

Policy Manual of the Sexsmith Shannon Municipal Library

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INTRODUCTION

It is the hope and the intention of the present Library Board that this manual shall:

- (1) provide a firm foundation for the administration of the Library and the basis for procedures;
- (2) provide the rationale for planning and budgeting;
- (3) provide a reference source of all current rules, regulations and procedures that govern the Library.
- (4) provide continuing guidance in a written form for future boards, librarians and the local community.

The Policy Manual is divided into four sections:

- (I) The Role of the Library
- (II) The Objectives of the Library
- (III) Library Board Policy
- (IV) Rules, Regulations and Procedures of the Library.

THE ROLE OF THE LIBRARY

The Library is dedicated to the education, recreation, cultural enlightenment, freedom to read and informational needs of all citizens.

The Library Board recognizes that the role of the Library has expanded to satisfy the growing needs of the age in which we live and that the Library shall continue to expand with the needs of the future.

THE OBJECTIVES OF THE LIBRARY

The Library shall strive to meet the following objectives:

- (1) To establish, maintain and preserve, in an organized collection, books and selected educational, cultural and recreational material in order to promote an enlightened community and enriched personal lives.
- (2) To serve the community as a center of reliable information.
- (3) To provide opportunity and encouragement for continuous education to all the people in the community.
- (4) To support educational, civic and cultural activities of groups and organizations.
- (5) To seek continually to identify community needs, to provide services to meet such needs, and to cooperate with other organizations, agencies and institutions that can provide programs or services to meet community needs.
- (6) To provide opportunity for recreation through the use of literature, music, films, crafts, and other art forms.
- (7) To achieve maximum patronage and use of services and resources by reaching out to all members of the community.
- (8) To co-ordinate with the Peace Library System to extend Library services to the patrons of the Sexsmith Shannon Library and other libraries within the System.

RULES, REGULATIONS AND PROCEDURES OF THE LIBRARY

This section of the policy manual should be reviewed annually, preferably at the February meeting when, if necessary, existing policies may be amended or deleted and new policies may be added.

BOARD APPOINTMENTS AND TERMS OF OFFICE

- A. Board members shall be appointed for a three-year term. Board members may not serve more than two consecutive terms of office without approval of 2/3 of Council.
- B. Three Board positions shall be advertised in October of each year, with terms commencing January 1st of the following year, or as need dictates.
- C. Prospective new Board members as well as Board members whose terms have expired, may indicate their willingness to let their names stand for possible appointment by writing to the secretary of the Library Board by October 31st.
- D. The Library Board will consider all applications at the November meeting and submit all letters of application to town council with recommendations for possible Board appointments.
- E. The Library Board will leave the final decision of Board appointments with the town council.
- F. All Board positions, either full-term or part-term, shall be advertised.
- G. The Board shall consist of no less than 5 nor no more than 10 members.

DUTIES OF LIBRARY BOARD MEMBERS

- A. In appointing you as a Board member, town council has expressed its faith in your ability and integrity by placing its trust in you to run your Library.
- B. Board members shall cooperate with other Board members to meet the objectives of the Library.
- C. Board members who absent themselves from the meetings of the Board for three consecutive meetings without just cause shall vacate their seats.
- D. Board members are required to read the following items: The Alberta Library Trustees Handbook, the Library Act and the Policy Manual of this Board.
- E. Board members shall be required to serve on various committees as required.
- F. Board members must be willing to give freely of their time, skills and themselves.
- G. While on board business, trustees shall be reimbursed their expenses for hotel and meals, plus mileage as determined by government rates.

DUTIES OF THE BOARD CHAIRMAN

The Board Chairman is the executive officer responsible for:

- A. Ensuring that Board affairs are conducted according to the policies of the Board and the Library Act.
- B. Coordinating all business affairs of the Board
- C. Planning and conducting regular and special meetings of the Board. She/he shall cooperate with the secretary to assure that an agenda is prepared for each meeting and copies made for all members.
- D. Supervising the activities of all other positions to ensure that their duties are being fulfilled properly.
- E. Serving as an ex-officio member of all committees of the Board giving assistance as required.
- F. Keeping Board members informed of LAA and ALTA news by reading LAA and ALTA newsletters and publications and presenting a summary of information to the Board at monthly meetings.

DUTIES OF THE SECRETARY

The non-voting Secretary shall be the librarian who will be responsible for:

A. Preparing and maintaining on file the minutes of the Board.

As official documents which record the affairs and decisions of the Board, the minutes should include:

- the date, time and place of each meeting
- the kind of meeting (regular or special)
- the name of the chairman of the meeting
- a list of members and guests present
- approval of minutes of preceding meeting which should then be signed by the Chairman
- a summary of committee reports
- decisions made, whether by consensus or by motion
- the mover and result of each motion
- policies and procedures not defined in the Library Act which should then be added to the policy manual of the Board
- a statement of the total amount of monthly accounts payable
- a record of motion authorizing the treasurer to pay non-budget items
- any item of information as directed by the Board.

If a meeting concludes before the agenda is completed, remaining items should be recorded in the minutes and placed before the next meeting.

Minutes should be kept brief, factual and organized so that all resolutions and policy decisions are clearly and easily identified.

B. Preparing an agenda for each Board meeting and copies for all Board members.

C. Preparing, receiving and maintaining on file all correspondence for the Board.

D. Accepting responsibility for other designated duties.

DUTIES OF THE TREASURER

The treasurer is the executive officer responsible for:

- A. Ensuring financial accounts, contracts and agreements are conducted according to sound accounting and business practices.
- B. Paying accounts by cheque, counter-signed by a designated executive officer, usually the Board Chairman.
- C. Preparing the annual financial statement and submitting it to the official auditor for audit.

DUTIES OF THE LIBRARIAN

The Librarian is responsible for:

- A. Providing the best possible reader and reference service to the community.
- B. Maintaining the Library in an orderly state, thereby ensuring consistency of operation.
- C. Sharing the following duties with the Library Assistant and volunteers:
 - 1. Operating the circulation desk and re-shelving books.
 - 2. Issuing membership cards and receipts for dues of same.
 - 3. Maintaining records of memberships and issuing renewal notices.
 - 4. Issuing overdue notices and collecting overdue fines
 - 5. Processing new books and donated books (as selected).
 - 6. Maintaining old books with minor repairs on a regular basis.
 - 7. Keeping computer catalogue maintained and up-to-date.
 - 8. Administering the Inter-Library Loan Service, Talking Books Service and the Large Print Materials and Foreign Language Materials programs.
- B. Sharing responsibility for ordering new books and magazines.
- F. Selection, training and supervision of staff and volunteers.
- G. Opening, reading and filing of all incoming mail, immediately drawing to the Board's attention matters of prime importance and replying as requested.
- H. Administering Board-approved programs which seek to improve the quality and quantity of Library services to the community (such as children's storyhours, book reviews, music appreciation, hobby clubs, art displays, book displays, preparing reference materials on request). This could be done by cooperating with other libraries in the area and by utilizing the talents of resource people in the community.
- I. Attending workshops for which expenses and mileage will be paid by the Library Board at the going government rate.
- J. Attending Library Board meetings in order to be cognizant of Library Board policy and to give monthly reports. The librarian will be excused from those meetings which consider employment, salary and performance of the librarian.
- K. Studying the Library's Policy Manual to become familiar with its guidelines.
- L. To access funding through grants and existing funding sources.

- M. Preparing the annual budget for adoption by the Library Board, sending copies of the adopted budget to Alberta Community Development, town council, the County of Grande Prairie #1, and the Peace Library System for their information
- N. Receiving monies payable to the Library Board, and depositing all cash and cheques promptly.
- O. Preparing accounts for payment, after authorized to do so by the Board.
- Q. Keeping a detailed record of all monies received and expended.
- R. Balancing financial books and preparing a bank reconciliation statement each month.
- S. Presenting a monthly financial report to the Board.
- T. Maintaining a file of all receipts or vouchers for which funds were paid out.
- U. Maintaining a file of all cancelled cheques.
- V. Assist the treasurer in preparing the annual financial statement and submitting it to the official auditor for audit, sending copies of the audited financial statement to Alberta Community Development, town council, the County of Grande Prairie #1, and the Peace Library System for their information.

I. LIBRARY USE POLICY

- A. The Library will serve all residents of the community and the surrounding rural area. Service will not be denied or curtailed because of religious, racial, social, economic or political status.
- B. The use of the Library or its services shall be limited when excessive demands of groups or individuals tend to curtail service to the general public.
- C. The use of the Library or its services may be denied for due cause. Such cause may be failure to return books or other items, failure to pay penalties, failure to pay for damaged or lost materials, destruction of Library property, disturbance of other patrons, or any other objectionable conduct on Library premises.

DATE APPROVED October 8, 1997

BOARD CHAIRMAN _____

II. LIBRARY SERVICES POLICY

- A. The Library will select from the whole range of available materials, and organize for ease of access, those books and materials that best meet the needs of the community.
- B. The Library staff will provide guidance and assistance to enable people to find the information they seek.
- C. The Library will initiate programs to stimulate the use of Library materials for the enlightenment of people of all ages. This may be done through publicity, displays and exhibits, story hours, book talks, summer programs, special programs, films and other appropriate means, either in the Library or in conjunction with community organizations.
- D. The Library will cooperate with other community agencies and organizations to determine and meet the educational needs of the community and to assist them in their programs.
- E. The Library accepts responsibility for securing information beyond its own resources by borrowing materials which it does not own, and which cannot be purchased, or for which the demand does not justify purchase.
- F. The Library will loan material to other libraries as requested. However, patrons of this Library have priority in the use of Library materials.
- G. The Board of Trustees recognizes that no single Library can meet all the demands of its community. Libraries in different political sub-divisions working together, sharing their services and resources, can meet more nearly the full needs of their users. The Board and the librarian, therefore, will be alert to opportunities for cooperation with other libraries to strengthen the services and resources of the Library.
- H. The Library will endeavor to maintain a balance in its services.
- I. The Library will cooperate with, but cannot perform the function of school libraries or other institutional libraries, which are designed primarily to meet curriculum needs.
- J. Library services will be provided during the hours, which best meet, the needs of the community. These hours may be changed at the discretion of the board.
- K. Periodic reviews will be made of Library service to determine whether the needs of the community and budgetary restraints indicate that present services should be modified or new services added.

- L. As an extension, the Library will utilize the Peace Library System Focus Catalogue and the Provincial Network programs to obtain those materials it cannot supply from its' own collection. The Library will adhere to the guidelines and instructions set down by the Department of Community Development, Libraries Branch, and the Peace Library System and its' resource Library, the Grande Prairie Public Library. If there is a cost associated with this service, it shall be incumbent upon the user to cover these charges.
- M. The Library will provide Library materials in languages other than English by utilizing the Department of Community Development, Library Services Branch. The Library will follow and adhere to the guidelines and instructions set down by the Department.
- N. The Library will attempt to meet the needs of persons unable to use conventional print material. The Library will utilize the Large Print and Talking Book services provided by the Peace Library System. The Library will follow and adhere to the guidelines set down by the System, and make staff aware of the eligibility requirements of the patrons.
- O. New staff shall be inserviced within one (1) month of appointment regarding the policies and procedures covering above items L, M and N.

DATE APPROVED October 8, 1997

BOARD CHAIRMAN _____

III. LIBRARY MATERIALS POLICY

- A. The Library will provide any materials, either by purchase or through cooperation with other libraries, which will help to meet objectives. Materials may include books, periodicals, pamphlets, newspapers, pictures, slides, microfilms, recordings, cassettes, maps, music scores, filmstrips, compact discs, videos and computer software.
- B. Materials that are no longer useful will be weeded annually from the collection. Such materials will be discarded.
- C. Books and other materials will be accepted as gifts on the condition that the librarian and/or Library board has the authority to make whatever disposition they deem advisable.
- D. To safeguard access to the widest possible variety of resources, the Library adopts the policy of "freedom to read".
- E. The Library subscribes to the "Statement of Intellectual Freedom" adopted by the Canadian Library Association, as printed below:

Intellectual Freedom

1. All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom is essential to the health and development of Canadian society.
2. Libraries have a basic responsibility for the development and maintenance of intellectual freedom.
3. It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.
4. It is the responsibility of libraries to guarantee the right of free expression by making available all the Library's public facilities and services to all individuals and groups who need them.

5. Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.
6. Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

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BOARD CHAIRMAN _____

IV. LIBRARY FACILITIES POLICY

- A. A Library building should be designed as a community's informational and cultural centre, a stimulator of new ideas, and a centre for continuing education for patrons of all ages.
- B. The Library should have a pleasant and inviting atmosphere. It should offer to the community a compelling invitation to enter, read, look, listen and learn.
- C. It is crucial that the Library be located at the hub of the community -- where the people are -- in order to achieve maximum use of materials and services.
- D. The Library will be open to the public as per attached appendix A.
- E. To achieve the goal of good Library service, the Board of Trustees accepts the responsibility to see that public Library building facilities are provided which will adequately meet the physical requirements of modern Library service.
- F. The Board of Trustees accepts the responsibility for securing the funds for needed facilities. However, this does not obligate the Board of Trustees to raise all monies necessary for such a facility.
- G. Charges for the use of Library premises not normally used for Library purposes shall be scheduled if the need arises.

DATE APPROVED October 8, 1997

BOARD CHAIRMAN _____

V. PUBLIC RELATIONS POLICY

- A. The Board recognizes that public relations involve every person who has any connection with the Library. The Board urges its own members and all staff members to realize that he/she represents the Library in every public contact.
- B. The Board recognizes the importance of a vibrant Library image and is committed to presenting such an image to the public. The Board realizes that the Library must package and sell its services and materials to the public in order to achieve maximum usage.
- C. The Board recognizes that relations with the community are most effective if they are regular, consistent and persistent.
- D. The Board and the librarian are expected to participate in community activities and give talks to groups or individuals about Library services as required.
- E. The two prime aims of the Library's public relations program are:
 - (1) to make governing leaders, civic officials and the general public aware of the Library's objectives and services and to promote understanding of these goals and services;
 - (2) to encourage active participation by people of all ages in the varied services of the Library.

DATE APPROVED November 12, 1997

BOARD CHAIRMAN _____

VI. LIBRARY ORGANIZATIONS POLICY

- A. The Board recognizes the importance of supporting the Alberta Library Trustees Association (ALTA) -- the political voice and lobbying force of Alberta public Library trustees as well as the Library Association of Alberta (LAA) -- the provincial association dedicated to the development of all types of libraries in Alberta.
- B. The Board will show their support to both associations by being a member of both associations.
- C. The Board will strive to keep informed, through association newsletters and publications, as to what other libraries in Alberta are doing as well as what is happening at the provincial level that will affect libraries at the municipal level.

Note: It should be remembered that the role of the Library, Library objectives and policies should be reviewed regularly. The Board must be receptive toward needed changes and revisions in policy in order to meet situations which arise.

DATE APPROVED November 12, 1997

BOARD CHAIRMAN _____

VII. PERSONNEL POLICIES

- A. Personnel shall be hired on shown interest, have an ability to work well with the public, have good typing and filing skills, with preference being given to those who possess basic Library knowledge. The successful applicant must be willing to pursue related courses such as the Rural Library Training, and other workshops to improve his/her knowledge in Library skills. The interviewing and selection for the position of librarian shall be done by committee, made up of the Town Manager, Library Board Chair and one other Library Board Trustee. The librarian is responsible for hiring other staff.
- B. New staff shall serve a six (6) month probationary period. Benefits and policies shall be as set out under the Town of Sexsmith's conditions of employment and employee benefit package.
- C. A committee, appointed by the Board shall carry out a performance appraisal of the librarian on an annual basis; the librarian shall carry out a performance evaluation on other staff, each of which is to be carried out one month before his/her anniversary date. The performance appraisal results shall be forwarded to the town administrator.
- D. Working hours shall be set out as in attached appendix A.
- E. In the event of a grievance, a three-member committee shall be struck - 1 member selected by the grievor, 1 member appointed by the Library board, and 1 mutually agreed upon arbitrator. Decisions of this committee will be binding upon both parties.

DATE APPROVED November 12, 1997

BOARD CHAIRMAN _____

VIII. LIBRARY MEMBERSHIP POLICY

A. MEMBERSHIP FEES

- (1) The Library shall charge a membership fee to all persons wishing to borrow materials of any kind from the Library.
- (2) A membership card shall be issued to each borrower. It shall be valid for one year from date of issue and shall indicate the expiry date.

In the event of a universal borrower's card (i.e. a valid card from another Library within the Peace Library System); the membership will expire on the day stated on the resident card.

- (3) Memberships shall be valid for one year from the date of issue unless sooner revoked by the librarian for cause. (See Revoking of Membership)
- (4) The fee structure shall be approved by the Board at the beginning of each calendar year. The amount shall be as stated in attached appendix A.
- (5) User records shall be held in the strictest confidence and will not be available to anyone other than Library staff, except as directed by a legal subpoena.

If parents have concerns regarding their child's reading selections, they may make a formal request to the Library Board that their child's selections be disclosed. The decision of the Board shall be final and not subject to appeal.

B. REVOKING OF LIBRARY MEMBERSHIPS

- (1) The librarian shall revoke the membership of any patron when the patron has:
 - (a) failed to pay overdue Library fines in excess of \$5.00;
 - (b) failed to pay for damaged or lost items entrusted to his/her care within two weeks of the final letter mailing giving such notice;
 - (c) failed to return Library items as requested by the librarian.
- (2) Patrons guilty of said offences listed above shall have their names placed on a restricted list and borrowing privileges shall be cancelled until such time as all overdue fines are paid, damaged or lost items are paid for, or Library items previously withheld are returned. This policy shall be strictly enforced. In such a

case where legal action may be required, the matter will be brought before the board for review, once approval has been given; the appropriate steps will be taken.

- (3) When the librarian has revoked a membership, the patron, or where the patron is a junior member, his/her parent or guardian may, within 30 days of such revocation, make an appeal to the Board in writing against the revocation - being sure to set out the grounds of the appeal.
- (4) The librarian shall bring the appeal before the Board. The decision of the Board in an appeal pursuant to Section B (3) is final and not subject to further appeal.

C. EXPIRED MEMBERSHIPS

- (1) Patrons will have four weeks of grace from the date of expiry before their Library privileges will be cancelled.
- (2) A patron will not be allowed to borrow beyond the four-week grace period unless the membership is renewed.

DATE APPROVED November 12, 1997

BOARD CHAIRMAN _____

IX. OVERDUE BOOK POLICY

- A. Books not returned within three weeks are considered to be overdue books.
- B. Patrons shall be notified by telephone where possible and by mail if necessary.
- C. Fines shall be assessed according to the fine schedule.

OVERDUE BOOK FINES

- A. Patrons shall be charged \$.10 for each day for each overdue book to a maximum of 40 days overdue except in the case of LOST BOOKS - section B(4b).

DATE APPROVED February 10, 1999

BOARD CHAIRMAN _____

X. LOST BOOK POLICY

- A. A book that is eight weeks overdue is considered to be lost.
- B. A letter shall be mailed informing the patron that the Library considers the book to be lost and that the Library's lost book policy is as follows:
- (1) Where a list price is available, patrons shall be charged the full list price, plus \$3.00 to cover cost of processing.
 - (2) Where a list price is not available, patrons shall be charged the full replacement cost of the book plus \$3.00 to cover the cost of processing.
 - (3) When a book is out of print or cannot be obtained for some other reason, the Library reserves the right to choose a book of similar value to replace it and the patron shall be charged the full replacement cost, plus \$3.00 to cover the cost of processing.
 - (4a) If a "lost book" is returned after the final letter has been mailed but before the Library has purchased a replacement, the book shall be accepted in lieu of payment and fines accumulated to date returned, to a maximum of \$5.00, will be charged.
 - (4b) If a "lost book" is returned after the final letter has been mailed and a replacement has already been purchased, the patron shall be required to pay for the replacement according to Section B(1), (2) or (3) of the Lost Book Policy. Accumulated fines will not be charged. The patron may keep the found book if he/she wishes.
 - (5) If a "lost book" is found after it has been paid for by the patron, the patron may keep the found book if he/she wishes. Money will not be refunded. The only exception to this would be in the case of a rare and/or valuable book. The decision will be the librarian's. (eg. local history book, very expensive books, books that are out of print)
 - (5) Accumulated fines are not charged for lost books except in the case of Section B(4a).

DATE APPROVED December 10, 1997

BOARD CHAIRMAN _____

XI. DAMAGED BOOK POLICY

- A. Books that are unreasonably soiled or damaged beyond repair will be treated the same as lost books.
- B. A letter shall be mailed to the patron informing him/her that the Library considers the book to be damaged beyond repair and that the Library considers such books to be treated as lost.
- C. Items B(1), (2), (3) & (6) of LOST BOOK POLICY apply to DAMAGED BOOKS and shall be indicated in the letter.
- D. The librarian's decision as to what constitutes unreasonable soiling or damage will be final.
- E. Repairs for damaged items will be assessed by the librarian:

<u>Item Damaged</u>	<u>Type of Damage</u>
Plastic Covers	Damaged/Lost
Spines	Damaged/Broken
Pages (erasures required)	Scribbles
Bar Codes	Removed

DATE APPROVED December 10, 1997

BOARD CHAIRMAN _____

XII. OVERDUE A.V. MATERIAL POLICY

- A. A.V. Materials consist of Cassettes, Videos, Compact Discs, and Books on Tape.
- B. A.V. items not returned within one week of date due are considered to be overdue materials.
- C. Patrons shall be notified by telephone where possible and by mail if necessary.
- D. Fines shall be assessed according to the Fine Schedule.

OVERDUE A.V. MATERIAL FINES

- A. Patrons shall be charged \$.25 a day for each overdue item for each open Library day to a maximum of 20 days overdue except in the case of LOST A.V. MATERIALS - Section B(4b).

DATE APPROVED December 10, 1997

BOARD CHAIRMAN _____

XIII. LOST A.V. MATERIAL POLICY

- A. A.V. Material that is three weeks overdue is considered to be lost.
- B. A letter shall be mailed informing the patron that the Library considers the item to be lost and that the Library's lost A.V. Material Policy is as follows:
- (1) Where a list price is available, patrons shall be charged the full list price, including GST, plus \$3.00 to cover cost of processing.
 - (2) Where a list price is not available, patrons shall be charged the full replacement cost of the item including GST, plus \$3.00 to cover cost of processing.
 - (3) When an item is out of print or cannot be obtained for some other reason, the Library reserves the right to choose material of similar value to replace it and the patron shall be charged the full replacement cost including GST, plus \$3.00 to cover cost of processing.
 - (4a) If a "lost item" is returned after the final letter has been mailed but before the Library has purchased a replacement, the item shall be accepted in lieu of payment and fines accumulated to date returned to a maximum of \$5.00 will be charged.
 - (4b) If a "lost item" is returned after the final letter has been mailed and a replacement has already been purchased by the Library, the patron shall be required to pay for the replacement according to Section B(1), (2) or (3) of the LOST A.V. MATERIALS POLICY. Accumulated fines will not be charged. The patron may keep the found item if he/she wishes.
 - (5) If a "lost item" is found after it has been paid for by the patron, the patron may keep the found item if he/she wishes. Money will not be refunded. The exception to this would be in the case of rare and/or valuable items. The decision will be the librarian's.
 - (6) Accumulated fines are not charged for lost A.V. items except in the case of Section B(4a).

DATE APPROVED December 10, 1997

BOARD CHAIRMAN _____

XIV. DAMAGED A.V. MATERIAL POLICY

- A. A.V. Materials that are returned unreasonably scratched, broken or damaged so that they cannot be used by others will be treated the same as LOST A.V. MATERIALS.
- B. A letter shall be mailed informing the patron that the Library considers the material to be unreasonably scratched, broken or damaged so that others cannot use it and that in such a case the Library considers such materials to be treated as lost.
- C. Items B (1), (2), (3), & (6) of LOST A.V. MATERIALS policy apply to DAMAGED A.V. MATERIALS and shall be indicated in the letter.
- D. The librarian's decision in these matters will be final.

DISCLAIMER

The patron accepts responsibility for any damage allegedly caused by materials borrowed from the library.

DATE APPROVED December 10, 1997

BOARD CHAIRMAN _____

XV. LOANS AND LOAN PERIOD POLICY

- A. At any given time, a patron may have no more than three Library items by any author, or of any subject or series in his/her possession.
- B. There is a limit of three of any type of audiovisual materials, such as books on tape, book kits, videos and compact disks and computer software.
- C. Reference materials, clearly marked as such by a Reference label, are for use in the Library only and are not available for loan. These include such materials as encyclopedia, atlas, works of arts, history books, almanacs, and assorted expensive or out-of-print materials.
- D. It is the librarian's decision whether or not to grant special borrowing privileges to patrons who need more than the maximum amount of books and/or A.V. materials for special projects such as workshops, study courses and book-talk programs. If, in the librarian's judgement, the Library's resources would not be depleted by the large loan, the loan limitations in A. may be waived for that occasion.

Book Loan Period: Material may be kept for three weeks.

A.V. Material Loan Period: Material may be kept for one week.

Magazine Loan Period: Material may be kept for one week.

RENEWAL POLICY

- A. An item may be renewed two times provided that it has not been requested by another patron.
- B. Items may be renewed by telephone.

RESERVED POLICY

- A. An item shall be reserved upon request by a patron on a first come, first serve basis. The patron must leave his name and phone number. When the item comes in, the patron shall be notified by telephone. If there is no one else on the reserve list the item will be held for a period of one week, otherwise the maximum hold period will be two days.

DATE APPROVED September 13, 2000

BOARD CHAIRMAN _____

XVI. LIBRARY MATERIALS AND BOOK SELECTION POLICY

- A. This task shall be entrusted to the librarian, who may report to the board at each monthly meeting.
- B. Following the approval of each year's proposed budget, the librarian shall set up a special budget for the purchase of books and other materials which can be loaned (such as videos, cassettes, compact discs, books on tape, etc.). The majority of items will be ordered directly through the Peace Library System, with the monies to be paid directly from our allotment.
- C. The librarian shall then present the budget to the Board for information.
- D. The librarian shall have the authority to purchase books and other materials for loan in accordance with accepted reviewing sources. Every effort will be made to purchase them at discount through the Peace Library System.
- E. Materials acquired will meet high standards of quality in content, expression and format.
- F. Materials which are no longer useful in the light of stated objectives will be systematically weeded from the collection. Such materials will be disposed of at the discretion of the librarian.

DATE APPROVED January 14, 1998

BOARD CHAIRMAN _____

XVII. FINANCE POLICY

The Sexsmith Library Board upholds the principle of:

- 1) responsible fiscal planning, and efficient procedures for the smooth operation of the financial practices of the Library;
 - 2) accurate records of the accounts of the Library.
- A. The Sexsmith Shannon Library shall keep distinct and regular accounts of its receipts, payments, credits, assets and liabilities and shall have these accounts for each fiscal year audited by an independent auditor approved by town council. Such accounts shall be kept in accordance with generally accepted accounting principles.

FISCAL YEAR

- A. The fiscal year shall be January 01 to December 31 of each year.

ACCOUNTING RECORDS

- A. All accounts and records shall be retained for a minimum of seven years.

AUDIT

- A. The financial records of the Library shall be audited no later than June 30 of the year following the year under audit.

BANKING

- A. From time to time, the Library Board, at its discretion, may review the banking services received by the Library.

BUDGET

- A. The budget is prepared by the Librarian and presented to the Library Board in the first quarter of the budget year for approval.
- B. The Library Board may revise the budget from time-to-time.

FINANCIAL STATEMENTS

- A. Monthly financial statements of all accounts shall be prepared by the Library Board Treasurer outlining the monthly payments and income.
- B. Annual financial statements, balanced to the general ledger, shall be prepared by the Treasurer and the Librarian.
- C. Annual financial statements shall be taken to the Library Board for approval before sending to the auditor.

PETTY CASH

- A. A petty cash fund of \$200.00 shall be established to be used for cash purchases necessary for the daily operation of the Library.
- B. The librarian shall obtain a receipt for each expenditure and shall maintain a record of all purchases.
- C. The treasurer will replenish the petty cash fund by issuing a cheque for the total value of receipts submitted by the librarian.

TENDERS

- A. For all budget approved purchases exceeding \$1,000, the librarian shall secure a minimum of three price quotes which will then be presented to the board for a final decision.

SIGNING AUTHORITY

- A. Two signatures are required on all cheques. At least one of the two signatures will be that of the Treasurer of the Library Board and one other designated board member.

DATE APPROVED February 9, 2000

BOARD CHAIRMAN _____

XVIII. MEMORIAL BOOK FUND POLICY

- A. All memoriam shall be recorded in a special memoriam book whether they are books donated in memory or money received.
- B. To avoid discard problems, books will not be inscribed "in memory of".
- C. One card shall be sent to the family to acknowledge memorials. This card shall list all names and addresses of the donators. Late donations shall be acknowledged in a letter to the family three months later.

DATE APPROVED January 14, 1998

BOARD CHAIRMAN _____

XIX. PHOTOCOPIER POLICY

- A. Photocopier service will be available to all members of the public, in accordance with current copyright law.
- B. Charges will be levied per copy, as per attached appendix A.

DATE APPROVED January 14, 1998

BOARD CHAIRMAN _____

XX. DONATED MATERIALS POLICY

- A. The Library will accept, as gifts, new or used donated books and/or A.V. materials only on the condition that the librarian and/or Library board has the authority to make whatever dispositions they deem advisable.
- B. Thank-you notes shall be mailed to individuals or groups for donations of materials or books of significant value at the discretion of the librarian and/or Library board. The librarian or a Board member shall acknowledge smaller donations by telephone or personally.

DATE APPROVED February 11, 1998

BOARD CHAIRMAN _____

XXI. BOOK RECONSIDERATION POLICY

- A. If a person makes a complaint about the subject matter, language or other area of a particular book, he/she shall be required to complete the "Request for Reconsideration of a Book" form.
- B. This form must be completed outside the Library premises and returned within seven days from date issued.
- C. Upon receipt of the required completed form, the librarian will bring the matter before the Board at the next meeting.
- C. The Board's decision in such matters will be final and not subject to appeal.

DATE APPROVED February 11, 1998

BOARD CHAIRMAN _____

XXII. MEETING DATE AND FREQUENCY

- A. The Board shall hold monthly meetings, as per attached appendix A, except for the months of July and August.
- B. Special meetings may be called at any time as required.
- C. All Library Board meetings will be held in the Library at 7:00 p.m.

DATE APPROVED February 11, 1998

BOARD CHAIRMAN _____

XXIII. RESOURCE SHARING POLICY

The Sexsmith Shannon Library sees resource sharing as an integral part of the service provided by the Library.

ALBERTA LIBRARY CARD

- A. All valid Alberta Library cards from all participating public libraries in the Province will be recognized. They will not be charged a membership fee and will reflect the same expiry date as that from their local Library. All local rules, policies and procedures will apply to these patrons.
- B. Books from this Library can be returned at any of the above libraries. Alberta Library procedures are to followed for the return of these books.
- C. Books from any public Library in the Province can be returned here and we will follow Alberta Library procedures to see that they are returned.

INTERLIBRARY LOANS

- A. It is the policy of the Board to provide access to information for patrons of this Library. Therefore, if the Library does not own the needed information, the Library will endeavor to obtain it through the most efficient means possible.
- B. Every attempt will be made to contact local sources for items we cannot supply from our local collection. We will first utilize the Peace Library System catalogue, and if the item is not available in our system, we will search all available on-line catalogues. If nothing is found, we will then access the provincial services provided by Chinook Arch Regional System. The Library patron will be responsible for any costs incurred.
- C. All requests from other libraries will be filled in a timely manner from our collection. The exception will be bestsellers and books on reserve by our local patrons.

DATE APPROVED February 9, 2000

BOARD CHAIRMAN _____

XXIV. PUBLIC ACCESS COMPUTERS / INTERNET ACCESS POLICY

The mission of the Sexsmith Shannon Library is to provide the community of Sexsmith and surrounding area with Library materials and services that stimulate and meet resident's needs for information, education, culture and entertainment. In response to advances in technology and the changing needs of the community, the Library has established public computers providing access to the Internet and other electronic resources.

The Internet, as an information resource, enables the Library to provide information beyond the limits of its own collection. These public access computers provide the opportunity to integrate electronic resources from information networks around the world with the Library's other resources.

ACCESS POLICY

- A. A. The Internet is largely an unregulated medium and there is little international, federal, provincial or municipal control of its users or content. While it offers a wealth of information that is personally, professionally and culturally enriching, it also enables access to some material that may be offensive, disturbing or illegal.
- B. B. The Library does not monitor and has no control over the information accessed through the Internet and is not responsible for its content. Patrons are responsible for the Internet sites they reach and the information they access. Parents or guardians, not the Library or its staff, are responsible for the Internet sites and information accessed by their children. Children under the age of ten must be supervised by an adult.
- C. All public computers, the Internet and the other electronic resources provided by the Library are available equally to all Library patrons in good standing, as well as the general public. Access will be made available on a first come, first served basis. Only parents or guardians may restrict the access of their own children to these resources. Persons under the age of 18 years must get a free Internet User Card from the Library, which must be signed by their parent or guardian. Anyone with an unsigned card will not be allowed to access Internet. Signed cards will be housed at the Library.
- D. The Library, and its staff, cannot control the availability of access to the Internet or to specific information sites. The capacity of the Library's Internet provider is limited and dial-up access is not available at all times. As well, information sites change rapidly and unpredictably. Finally, not all Internet information sources provide accurate, complete or current information. Patrons need to be careful information- consumers and question the validity of the information received.
- E. Library staff cannot provide in-depth training on the Internet, computer hardware or software use or computer jargon - other than by appointment. However, staff will be available during normal Library hours to assist patrons in accessing the Internet, offer searching suggestions and answer questions.

- F. Use of the public access computers is at the sole risk of patrons. The Library will not be responsible for damage to a patron's diskette or computer, for any loss of data, damage or liability that may occur from a patron's use of these computers, whether from computer virus infection, or otherwise.

- G. Computer and Internet access procedures will be established by Library staff, which implements these policies. The current procedures are set out in Appendix "B".

DATE APPROVED January 10, 2001

BOARD CHAIRMAN _____

XXV. RECORDS MANAGEMENT POLICY

1. The storage of files held by the Sexsmith Shannon Library is to be kept to the legal minimum consistent with the efficient operation of the organization and the preservation of a meaningful historical record of the Library.
2. When records are deemed to be vital, the confidentiality or security of the files and the implications of their possible loss or destruction should be taken into account.
3. The costs for space, storage and handling of files should be kept to a minimum.
4. The Librarian will maintain adequate records to compile monthly and annual activity reports.
5. The Sexsmith Library Board shall keep orderly and timely record of its business so that its records are compliant with federal rules and regulations. The Income Tax Act of Canada is cited as the authority for the retention of records.
6. The Librarian will maintain all records for the board. Once the official minutes have been accepted, all notes and drafts relating to the meeting may be destroyed. The minutes of Library Board meetings are deemed to be the historical record of the library and must be kept permanently.
7. With the exception of patron records and personnel records, the records of the Library are deemed to be public information.
8. All patron records are confidential unless subpoenaed by law.
9. The Board gives authority for the destruction of records to the Librarian. The Librarian will be responsible for the proper and complete destruction of the records destroyed under this policy, and will report the destruction of records to the Board.

Date: September 9, 1999

Board Chairperson: _____

APPENDIX A

1. The Library will be open to the public:

Monday	9:30 a.m. – 5:30 p.m.
Tuesday	9:30 a.m. – 5:30 p.m. 7 p.m. - 9 p.m.
Wednesday	9:30 a.m. – 5:30 p.m.
Thursday	9:30 a.m. – 5:30 p.m. 7 p.m. - 9 p.m.
Friday	9:30 a.m. – 5:30 p.m.
Saturday	12:00 - 4:00 p.m.

2. Working hours of the staff:

Subject to town council approval and payment, the librarian shall work a 30 hour week and the assistant librarian a 28 hour week.

3. The membership fee structure of the Sexsmith Shannon Library shall be as follows:

Preschool	free
Children (Gr. 1-6)	\$1.00
Youth (Gr. 7-12)	\$2.00
College students	\$5.00
Adults	\$7.50
Family membership	\$10.00
Group membership (playschool, church, etc.)	\$10.00
Seniors	free

4. Photocopies at the Sexsmith Shannon Library shall cost .25 cents per copy or \$1.00 for scanned color copies. Fax service is available at the following rate: local call .25 per page; long distance 1.00 per page.
5. Regular meetings of the Sexsmith Library Board shall be held on the second Wednesday of each month, except July and August.

APPENDIX "B"

SEXSMITH SHANNON LIBRARY

1. The public access computers will normally be available during regular Library hours, being:

Monday to Friday: 9:30 a.m. – 5:30 p.m.

Tuesday & Thursday: 7:00 p.m. - 9:00 p.m.

Saturday: 12:00 p.m. - 4:00 p.m.

2. Use of the public access computers are on a first come, first served basis. You must sign-in prior to using any of the computers, providing your correct name. Library patrons in good standing may make appointments in advance, either in person or by telephone during regular library hours. Appointments may not be made more than one day in advance.

3. When using the public access computers:

- there is a 30 minute time limit (30 minutes = 1 session)

- access time of 30 minutes per session includes time required for downloading of files (if permitted). There shall be no downloading of copyright information.

- patrons must sign-in for each 30 minute time slot.

- to increase availability of the public access terminals to all possible users, double booking will not be permitted.

- at the end of a 30 minute slot, a patron may sign-in for an additional 30 minute slot, if no one has booked that slot, to a maximum of two hours per day.

- after two hours a patron must leave the computer immediately when another patron wishes to use it.

- latecomers forfeit the portion of their reserved time slot already used and after 10 minutes, another patron may book that time slot.

- please no more than two persons at the computer workstations at a time, space is limited.

4. You can send or receive e-mail (electronic mail) using the public access computers, only using free e-mail services. You cannot access chat rooms using the public access computers. Access to newsgroups is not supported.

5. You cannot use your own software programs or computer hardware on the public access computers. This will help prevent computer viruses that are common to public access computers.
6. You will need to ask a staff member on duty at that time if you wish to save files. Files may only be saved to the computers' "A" drives. Diskettes are available for purchase at cost price. Once a diskette has been taken from the Library it cannot be used in the computers again. If you wish to leave your diskette at the Library, please ask at the circulation desk and this will be arranged. You may not use your own diskettes, as this will minimize the potential for the introduction of computer viruses to the public access computers.

*****WARNING*****

The public access computers use virus-protection software, but this will not completely protect you from obtaining a virus from files downloaded on these computers. Also software downloaded from the Internet may contain a virus. You should have virus-protection software on your computer and check all diskettes.

7. We provide paper for printing. There will be a charge of \$0.25 per page. Staff may stop a print job where an unreasonable number of pages (30 pages or more) have already been printed or where the printing is interfering with another patron's use of the computer. Colour printing is available, the price will depend on the size of the document.
8. You may not always be able to access the Internet or go to information sites you wish to visit. There are various reasons for this, including:
 - the Library's Internet service provider's lines are all busy, or that system is otherwise out of service;
 - the Library's public access computers are temporarily out of service due to technical difficulties;
 - there are too many visitors to an Internet information site and the host computer has temporarily closed or limited access to the site;
 - the host computer for the information site has changed its address or closed down;
 - access to the information site is restricted to authorized individuals only.
9. Library staff is available to help you access the Internet and CD-ROM resources on the public access computers but cannot provide in-depth training. During normal Library hours, reference staff may be able to assist with general questions and offer search suggestions. If you have never used a computer nor have specific questions about the Internet, there are books available which may be of assistance. Please ask about these.

10. Parents are requested to supervise their children's use of the public access computers and the Internet. Unsupervised children who appear to be unable to use the computers or access the Internet, without supervision, will be asked to stop using the equipment. Parents and children are encouraged to read "*Child Safety on the Information Highway*", a useful pamphlet published by the National Center for Missing and Exploited Children. Copies are available in the Library.
11. Misuse of the public access computers or the Internet access will result in loss of your computer privileges.

Dear

RE: REVOKING OF LIBRARY MEMBERSHIP NOTICE

Our records show that you have:

- _____ accumulated overdue fines in excess of \$5.00 per book.
- _____ failed to pay for damaged or lost items within two weeks of final notice.
- _____ failed to return Library items as requested.

It is the policy of the Library to withdraw borrowing privileges until such time as the above matter is dealt with.

Please drop into the Library at your earliest convenience.

Thank you.

Yours Sincerely,

Librarian

Dear

RE: OVERDUE BOOKS

Our records show that you have a book(s) that is eight weeks overdue:

<u>Author</u>	<u>Title</u>	<u>Date Due</u>
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It is the policy of the Library to consider books that are eight weeks overdue as lost books, unless we have been notified otherwise.

The LOST BOOK POLICY of the Library is as follows:

- _____ 1. Where a list price is available, patrons shall be charged the full list price, plus \$3.00 to cover cost of processing.
- _____ 2. Where a list price is not available, patrons shall be charged the full replacement cost of the book, plus \$3.00 to cover the cost of processing.
- _____ 3. When a book is out of print or cannot be obtained from some other reason, the Library reserves the right to choose a book of similar value to replace it and the patron shall be charged the full replacement cost + GST, plus \$3.00 to cover the cost of processing.

The total amount now owing is \$ _____. This includes \$ _____ and \$ _____ for the cost of the book and processing charges respectively.

If you should return a "lost book" after this final letter has been mailed, I will be pleased to discuss our policy regarding this with you.

It would be appreciated if you would give this matter your immediate attention.

Yours sincerely,

Librarian

Dear

RE: RETURN OF LOST BOOKS

The Library thankfully acknowledges the return of said "lost books":

According to the Library's LOST BOOK POLICY:

- _____ 1. If a "lost book" is returned after the final letter has been mailed, but before the Library has purchased a replacement, the book shall be accepted in lieu of payment and fines accumulated to date to a maximum of \$2.00 per book will be charged.

- _____ 2. If a "lost book" is returned after the final letter has been mailed and a replacement has already been purchased, the patron shall be required to pay for the replacement. Accumulated fines will not be charged. The patron may keep the found book if he/she wishes.

- _____ 3. If a "lost book" is found after it has been paid for by the patron, the patron may keep the found book if he/she wishes. Money will not be refunded. The only exception to this would be in the case of a rare and/or valuable book.

The total amount now owing is \$ _____. This includes:

- Fines -
- Cost of book -
- Processing charge -

Please give this matter your immediate attention. Thank you.

Yours sincerely,

Librarian

Dear

RE: DAMAGED BOOKS

A book(s) borrowed in your name has been returned damaged beyond repair:

Author

Title

It is the policy of the Library to consider such books as lost.

The Library's policy for damaged books is as follows:

- _____ 1. Where a list price is available, patrons shall be charged the full list price, plus \$3.00 to cover cost of processing.
- _____ 2. Where a list price is not available, patrons shall be charged the full replacement cost of the book, plus \$3.00 to cover the cost of processing.
- _____ 3. When a book is out of print or cannot be obtained for some other reason, the Library reserves the right to choose a book of similar value to replace it and the patron will be charged the full replacement cost + GST, plus \$3.00 to cover the processing.

The total amount now owing is \$ _____. This includes \$ _____ and \$ _____ for the cost of the book and processing charges respectively. Accumulated fines for damaged books are not charged.

It would be appreciated if you would give this matter your immediate attention.

Yours sincerely,

Librarian

Dear

RE: LOST A.V. ITEM NOTICE

Our records show that you have an audio-visual item(s) that is three weeks overdue:

<u>Author/Performer</u>	<u>Title</u>	<u>Type of Item</u>	<u>Date Due</u>
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It is the policy of the Library to consider as "lost" those audio-visual items which are three weeks overdue, unless we have been notified otherwise.

The LOST A.V. MATERIAL POLICY of the Library is as follows:

- _____ 1. Where a list price is available, patrons will be charged the full list price + GST, plus \$3.00 cover cost of processing.
- _____ 2. Where a list price is not available, patrons will be charged the full replacement cost of the item + GST, plus \$3.00 to cover cost of processing.
- _____ 3. When an item cannot be obtained for some reason, the Library reserves the right to choose material of similar value to replace it and the patron will be charged the full replacement cost + GST, plus \$3.00 to cover cost of processing.

The total amount now owing for the above mentioned lost item(s) is \$_____. This includes \$_____ and \$_____ for the cost of the item and processing charges respectively.

If you should return a "lost item" after this final letter has been mailed, I will be pleased to discuss our policy regarding this with you.

It would be appreciated if you would give this matter your immediate attention.

Yours sincerely,

Librarian

Dear

RE: DAMAGED A.V. ITEM NOTICE

An audio-visual item borrowed in your name has been returned unreasonably damaged.

<u>Author/Performer</u>	<u>Title</u>	<u>Type of Item</u>
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It is the policy of the Library to consider as "lost" those A.V. materials that are returned unreasonably scratched, broken, or damaged so that they cannot be used by others.

The Library's policy for damaged A.V. items is as follows:

- _____ 1. Where a list price is available, patrons shall be charged the full list price + GST, plus \$3.00 to cover cost of processing.
- _____ 2. Where a list price is not available, patrons shall be charged the full replacement cost + GST of the item, plus \$3.00 to cover the cost of processing.
- _____ 3. When an item cannot be obtained for some reason, the Library reserves the right to choose material of similar value to replace it and the patron shall be charged the full replacement cost + GST, plus \$3.00 to cover cost of processing.

The total amount now owing for the above-mentioned item is \$_____. This includes \$_____ and \$_____ for the cost of the item and processing charges respectively. Accumulated fines for damaged items are not charged.

It would be appreciated if you would give this matter your immediate attention.

Yours sincerely,

Librarian

Date Issued _____
Date Returned _____

REQUEST FOR RECONSIDERATION OF A BOOK

This form is to be completed outside the Library premises and returned within seven (7) days from the date issued.

AUTHOR: _____
TITLE: _____

REQUEST INITIATED BY: _____

Address: _____ Phone: _____

COMPLAINANT REPRESENTS: Self _____ Name of Group _____

1. To what in the book do you object? (Please be specific, cite pages)

2. What do you feel might be the result of reading this book?

3. For what age group would you recommend this book? _____

4. Is there anything good about this book?

5. Did you read the entire book? _____ What parts? _____

6. Are you aware of the judgment of this book by literary critics?

7. What do you believe is the theme of this book?

8. What would you like your Library to do about this book?

9. In its place, what book of equal literary quality would you recommend that would convey as valuable a picture and perspective of our civilization?

COMPLAINANT'S SIGNATURE _____
LIBRARIAN'S SIGNATURE _____