

SUBJECT: General Philosophy Statement and Description
POLICY NO: 1100
DATE APPROVED: October 8, 1998
REVISION APPROVED: Nov 4, 2004

The Okotoks Library Board believes that the library is one of the most essential municipal services. The library provides recreational and educational services, as well as an avenue for expanding our growing and unique Canadian culture.

These services are augmented by the Marigold Library System, through which materials not available in the municipal library can be obtained on loan. The Okotoks Public Library is committed to resource sharing with other libraries and institutions.

SUBJECT: General Statement on Policy Development
POLICY NO: 1200
DATE APPROVED: 13 April 2000
REVISION APPROVED: Nov. 4, 2004

POLICY ON POLICY MAKING

GENERAL STATEMENT

The Board believes that developing policies provides effective parameters and guidelines for action for its members, committees, and staff. The Board expects these people to know the policies related to their duties.

PROCEDURE

1. Suggestions for policy development or review may be made to the Board by:
 - Board members
 - Committees
 - Head Librarian
 - Staff
 - The public
 - Levels of government
2. All policy recommendations shall be drafted by the Policy Committee consultation with other relevant committees, if deemed necessary, and shall be clearly written and based on the mission statement.
3. Policies must comply with federal, provincial, and municipal laws and with previously approved Board policy.
4. New policy and policy changes shall be ratified by Board motion.
5. The Head Librarian shall maintain the Board's policy manual and shall be responsible for recording changes and additions in the appropriate sections.

6. In situations where there is no Board policy or insufficient Board policy to guide actions, the Head Librarian shall take an appropriate course of action, and subsequently recommend policy changes or additions when necessary.

7. The Chair is to appoint a Board member or committee to review the policies. The Policy Committee shall annually review and update all policies, or when requested to do so by the Board, or Head Librarian, and make these recommendations to the Board in regular, or special meetings.

SUBJECT: Public Use of Facility

POLICY NO: 2100

DATE APPROVED: Nov. 4, 2004

REVISION APPROVED:

General Statement

The public is encouraged to use the library for reading, browsing, quiet study and to participate in library programs. However, in order to protect public property and the comfort of users, the library reserves the right to restrict use of certain areas and to impose rules concerning the use of the facility.

Restricted for staff use

Some areas of the Library are not open to members of the public. These include the offices, the workroom, staff room, staff washroom, shipping and receiving and storage rooms.

Public Washrooms

Public washrooms may be kept locked, at the discretion of staff, with the keys available at the circulation desk.

Quiet Study Areas

Areas of the Library may be designated as quiet study areas. A patron in these areas who is behaving in any way which disturbs other patrons will be asked to move to a different area of the Library.

Telephones

Library telephones are for staff use only. A short term phone is provided in the front entrance for the use of the public.

Commercial Activity

No commercial activity, whether direct selling or promotion of a product or service is allowed on library premises.

Smoking

Smoking is not permitted on the premises. Town of Okotoks Resolution 92.C.540.

Acceptable Behaviour in the Library

The library strives to maintain an atmosphere of quiet and decorum and has a responsibility for protection of public and staff safety, as well as public property. Everyone who uses the Okotoks Public Library is expected to behave in a manner which supports this aim.

Unattended Children

- a) The Library in no way assumes responsibility for any child of what ever age left unattended in the library.
- b) Parents or guardians of children attending preschool library programs must remain in the library.
- c) Children under the age of eight may not be left unattended in the library at any time. A child is unattended if he/she is in the library without a parent or responsible caregiver, in which case the police will be called.
- d) If children 14 years, and under, are left at the library at closing time, the staff member in charge will call the Police.

Procedures to be followed

In the case of a serious violation of the Library's code of conduct, the staff member in charge will take the following steps:

- a) Inform the person that their behaviour is a problem and should be stopped.
- b) If they do not desist, ask them to leave. Maintain visual observation.
- c) If they will not leave, inform them that the police will be contacted to assist you and that they are liable to charges under the Libraries Act.
- d) Contact the police.
- e) Solicit the assistance of responsible patrons who have witnessed the misdemeanour to stay until the police arrive.
- f) Provide the Director with a detailed incident report (Appendix F) on the appropriate form within 24 hours of the occurrence of the event. Include, if possible, the names and addresses of patrons who can verify the report.

If there is a recurring problem with a person who has been prosecuted for his/her behaviour in the Library, then it may be possible to seek a court order for an injunction preventing that person from entering the Library for a specified period of time.

SUBJECT: Computer Use Policy
POLICY NO: 2400
DATE APPROVED: 13 May 1999
REVISION APPROVED: Nov. 4, 2004

GENERAL STATEMENT

This policy governs public use of the Library's **public access** computers. Either Microsoft or Linux based office software and the Internet are available at all public stations.

INTERNET ACCESS CAUTION

Existing Canadian laws of copyright, privacy and decency govern access to and use of information on the Internet. It is prohibited to use the Library's computers for illegal, actionable or criminal purposes or to seek access into unauthorized areas.

Patrons are advised they are accessing the Internet in a public facility. Although the library supports an individual's right to freedom of access to all legally available information, there is material on the Internet, such as pornography, that is not appropriate for display in a public place. Users will be asked to close such sites and may lose access to the computers for violating this principle.

DISCLAIMER

The Internet allows users to connect to networks of resources outside the library. In providing this service, the library has taken its service beyond the limits of traditional collections. Although the library has no control over the information accessed through the Internet, staff may monitor the public's use of its computers to ensure compliance with this policy.

Information provided over the Internet is provided by public insertion and its validity is not verifiable or regulated. Patrons are cautioned regarding explicit material and other information, which they might find personally controversial, offensive or inappropriate. The library and its staff are **NOT** responsible for the information accessed, nor for the supervision of children using the Internet. Parents are advised to supervise their children's Internet sessions.

EQUITABLE ACCESS

To ensure equitable access to this service, Okotoks Public Library provides these computers on the following basis:

- Internet users must register with a staff member by phone or in person before using the computers.
- Each patron is allowed **one hour** of access per day.

- Presentation of your library card allows access for up to sixty minutes per day. If you do not have an Alberta library card you may request Internet access for a total of sixty minutes per day. A donation would be appreciated in this case.
- Internet users may print material for a fee.
- A maximum of 2 patrons may use one computer at a time.
- Diskettes may be purchased from the library for use on some of the public machines. Users may supply their own disks, flash drives or CD's, but must allow a staff member to scan them for viruses before using them in the computers.
- Downloading or installation of software is not permitted.

PATRON RESPONSIBILITIES

Access to the Library's public computers is a privilege that carries responsibilities. Misuse of the library's computers or violation of the library's policy may result in loss of computer use privileges.

Library personnel may provide limited and basic troubleshooting for patrons using its computers but the burden is on the user to know how to use the software and hardware.

- The library's public access computers are tightly secured to prevent damage or unauthorized use. Patrons may not install, download or use their own software programs.
- Patrons may not alter or reset computer settings.
- Patrons are responsible for any commercial transactions made while using the Library's Internet connection.

WARNING: Data downloaded from the Internet may contain a virus. The Library is not responsible for damage to a patron's storage device or computer, or for any loss of data, damage or liability that may occur from the patron's use of the Library's computer.

SUBJECT: Volunteer Policy
POLICY NO: 2600
DATE APPROVED: May 13, 2004
REVISION APPROVED: October 11, 2007

PHILOSOPHY

The Volunteer Program of the Okotoks Public Library creates opportunities for individuals to feel personal satisfaction while performing a valuable service for the community; serves as a method for area residents to become familiar with the Library; and supplements the efforts of the paid staff.

DEFINITION

A volunteer is a person who performs tasks for the Okotoks Public Library without wages, benefits, or compensation (including travel expenses) of any kind.

Volunteers do not replace paid staff, but enhance and extend their services, and are not considered as employees of the Library.

They may be:

- Interested members of the community;
- Individuals performing under court-ordered Community Service;
- Students required to perform community service as an educational requirement;
- Persons in work programs provided by community institutions
- Students requiring internships or cooperative placements.

POLICY

1. Volunteers are recognized as contributors to the mission of the Okotoks Public Library.
2. Volunteers do not replace paid staff. Volunteers shall not be considered as employees of the Library. Volunteers shall not perform any task or duty for which a certification is required if the volunteer does not possess such license or certification.
3. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they may be exposed while serving as a volunteer, whether this information involves staff members, patrons or other persons, or involves the overall business of the Library. Volunteers will sign a statement to this effect on their application form. Failure to maintain confidentiality may result in corrective action.
4. Volunteers shall report to the Volunteer Coordinator or in her/his absence, to the Director. Immediate problems connected with tasks may be addressed to any staff member.
5. The Library is covered, through the Town of Okotoks, by the Workers' Compensation Board for Insurance purposes. All volunteers come under this policy.
6. The Library will, upon request from the volunteer, provide a letter of reference to the volunteer when appropriate. In the event of an opening for a paid position within the Library, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external applicants.
7. Opportunities for volunteer placements are determined by the staff, or the Board, or the Friends of the Library, where appropriate.
8. The minimum age requirement for volunteers is 14. This will be relaxed, upon request, for those students fulfilling the Grade 8 Health/Social Studies Curriculum requirement for Community Service.
9. Prior to being assigned a volunteer position all volunteers will be interviewed to ascertain their suitability for, interest in, and ability to take the position. Attention will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. The Library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer.
10. All personal information is collected for internal purposes only. Personal information is protected by the privacy provision of the Freedom of

Information and Protection of Privacy Act. Personnel files will be retained only until the volunteer is no longer active with the Library.

11. All volunteers over the age of 18 are required to provide a Criminal Record Check from the RCMP.

PROCEDURE

1. Persons wishing to become volunteers will fill out an application form, and sign the Confidentiality Statement.
2. The Volunteer Coordinator will contact the person to set up an interview.
3. During the interview, the Volunteer Coordinator will indicate the type(s) of volunteer positions available, give the volunteer a copy of the Volunteer Handbook, and conduct a tour and orientation to the Library and its services.
4. The new volunteer if over 18 years of age) will be given a letter, filled out by the volunteer, and signed by the Director, to be taken to the RCMP for a Criminal Record check, and will return the form to the Library as soon as possible. It will be filed with the application form in the volunteer files in the workroom.
5. Statistics regarding each volunteer's hours are submitted to the Town each month for the purposes of coverage by the Workers' Compensation Board. A copy is kept in the WCB folder in the Administration file cabinet.

SUBJECT: Donation Policy
POLICY NO: 2700
DATE APPROVED: January 13, 2005
REVISION APPROVED:

Donation Policy

The Okotoks Public Library accepts donations of money, equipment, furnishings, etc. These donations become the sole possession of the Library.

A. Donations of money

- Income tax deductible receipts issued, if requested.
- Individual and group donations are acknowledged by the Head Librarian and/or Board Chair.
- Next of kin to be notified of names of persons making "in memory of" donations.

B. Donations of furnishings, equipment, art etc.

- The Head Librarian, in consultation with the Board, reserves the right to reject donations that are not suitable.

- The Head Librarian, in consultation with the Board, reserves the right to remove donated items when they become obsolete.

C. Donations of books and library materials

- Refer to Policy 4200.

SUBJECT: Disposal of Library Equipment and Furnishings
POLICY NO: 2800
DATE APPROVED: January 13, 2005
REVISION APPROVED:

Disposal of Library Equipment and Furnishings

The Head Librarian is authorized to dispose of library equipment and furnishings at his or her discretion.

Licensed software shall be removed from computers, if required, prior to their disposal.

SUBJECT: Selection Policy
POLICY NO: 4100
DATE APPROVED: June 9, 2005
REVISION:

General Statement

Okotoks Public Library's collection must meet the recreational, informational and educational needs of the community. It must recognize the wide range of ages, interests, educational and cultural backgrounds of the community.

1. Principles of Selection

The Library subscribes to the Canadian Library Association's *"Statement on Intellectual Freedom"* which reads:

"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.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom. 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.

It is the responsibility of libraries to guarantee the right of free expression by making available the entire library's public facilities and services to all individuals and groups that need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups."

(Ratified by the Board of Directors and Council at the 29th Annual Conference in

Winnipeg, June 1984)

2. **Responsibility for Selection of Materials**

The Okotoks Public Library Board is legally responsible for all matters relating to the operation of the Okotoks Public Library.

The responsibility for the selection of materials is delegated to the Head Librarian employed by the Library Board and through him or her to other qualified staff.

3. **Selection Criteria**

Selection decisions are based on many criteria, including:

- Favourable attention from reviewers, critics and/or the public
- ÿ Receipt of literary, artistic or other awards
- ÿ Reputation and/or significance of author, illustrator or publisher
- ÿ Popular appeal and/or patron requests
- ÿ Relevance to community needs and interests
- ÿ Relationship to the existing collection
- ÿ Accuracy of information and objectivity of opinion
- ÿ Relative importance of subject matter
- ÿ Quality of writing and physical production
- ÿ Broad representation of literary classics
- ÿ Suitability of physical format for library use
- ÿ Budgetary and space priorities
- ÿ Requests for materials in languages other than English will be filled, when available, through interlibrary or multi-lingual loans
- ÿ Textbooks will not normally be included in the collection
- ÿ The Library will strive to provide curriculum related materials
- ÿ The Library will select as many Canadian materials as possible, especially materials of local content and interest.

4. Procedures for Selection

In selecting materials for purchase, the Librarian:

- Evaluates the existing collection.
- Consults reputable, unbiased, professionally prepared selection aids and/or examines the materials.

5. Acquisition and Purchase of Materials

Materials are ordered and processed through the Marigold Regional Library System, or through direct sources.

SUBJECT: Donation of Library Material

POLICY NO: 4200

DATE APPROVED: June 9, 2005

REVISION APPROVED:

Donations of Library Material

The Board welcomes donations of books and materials to the collection. Such materials are accepted in accordance with the following guidelines:

- Condition of material
- Accuracy of information
- Relevance to community needs and interests
- Duplication of materials

Materials that are not added to the collection may be sold, offered to another library or recycled.

Memorial donations are to be acknowledged in an appropriate manner by the Director.

SUBJECT: Weeding and Disposition

POLICY NO: 4300

DATE APPROVED: June 9, 2005

REVISION APPROVED:

Weeding and disposition

Materials that are damaged or outdated will be systematically weeded from the collection according to accepted practices.

Materials that are discarded may be sold, offered to another library or recycled.

SUBJECT: **Materials in Other Languages**
POLICY NO: 4400
DATE APPROVED: June 9, 2005
REVISION APPROVED:

Languages and Formats

Although English shall be the primary language of materials in the Library's collection,

The Board recognizes the importance of multiculturalism and the diversity of ethnic groups in the Province of Alberta.

Towards this end the Library utilizes the International Collection service provided by the Parkland Regional Library to provide books in other languages for patrons upon request, and may develop its own collection of materials in non-English languages to meet the demands of the community.

The Library makes materials available in a variety of print and current audio-visual formats, utilizing technologies which are widely available in the community.

SUBJECT: **Challenged Materials**
POLICY NO: 4500
DATE APPROVED: June 9, 2005
REVISION APPROVED:

Challenged Materials

The principles of the Intellectual Freedom Statement and the professional responsibility of the staff must be defended, rather than the materials.

The responsibility of censoring a child's reading rests with the parents.

If a complaint is made, the procedures are as follows:

- patron is requested to fill in the complaint form
- the complaint form will be returned to the Director
- the Director will examine the material based on Selection Criteria of material

- the complaint and the Director's evaluation will be presented to the Library Board for their decision

SUBJECT: Lending of Materials
POLICY NO: 5100
DATE APPROVED: October 8, 1998
REVISION APPROVED: June 9, 2005

GENERAL STATEMENT

The Library has a variety of informational and recreational materials. These items are generally available for loan; however, in order to better serve our patrons, some restrictions may be placed on the borrowing of material.

Materials which do not circulate

The following items may not be borrowed from the Library:

- Newspapers
- Material designated as part of the reference collection
- Material purchased for program use
- Other library materials such as computer programs, equipment, furnishings.
- Archival materials

The library bylaws state that:

- certain items judged as being adult material may be lent to children under the age of twelve (12) years with permission from a parent or guardian.
- library items may be borrowed for a period not exceeding 21 days this period may be extended by up to 2 renewal periods at the discretion of the librarian when the item is not on hold for another patron
- library cards are not transferable

SUBJECT: Overdue, Lost and Damaged Materials
POLICY NO: 5300
DATE APPROVED: June 9, 2005
REVISION APPROVED

Patron responsibilities and delinquent borrowers

It is the responsibility of the borrower to return library material on, or before, the due date.

In the event that material is kept beyond the due date, the following procedure will be followed:

- Overdue notices will be sent by mail after twenty-one days.
- Patrons with overdue material or who owe in excess of twenty dollars will have their borrowing privileges suspended until the amount is brought below twenty dollars or paid in full.
- Delinquent patrons may be charged in small claims court for the cost of unreturned material and any related costs.

Borrowers will be charged list price for all lost or damaged materials. If the list price is unavailable - a default price as determined and inserted by TRAC into the library software parameters will be charged.

SUBJECT: Confidentiality of User Records
POLICY NO: 5400
DATE APPROVED: June 9, 2005
REVISION APPROVED:

GENERAL STATEMENT

For the protection of the privacy of library patrons and the library itself, the library has limited access to user records.

The information in the membership files is not available to any outside individual or group. The membership files are used only for library procedures.

Records of materials out on loan are maintained. These records are used only for library procedures. Parents, being responsible for their children's borrowing may be notified of their children's overdue material.

Library records of materials returned are not retained in the library's system.

Library records will be available to local provincial or federal governments, including law enforcement officials only with a subpoena, process or order pursuant to the law, provided that the order is in proper form.

SUBJECT: Resource Sharing and Interlibrary Loan
POLICY NO: 5500
DATE APPROVED: June 9, 2005
REVISION APPROVED:

1. **RESOURCE SHARING**

Resource sharing involves loan of materials to other libraries, making information contained in those materials available to other libraries, and sharing the staff expertise to locate and make available the information or the library materials.

The Library will loan material to other libraries, as requested by the Marigold Regional Library system. Records and some materials owned by the Library may not be loaned, at the discretion of the Head Librarian.

2. **INTERLIBRARY LOAN**

Okotoks Public Library provides interlibrary loan services to any user holding a current library account.

The library will borrow material from other sources when it is the most efficient way of providing the necessary information or materials.

As a member of the Marigold Regional Library system, the library's interlibrary loan service is based on the guidelines suggested by the region.

Usually there is no fee for this service. However for difficult to obtain books and/or photocopies a fee may be charged, based on the rate charged by the lending institution.

The library may limit the requests of patrons depending on the amount, type and availability of the materials.

Okotoks Public Library considers all requests, but advises users that once a request is processed we have no control over the time period required for acquisition.

SUBJECT: Principles of Information Service
POLICY NO: 5600
DATE APPROVED: June 9, 2005
REVISION APPROVED:

GENERAL STATEMENT

The Board believes Information services are an important aspect of library service and shall be considered a priority during all open hours.

INFORMATION SERVICE

A print reference collection is maintained and updated regularly, and the staff is routinely trained in the use of this collection as well as electronic information sources.

The Library provides information services for all members of the community.

The library provides access to information by directing inquiries to other sources as well as being a source in its own right. Queries that cannot be dealt with through the library's own resources are dealt with through the regional library, or other appropriate source.

**SUBJECT: Provision of Library Materials to Persons Unable to use
Conventional Print**

POLICY NO: 5700

DATE APPROVED: June 9, 2005

REVISION APPROVED:

GENERAL STATEMENT

Persons unable to read or handle conventional print are entitled to access to library and information services.

- The Library provides access to CNIB "talking books" for patrons who are registered for this service.
- The Library's audio book collection is also available to such patrons on the same basis as all other patrons.

SUBJECT: Records Management

POLICY NO: 7100

DATE APPROVED: June 9, 2005

REVISION APPROVED:

BACKGROUND

The Okotoks Public Library Board (the Board) recognizes the need for records management/retention procedures that comply with the federal and provincial rules and regulations, and with the needs of the Okotoks Public Library. This policy presents the Board with criteria for the retention of Library records and will

be referred to in the case of a request for information under the Freedom of Information and Protection of Privacy Act of Alberta.

POLICIES

- The Head Librarian will maintain adequate records to compile monthly and annual activity reports.
- The Head Librarian will maintain all necessary records for the Board. Necessary records are defined as those records, which are required to be retained under federal or provincial regulation.
- Confidentiality of user records is enforced unless information is requested under a subpoena by law.

PROCEDURES

- Only those records which fall within the criteria for “necessary records” will be retained. (Schedule C).
- Records which do not fall within the criteria for “necessary records” will be considered “transitory records” and will be discarded using procedures appropriate for each type of document, as outlined in the Freedom of Information and Protection of Privacy Act.
- Library files shall be assessed annually and records removed, archived or destroyed as outlined in “Schedule C”.
- The Head Librarian will ensure that this method is carried out and is responsible for the proper destruction of the materials.

PERSONAL INFORMATION BANKS

In accordance with the Section 82(9) of the Freedom of Information and Protection of Privacy Act of Alberta the Okotoks Public Library maintains Personal Information Banks as follows:

- a) Personnel files
- b) Library membership files

Schedule C

Records Retention

Financial

- Accounts – current year in administrative office, previous seven years are archived.

- Audits - most current administrative office files, previous are archived.

Personnel

- Current employees' personnel files are kept in the administrative office.
- Former employee's files are archived for 3 years.

Files

- May be archived at the discretion of the librarian or administrative assistant.

Historical files to be archived:

- Special occasions
- Former board members
- Library history files are archived

Some files that should be kept in case questions arise in the future

- Accident reports
- Annual reports - Alberta Community Development, Okotoks Public Library
- Audits
- Budgets
- Board policy changes
- Board meeting minutes – current & past year in administrative office. Previous years archived.
- By-laws
- Complaints
- FOIP
- Grants
- Incident reports
- Plan of Service – current in office and past ones archived.
- Workers Compensation Board
- Marigold Regional Library agreements