library Board only when dealing with a grievance and only those documents relevant to the grievance.
2. All documents will be maintained in a locked cabinet.
3. Disposal of files will be in accordance with Employment Standards protocols on handling documents.

DEFINITIONS

PROCEDURE



Policy HR209: Vulnerable Sector Checks

Category: Human Resources

Policy HR209: Vulnerable Sector Checks

Approved: March 2023

Future Review: March 2026

Policy

As the Bonnyville Municipal Library is committed to providing a safe space and acting in the best interests of the patrons and communities it serves, all employees, current or prospective, must provide a Vulnerable Sector Check. When a current employee or volunteer, or prospective employee or volunteer, is in a "position of trust", a Vulnerable Sector Check must be obtained for their employee file. A VSC is a police information check which is done to protect children and other vulnerable people from physical, sexual, mental, and financial abuse. The Bonnyville Municipal Library considers all staff and volunteer positions to be "positions of trust".

Definitions

"Position of trust" is defined as a paid or volunteer position dealing with children and vulnerable people.

"Vulnerable person" is defined as someone who belongs to a group within society that is either oppressed or more susceptible to harm. These are commonly persons belonging to populations such as children, senior citizens, unhoused people, persons with disabilities, or refugees; groups that are often less capable of protecting or defending themselves.

Purpose

A Name-Based Criminal Record Check performed by the RCMP includes a Vulnerable Sector Check. A criminal record check is obtained to determine if a person has been charged or convicted of a crime. It also includes checking local police records to determine if a person is a threat to vulnerable persons based on previous patterns of behaviour. This check also determines if a person has been pardoned for a past sexual offence. A person who is seeking, or is currently employed or volunteering, must apply for a Vulnerable Sector Check when they submit a Criminal Record Check application.

If a new or potential employee returns a Check that is inconclusive or matches a pardoned offender record, the Library Manager will not proceed with employment, and any employment offers will be declined.

If a current employee returns a Check that is inconclusive or that matches a pardoned offender record, the Check must immediately be referred to the Library Manager and the Bonnyville Library Board Chair. An inconclusive record or previous offense may be grounds for termination.

If new staff or volunteers refuse to consent to a Vulnerable Sector Check, the offer of employment with the Library will be rescinded.

If current staff or volunteers refuse to consent to a Vulnerable Sector Check, this may be grounds for termination.



Library staff are required to complete a Check every three years. The Library reserves the right to amend this frequency based provincial legislative rulings.

As the Vulnerable Sector Check is considered property of the Bonnyville Municipal Library, the Library will reimburse the cost of the check. Receipts will be submitted to the Library Manager, and costs reimbursed within 10 business days. The Library will only accept original copies; should staff wish to retain ownership of the original, a request must be submitted in writing to the Library Manager, and the individual will reimburse the Library in full for the cost of the check.

All personal information collected by the Bonnyville Municipal Library for the purpose of a Vulnerable Sector Check will be held in confidence in a locked and secure location following FOIP guidelines, and in accordance with Library records retention policy.



Policy HR210: Staff Use of Library Equipment and Services

Category: Human Resources

Policy HR209: Staff Use of Library Equipment and Services

Originated: 2006

Approved: September 2020

Future Review: December 2023

POLICY

This policy sets out the limitations and privileges of library employees regarding library equipment and services.

PURPOSE

RESPONSIBILITY AND PROCEDURE

1. Telephone
 - a. Personal calls should be limited, as far as possible.
 - b. Library staff shall not make personal long distance phone calls that will be directly billed to the library.
 - c. Personal mobile phones will not be used in the public areas.
2. Fax Machine
 - a. Library staff is permitted access to the library fax machine for moderate personal use.
 - b. The fax machine cannot be used for solicitation or commercial purposes leading to personal profit.
3. Photocopier
 - a. Library staff is permitted to use the library photocopier for moderate personal use. For personal usage exceeding 10 pages or more the charge is \$.05/page for black and white and \$.15/page for colour.
4. Petty Cash
 - a. Petty cash reimbursements will only be made for legitimate library expenses.
 - b. Receipts are required for petty cash reimbursements.
5. Computer Use
 - a. Library staff must adhere to the library's Internet Use policy.
 - b. Staff use of the internet will primarily be for library business. Reasonable and limited use of these services for social purposes (e.g., email) is permitted. This is to be viewed as a privilege and if it is abused, appropriate disciplinary action may be taken.
6. Library Cards
 - a. Cards are issued free of charge to current library staff.



- b. Current library staff do not pay fines, but are required to reimburse the library for lost or damaged items.

DEFINITIONS

PROCEDURES



Policy HR211: Workplace Drug and Alcohol Policy

Category: Human Resources

Policy HR210: Workplace Drug and Alcohol Policy

Originated: June 10, 2019

Approved: September 2020

Future Review: December 2023

POLICY

The Bonnyville Municipal Library (BML) is committed to ensuring a safe, healthy, and productive workplace. Employee use of illegal drugs or inappropriate use of cannabis, alcohol, or medications can have serious adverse effects on the safety and well-being of fellow employees, their families, and the public.

PURPOSE

RESPONSIBILITY

1. Employees are expected to be "fit for work."

This means being able to perform assigned duties safely and acceptably without any limitations due to the use or aftereffects of illegal drugs, cannabis, alcohol, medications, or any other substance. Employees are encouraged to not consume cannabis or alcohol or to misuse drugs prior to reporting to work or during breaks.

2. The Bonnyville Municipal Library prohibits the possession, distribution, consumption, or being "under the influence" of cannabis, alcoholic beverages, or illegal drugs by employees while in the library, during working hours outside of the library, or while on library business.

"Under the influence" is defined as the use of one or more of these substances to the extent that an employee is:

- a. Unable to perform job duties in a productive manner.
 - b. In a physical or mental condition that creates a risk to the safety and well-being of the individual, other employees, the property of the library, or any member of the public.
 - c. Displaying signs or symptoms of substance abuse, such as the smell of alcohol on the employee's breath, slurred speech, and atypical behaviour.
3. An employee who engages in such behaviour may be referred for counseling or rehabilitation and satisfactory treatment and may be subject to disciplinary penalties up to and including dismissal from employment.
 4. The legal use of prescribed drugs is permitted at work only if it does not impair the employee's ability to perform their work effectively and in a safe manner. Employees **are required** to disclose to the library manager the use of prescription drugs that may affect their work performance or safe



execution of their duties. The library is committed to accommodating an employee's necessary use of prescription drugs to the extent possible without suffering undue hardship.

I, _____ have read the policy, discussed it with the Library Manager, and agree to abide by the provisions contained in it.

Employee

Library Manager

Date



Policy HR212: Harassment and Abuse

Category: Human Resources

Policy HR211: Harassment and Abuse

Approved: September 2020

Future Review: December 2023

POLICY

The Town of Bonnyville Library Board, in its efforts to provide a positive, comfortable, and professional environment, will not tolerate any form of harassment or violence directed by, or at, any library employee by another employee, Board member, or member of the public. The Board believes in a positive environment for users and employees and is committed to preventing acts of violence, harassment, or discrimination on its premises.

PURPOSE

RESPONSIBILITY

1. For acts of harassment, discrimination, or abuse by a member of the public toward a staff member, the action taken will be commensurate with the incident up to and including temporary or permanent withdrawal of services or legal action.
2. Reasonable, justifiable, consistent, and non-discriminatory acts of discipline provided by an individual who has the authority to provide such discipline shall not be construed as harassment.
3. Staff faced with an urgent situation involving the threat of violent conduct, where there is a reasonable belief that the safety of themselves or others may be in danger, should contact the police immediately.
4. If an employee believes they have been subjected to discrimination, harassment, or abuse, 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 immediately aware of any behaviour that is offensive and given the opportunity to cease such behaviour.
5. If the behaviour does not cease, or the severity of the behaviour warrants it:
 - The Library Manager shall be responsible for ensuring that the complaint is promptly and thoroughly investigated.
 - Any incident involving the Library Manager should be reported to the Library Board. The Library Board will coordinate any required investigation.
 - Any employee who experiences a workplace violence incident is advised to consult with a health-care professional.



DEFINITIONS

Abuse: Physical contact intended to cause bodily harm, or the use of threats, humiliation, forced social isolation, intimidation, coercing, or restricting from appropriate social contact with the intention of causing emotional harm.

Board: Town of Bonnyville Library Board

Discrimination: Unfavourable treatment based on racial, sexual, political, age, nationality, religion, or gender.

Harassment: Repeated offensive comments and/or actions that demean and belittle an individual.

PROCEDURE

- The preparation of a written statement with a specific and clear description of the words or actioned 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 harassment, abuse, or discrimination, appropriate disciplinary action will be undertaken
- If the investigation reveals no evidence to support the complaint(s) the complainant will be advised of their right to contact the Alberta Human Rights Commission to file a complaint
- If the complaint was both groundless and motivated by malice, disciplinary action may be initiated against the complainant



Policy HR213: Grievance

Category: Human Resources
Policy HR212: Grievance
Approved: September 2020
Future Review: December 2023

POLICY

The Library Board recognizes the importance of a grievance procedure for employees.

PURPOSE

To give fair due process to all parties involved.

RESPONSIBILITY

Grievances should be presented to Library Manager in writing. Grievances will be dealt with in accordance with Alberta Employment Standards, Alberta Occupational Health and Safety Standards. If a dispute arises between the Library Manager/Librarian and an employee regarding the interpretation, application, or alleged violation of any library policies, the employee may seek in writing to settle the dispute through consultation with the Town of Bonnyville Library Board.

DEFINITIONS

PROCEDURE



EMPLOYEES



Policy EMP301: Employee Orientation and Education

Category: Employees

Policy EMP301: Employee Orientation and Education

Originated: 2006

Approved: September 2020

Revised: March 2023

Future Review: March 2026

Policy

The Library Board recognizes the importance of informed, well-trained staff. It supports this policy by providing, within the limits of its budget, orientation programs and encouragement and support for attendance at library conference, workshops, and library-related courses within and outside the Town.

Purpose

The Library Manager and Board acknowledge that formal further education is essential to staff professional development and to the continued success and well-being of the Library and communities it serves. All staff members are encouraged to take educational courses to broaden their library knowledge.

Responsibility

- Orientation and training are the responsibility of the Library Manager or designate and includes an understanding of the role of the library in the community, the responsibilities and duties of the Board and staff, including maintaining Occupational Health and Safety standards; library policies, services, goals and objectives; and specific training for each employee's position.
- The Library Manager may, within the limits of the budget, approve staff attendance at library or library-related workshops without prior Board approval
- The Library Manager may, within the limits of the budget, approve staff attendance at library or library-related workshops without prior Board approval
- The Library Manager will attend the Stronger Together Conference on an annual basis. Other staff may also attend at the discretion of the Library Board.
- Library Manager and all full-time staff will attend the Northern Lights Library Conference on an annual basis. Part-time staff will attend at the Library Manager's discretion and/or provide coverage in the absence of the full-time staff. Should all staff be required to attend the Board must approve the closure of the library to the public in advance.
- Cost of staff attendance at library conferences is covered in accordance with the Travel Policy.
- Upon written request and approval by the Library Board, staff may be reimbursed fees for successfully completed continuing education or professional development where the subject matter pertains to working at the Library. The cost will be taken out of the Library's Reserve Fund.
- The Library Board Chairperson and staff member must sign an education contract delineating the terms of the financial assistance.



- The Library Manager is expected to apply for education grants such as Canada-Alberta Job Grant and is encouraged to look into internships to offset wages when employee is in school.

DEFINITIONS

PROCEDURE



Policy EMP302: Employee Hours of Work

Category: Employees

Policy EMP302: Employee Hours of Work

Originated: July 2020

Approved:

Future Review: December 2023

POLICY

The hours of the library staff will be set to meet the needs of the people of the community with consideration given to meeting the needs of the staff.

PURPOSE

RESPONSIBILITY

1. As per Policy HR201 Guiding Principles: The Town of Bonnyville Library Board is committed to fair and equitable employment practices and follows the Alberta Employment Standards: Rules, Regulations, and compliance measures for employers and employees in Alberta workplaces. The Town of Bonnyville Library Board is guided by these practices as provided by the Government of Alberta webpage: <http://www.alberta.ca/employment-jobs.aspx>



[Jobs and employment | Alberta.ca](http://www.alberta.ca/employment-jobs.aspx)

Jobs and employment. Find a job, or get employment supports for job searchers, workers and employers.
www.alberta.ca

2. The regular hours of work for full-time staff positions are thirty-five (35) hours per week, seven (7) hours per day, which excludes a one (1) hour unpaid lunch break.
3. The hours of a part-time position may vary.
4. The overtime agreement at the Bonnyville Municipal Library is that employees can bank at a rate of one (1) hour for each overtime hour worked and as per Alberta Employment Standards where applicable. All overtime must be authorized in advance, and employees must request the use of the banked time, in writing, from the library manager. Employees are not to exceed 14 hours banked and all banked time must be used within the calendar year earned.



5. Exceptions are where the Town of Bonnyville Library board has policies for further clarification and support.
6. Schedules for part-time staff will be posted in advance of workdays in accordance with Alberta Labour Standards. It is the responsibility of employees to be aware of when they are expected to work. Any schedule changes must be approved by the Library Manager or, when the Library Manager is absent, the Assistant Library Manager.
7. The staff positions are:
 - Library Manager – Full-time
 - Assistant Library Manager/Interlibrary Loan – Full-time
 - Interlibrary Loan Assistant – Full-time
 - Library Programmer – $\frac{3}{4}$ time
 - Three (3) Public Services Clerk Positions – Part-time

DEFINITIONS

PROCEDURE



Policy EMP303: Employee Performance Appraisal

Category: Employees

Policy EMP303: Employee Performance Appraisal

Originated: July 2020

Approved:

Future Review: December 2023

POLICY

The performance evaluation provides employees with regular feedback relative to their performance. This helps to maintain positive employee relations and high-quality service.

PURPOSE

Performance appraisals are intended to be a constructive tool for recognizing areas of exceptional performance as well as identifying areas in need of improvement.

RESPONSIBILITY

- The Library Board may evaluate the Library Manager.
- The Library Manager will be responsible for all other employee appraisals.
- All new employees will be considered to be on probation for the first three (3) months of employment. After this period an evaluation shall take place.
- An evaluation of employee performance will be undertaken on an annual basis and can occur more frequently at the discretion of the Library Manager.
- Employee performance appraisals will be used to establish goals and objectives for both the staff and the Library Board.

DEFINITIONS

PROCEDURE



Policy EMP304: Paid Holidays and Holiday Hours

Category: Employees

Policy EMP304: Paid Holidays and Holiday Hours

Originated: 2006

Revised: Amended 2019, 2023

Approved: May 2020

Future Review: December 2026

POLICY

Library staff is entitled to paid holidays as set out by Alberta Employment Standards. Holiday hours are set at the discretion of the Library Board.

PURPOSE

RESPONSIBILITY

1. The library will be closed on the following named holidays. Employees are entitled to one day's paid leave for each of the named holidays:

New Year's Day	Labour Day
Family Day	Thanksgiving
Good Friday	Remembrance Day
Easter Monday	Christmas Eve
Victoria Day	Christmas Day
Canada Day	Boxing Day
Heritage Day	

2. For the Easter weekend, the library will close on the Saturday and Sunday to allow for a long weekend for employees.
3. On New Year's Eve the library will close at 3:00 p.m.
4. If a named holiday falls on a regular day of operation, the library will be closed. If it falls on a weekend the library will be closed the following Monday.
5. Winter hours will start the Tuesday after Labour Day. Summer hours start July 2.



6. The library will be closed on the named holidays listed above and full-time and part-time employees scheduled to work in their regular rotation will be paid their average daily wage based on Alberta Labour Standards rules.

DEFINITIONS

PROCEDURE



Policy EMP305: Staff Vacation

Category: Employees

Policy EMP305: Staff Vacation

Originated: 2006

Approved: September 2020

Future Review: December 2023

POLICY

Vacation entitlement for full-time employees shall be earned during each year of continuous service with the Bonnyville Municipal Library from the employee's date of hire.

PURPOSE

RESPONSIBILITY

1. An employee shall not take vacation leave without the prior authorization of the Library Manager.
2. If one or more paid holidays falls during the employee's annual vacation period, another day or days may be added at the end of the vacation period or as may be authorized by the Library Manager.
3. Vacation will be calculated monthly and an employee in the first year of employment may take vacation entitlement as it is earned, calculated at a rate of one (1) day per calendar month in which he/she received at least ten (10) days' pay.
4. Vacation entitlements with pay shall be as set out below. A full calendar year commences on January 1st and ends December 31st of the same year. An employee who has:
 - a. Completed one (1) full calendar year of service shall receive ten (10) workdays of vacation per year
 - b. Completed two (2) to six (6) years of consecutive service shall receive fifteen (15) workdays of vacation per year.
 - c. Completed seven (7) years of consecutive service shall receive twenty (20) workdays of vacation per year.
 - d. After completing ten (10) full calendar years of consecutive service, they shall receive twenty (20) workdays of vacation per annum plus one (1) extra day of vacation for each additional year of service in excess of ten (10) years to a maximum entitlement of thirty (30) working days per annum.
5. Part-time employees are entitled to vacation pay of 5%.

DEFINITIONS



PROCEDURE

Every effort will be made to have a fair distribution of peak holiday time on a rotation. Vacation time requests are not a guarantee; employees will receive approval of requests in writing. The procedure for staff to request time off is as follows.

- It is the employee's responsibility to ensure their holiday time is used. If it is not, the employee's vacation time will be paid out at the end of the calendar year. The Library Board understands that occasionally special events happen where vacation time may need to be carried over; therefore, vacation time cannot be carried over unless approved by the Library Manager.
- An employee who would like time off ensures that their hours are covered by a co-worker and that each employee is in agreement. That employee submits request in writing to the library manager with details of coverage. The Library Manager will advise the employee in writing.
- Summer vacation requests need to be submitted to the library manager no later than May 1.
- December vacation requests can be submitted anytime, but will not be approved until October. Full-time staff entitled to vacation will have to have their request submitted by September 1 whereupon considerations will have to be made with approval to follow by a specified date in October. Casual and part-time staff also need to submit their requests within these parameters; time off during peak holiday season will be considered around full-time staff's vacation entitlement.



Policy EMP306: Staff Travel Expenses

Category: Employees

Policy EMP306: Staff Travel Expenses

Originated: 2006

Approved: September 2020

Future Review: December 2023

POLICY

The Library Board recognizes that library employees should not incur travel costs when traveling on behalf of the library.

PURPOSE

RESPONSIBILITY

1. Transportation – All travel is to be by the most direct route and the most economical means of transportation.
 - Mileage will be paid according to current Town of Bonnyville rates.
 - Parking charges must be supported by receipt or other appropriate documentation.
2. Meals – The cost of meals (including gratuity and tax) during travel to and from conferences and at conferences will be covered and must be supported by receipts or other appropriate documentation. Cost of meals is to be guided by current Town of Bonnyville rates.
3. Accommodations - Library employees and Board members shall be reimbursed for actual and reasonable expenses for commercial accommodation on authorized library business.
4. Registration Fees – Conference fees will be paid for library employees and Board members on authorized library conferences. Registration for events should take advantage of “early bird” fee reductions when possible.

DEFINITIONS

PROCEDURE



Policy EMP307: Recognition of Departing Staff Members

Category: Employees

Policy EMP307: Recognition of Departing Staff Members

Approved: April 4, 2017

Revised: September 2020

Future Review: December 2023

POLICY

The Library Board wishes to recognize staff who retire or resign after more than five (5) years of service.

PURPOSE

RESPONSIBILITY

1. Staff who retire or resign after more than five (5) years of service will be acknowledged with a celebration and gift from the Library Board.
2. The value of the gift will be \$10 per year of service, based on the staff member's original start date.
3. The Board will contribute up to \$250.00 to the cost of the celebration.
4. The departing member will receive public recognition (e.g., newspaper and/or social media).

DEFINITIONS

PROCEDURE



Policy EMP308: Work Alone Policy

Category: Employees

Policy EMP308: Work Alone Policy

Originated: October 2020

Revised:

Approved:

Future Review: December 2023

POLICY

PURPOSE

To establish a procedure to match Policy HR201 and ensure that staff working alone are aware of how they are to ensure a safety check-in.

RESPONSIBILITY

All employees

DEFINITIONS

PROCEDURE

In general:

- Working alone requires you to take charge of your own personal safety.
- If you are working alone during closed hours, keep the doors locked.
- When leaving the building, scan the parking lot and make sure that it is safe to exit.
- To deal with maintenance issues, the lack of snow removal, or burnt-out exterior lights, advise the Library Manager by email.
- Discuss any safety/security concerns with your supervisor. Staff has a right to refuse unsafe work.
- Carry your car keys in your hand. You can use them to set off the alarm in your car.
- Park close to the building.
- Check your car to make sure that no one is in the back seat or under your car.
- Think about your escape route.
- High-risk tasks, such as changing lights or climbing ladders, will not be performed when working alone.
- Complete an incident report after a situation where you felt unsafe so that this situation can be addressed.

No matter the situation, working alone or otherwise, in the event of a threat or emergency staff is to call 911, then follow through with OHS procedures.



Work alone situation during operational hours:

- Occasionally staff may have to work alone while the library is open to the public.
- In this case, the staff working will be responsible to check in to an agreed-upon designated staff (Library Manager, Assistant Manager) by text or phone.
- Staff will check in every two (2) hours and at the end of shift once safety in vehicle.
- If working staff do not check in, the designated staff will call the library main phone number for a check in. If there is no response, the designate is to call 911 and ask the police to do an employee safety check. The designate will also head to the library to do a physical check and determine the course of action upon arrival as per OHS guidelines for emergencies if necessary.
- Staff should not be in the library outside of their unscheduled hours.
- Should the staff who are on shift fail to adhere to the work alone procedures HR measures will be taken.



Policy EMP309: Part-Time Sick Leave

Category: Employees

Policy EMP309: Part-Time Sick Leave

Originated: February 2023

Approved: April 2023

Future Review: April 2026

Policy

Permanent part-time staff members are eligible for a prorated health leave, depending on their average number of work hours budgeted per week.

Bonnyville Municipal Library part-time circulation staff work an average of 22 hours per week, approximately 63% of the full-time schedule. The Programmer works 26 hours per week, approximately 75% of the full-time schedule.

- Library Programmer will receive 52 sick hours per year.
- Circulation staff will receive 44 sick hours per year.

Sick time will reset on January 1 of each year. Any unused portion of sick leave will be forfeited on December 31 of each year and will not be carried over or paid out.

If a staff member chooses to use sick time to care for family members, no additional paid sick leave will be given throughout the year as a top-up.

If a staff member uses their allotted paid leave, they are not eligible for additional paid leave as a top-up. The employee must take unpaid leave.

Unused sick time has no cash value. It will be forfeited upon termination of employment and will not be paid out.

Purpose

Allowing for full recovery and time to schedule important medical appointments, without stress, will contribute to overall job satisfaction and a healthy workplace.

Responsibility

Staff are to inform the Library Manager of their intention/need to take a sick day with as much notice as possible.

Any sick leave over 3 scheduled shift days requires a doctor's note, however the Library Manager reserves the right to request a doctor's note at any point.

Staff may use their sick leave for preventative or non-emergency medical appointments but must make alternative staffing arrangements with the Library Manager 7 days in advance of taking time off.

Staff may use their sick leave to take care of family members.



Policy EMP310: Volunteers

Category: Employees

Policy EMP310: Volunteers

Originated: June 2023

Approved: June 2023

Future Review: June 2026

Definition

Volunteer: a person who performs services for the Bonnyville Municipal Library without wages, benefits or expectation of compensation of any kind. Volunteers do not replace staff but rather supplement and enhance services. Volunteers must be at least 14 years of age.

Purpose

The Bonnyville Municipal Library welcomes volunteers from the community to engage in various tasks in the library as they are available. The Library Board recognizes that volunteering creates opportunities for individuals to actively participate as citizens of the community; acts to familiarize individuals with the library; and supplements the efforts of paid staff.

Policy

Individuals interested in volunteering at the Library can apply directly to the Library Manager through sending a resume and cover letter. f of all volunteers is at the discretion of the Library Manager and either the Program Coordinator or the Assistant Librarian depending on the role applied for.

The Library welcomes all community members to volunteer their time, particularly students in school requiring educational credit for volunteering, youth in the community requiring hours for community service, and those requiring internships or cooperative placements. In these cases, a signed agreement must be in effect with the school, program or community organization that identifies the responsibility of managing and caring for volunteers.

All volunteers over the age of 18 will need to supply a criminal record check. A failed record check will result in the volunteer application not being accepted.

All volunteers will undergo an orientation with the OHS Coordinator to familiarize themselves with the health and safety procedures in the Library. They will be supervised jointly by the Library Manager and the Program Coordinator or the Assistant Librarian depending on the role applied for.

Volunteer records are afforded the same confidentiality as staff records. Records are confidential and kept in a secure location. These records may include, but are not limited to, resumes and cover letters, interview questions, and criminal record checks.

Every effort will be made to accommodate volunteers, however the Library Board acknowledges that volunteer opportunities are limited and paid staff take precedence. Volunteer opportunities may be limited.



Library staff such as the Program Coordinator and the Assistant Librarian will directly supervise all volunteers. Should disciplinary action be required, the Library Manager will decide on the appropriate course of action.

Volunteers will follow the policies and procedures of the Library. Should a volunteer fail to do so, or should they fail to meet the expectations of their position, the Library Manager will decide on the appropriate course of action.

Upon request from the volunteer, the Library Manager will provide a letter confirming the volunteer's contribution to the Library. The Library will not provide a reference for the volunteer beyond this confirmation.