

Town of Drumheller Library Board Policies

CURRENT 2024

Town of Drumheller Library Board Policies

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Policy Review Statement

The Drumheller Public Library Board will review all policies annually and modify each as needed.

Section: Core Values

Original Issue Date: February 2012

Subject: Resource Sharing

Policy & Procedure #: A.1

Policy

The Drumheller Public Library participates in resource sharing networks as outlined in the Province of Alberta's Resource Sharing Agreement. We will not charge a fee for loaning items within TRAC (The Regional Automation Consortium) or to other libraries within Alberta.

Guidelines

1. Resource sharing is done according to protocols established by the Marigold Library System.
 2. Loans to outside agencies and loans of rare materials will be at the discretion of the Director of Library Services.
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Section: Core Values

Original Issue Date: February 2012

Subject: Intellectual Freedom

Policy & Procedure #: A.2

Policy

The Drumheller Public Library Board is committed to Intellectual Freedom and supports the Statement on Intellectual Freedom and Libraries endorsed by Canadian Federation of Library Associations (formerly Canadian Library Association). The most recent edition of the Statement can be found at <http://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>.

Section: Core Values

Original Issue Date: 19 January 2012

Subject: Handling of Complaints

Policy & Procedure #: A.3

Policy

Complaints regarding library service or the library's collection are handled respectfully and discreetly by Library Representatives during each step of resolution. At all times the principles of Intellectual Freedom are upheld.

Guidelines

A complaint is initially addressed verbally with the Library Representative consulted by the complainant. If requested, the Director of Library Services is consulted for assistance with resolution. The Board is then consulted, if requested by the complainant.

Any violence and harassment incidents will be handled under Policy C.9 Prevention of Workplace Discrimination, Harassment, and Violence.

Section: Core Values
Subject: Confidentiality

Original Issue Date: 13 January 2005
Policy & Procedure #: A.4

Policy

It is the policy of the Board that the confidentiality of patrons and their membership records shall be respected and ensured; a patron's library records shall be kept confidential.

Guidelines

1. All qualified Library staff shall have access to membership records.
 2. The Director of Library Services and Library staff and volunteers shall, at the time of orientation, be required to sign as a condition of their employment/volunteer position that they will abide by the policy that the Drumheller Public Library has in place regarding the confidentiality of user records and the reading habits of patrons.
 3. Legal access to records may be obtained by agents of the local, provincial, or federal governments, including law enforcement officers, providing they have a subpoena, process, or order pursuant to law, and only the Director of Library Services and/or the Assistant Director of Library Services may release such information. The Board Chair or another executive member of the Board shall be advised if such a circumstance arises.
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Staff and Volunteer Confidentiality Statement

It is the policy of the Board that the confidentiality of patrons and their membership records shall be respected and ensured; a patron's library records shall be kept confidential.

I, _____, confirm that I will abide by the policy that the Drumheller Public Library has in place regarding the confidentiality of user records and the reading habits of patrons. I understand that patron information is collected only for the purpose of providing library services, and that this information should not be shared, or used for any other purpose. I understand, further, that with appropriate legal support, agents of the local, provincial, or federal governments, including law enforcement officers, may access patron records, but only the Director of Library Services and/or the Assistant Director of Library Services may release such information.

Signature: _____ Date: _____

Section: Library Board Operations

Original Issue Date: 18 April 2013

Subject: Appointment of Board Trustees

Policy & Procedure #: B.1

Policy

Trustees recruited to the Town of Drumheller Library Board are recommended by the existing Library Board and appointed by Town Council.

Guidelines

1. The responsibility for recruitment of new trustees is shared by the Town and the existing Library Board. See *Town Procedure* below.
2. All potential trustees must submit an application to the Library Board. The application will be reviewed by the Board and candidates will be invited to meet with current trustees and/or to attend a Board meeting.
3. Trustee candidates with skills that complement those of the existing Board members will be prioritised. See the *Board Skills Matrix* (attached).
4. Candidates will be asked to review the current Plan of Service, the Library's policies, and the job description of a trustee. Candidates will also be advised of training expectations. If the Board and the candidate agree a good fit exists, the Board Chair will recommend that Town Council appoint the candidate to the Board for a three-year term.
5. Board members who would like to continue for a second or third three-year term should inform the Board chair by August of their final year on the Board. The Board executive will submit a recommendation to Council regarding the renewal of the member's term.

Town Procedure

1. The Town of Drumheller advertises all municipal board vacancies annually.
 2. The Drumheller Town Council reviews trustee applications and the recommendations of the Board and votes on each proposed trustee appointment.
 3. The Town will notify the individual by letter, advising them of their appointment to the Library Board and their term of service. Copies of this letter are sent to the Board Chair, the Library Director, Marigold Library System, and Alberta Municipal Affairs Public Library Services Branch.
 4. The only exception to the above process is the annual appointment of the Town Council representative to the Library Board. The Library is advised of this appointment following each year's Organizational Meeting.
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Revision approved 8 February 2023.

Board Skills Matrix

Board Development																			
Strategic Planning																			
Staffing/HR																			
Program Development																			
Financial Management																			
Fundraising																			
Evaluation																			
Community Networking																			
Training																			
Marketing																			
Volunteer Management																			
Facilities Management																			

Section: Library Board Operations

Original Issue Date: 9 June 2005

Subject: Powers and Duties of the Board

Policy & Procedure #: B.2

Policy

The Board governs the affairs of the library in accordance with the Libraries Act and Libraries Regulation. It shall make, adopt, and amend bylaws and policies as necessary for its own guidance and for the governance of the library. The Board is accountable to council, to the residents of the municipality, and to the provincial government.

Guidelines

1. The Board will regularly prepare a Plan of Service that reflects the identified needs of the community.
 2. The Board shall approve a yearly budget that enables the Plan of Service, allocating the proper amounts for staffing, programming, and other operating expenses.
 3. The Board shall select and appoint a Director of Library Services. Operation of the Library is delegated to the Director.
 4. The Board, with the assistance of the Director of Library Services, will review and approve the necessary reports from the Library for the municipal and provincial governments.
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Revision approved 11 October 2023.

Section: Library Board Operations

Original Issue Date: 14 February 2002

Subject: Board Orientation

Policy & Procedure #: B.3

Policy

The Board recognizes the need for newly appointed trustees to become familiar with their governance role and to be introduced to business carried on by the Board. Orientation is a shared responsibility between existing board members and new trustees. Each new trustee will be provided with essential documents and mentorship as they develop their understanding of the Board's work.

Board orientation is critical due to the important relationships with the following organisations:

- Town of Drumheller
- Public Library Services Branch (PLSB)
- Marigold Library System
- Drumheller Library Society
- Community Partners

For the purpose of this policy, both the "Alberta Library Trustees' Association Trustee Handbook" and "Library Board Basics – A Handbook for Library Trustees and Managers" (published by the Government of Alberta, Public Library Services Branch, Alberta Municipal Affairs) shall be considered the trustee handbooks. Current working documents are Board minutes and financial reports for the preceding year, budgets for the preceding three years, and the current Plan of Service.

Guidelines

Key documents that new board members need to familiarise themselves with:

- Trustee handbooks
- Current working documents
- Marigold report
- Policies and Bylaws
- Town–Library Agreement
- Libraries Act and Libraries Regulation

At a special meeting with the Chair or a Designate, each newly appointed trustee shall receive copies of the above-mentioned documents and be oriented to the Library's space and services. At this time, the new member shall be introduced to the Director of Library Services and made aware of procedures for the operation of the library. This meeting shall preferably take place prior to the new trustee's first regular board meeting.

Each Board Trustee shall attend a PLSB orientation workshop within their first term (3 years).

Each new trustee will receive mentorship from an executive trustee under the direction of the Chair for their first year on the Board. The mentor will be available to answer questions and will check in one-on-one on a monthly basis.

Revision approved 17 May 2023.

Trustee Orientation Checklist

Meeting with Board Chair or Designate (before first regular meeting)

- Review Board binder
- Library tour
- Introduction to Director of Library Services
- Orientation to board procedures and responsibilities
- Orientation to key partnerships

Assignment of mentor (within one week after first regular meeting)

Completion of mentorship year (within one year)

PLSB Board Basics workshop (within first term [three years])

DRUMHELLER PUBLIC LIBRARY

Section: Library Board Operations

Original Issue Date: March 2007

Subject: Continuing Education of Trustees

Policy & Procedure #: B.4

Policy

Trustees are encouraged to take part in webinars, workshops, conferences, and other educational opportunities to increase the skills and/or knowledge they contribute to the Board. If the Library covers the cost of participation, attendees are expected to report to the Board on elements of the educational event deemed relevant to the Board and/or Library.

Please refer to Schedule A: Reimbursement for expenses that may be reimbursed from the Library's Board Expenses budget with Board approval.

Schedule A: Reimbursement

Name: _____

Mailing Address: _____

Purpose of Trip: _____

Destination: _____

Date of Departure: _____

Date of Return: _____

Expenses Incurred:

Gas (receipt attached): _____

Total Kilometres: _____ @ \$0.05/km

Hotel: _____ days (receipt attached)

Meals (receipts attached at rates specified below, including tips; meals included as part of the event attended are not eligible for reimbursement): \$_____

Meals:	
Breakfast	\$ 9.20
Lunch	\$11.60
Dinner	\$20.75
Total Request:	
\$	_____

Approved for Payment
Account Code: _____

Section: Library Board Operations

Original Issue Date: 13 January 2005

Subject: Board Committees

Policy & Procedure #: B.5

Policy

Board members are encouraged to participate in Board committees to share specialised expertise and enhance the functionality of the Board. Standing committees will be the Executive Committee, the Human Resources Committee, and the Policy Committee; additional committees may be convened as needed.

Guidelines

1. The Board Chair shall be a member of all Board committees.
 2. The Executive Committee consists of the Board Chair, Vice Chair, Treasurer, and Secretary, as elected by the Board annually; Executive Committee members hold signing authority. The Human Resources committee is responsible for hiring and evaluating the Director of Library Services. The Policy Committee reviews and updates the Board's bylaws and policies for review and approval by the Board. The latter committees are open to any interested board trustee.
 3. Committees will maintain a minimum of three members. Each committee will appoint a chair.
 4. Committees are required to regularly report to the Board on their activities.
 5. The Board retains financial authority with respect to committee activities.
 6. The Board recognizes that a non-trustee may be invited to join a committee by its chair to help the committee fulfill its mandate. The committee chair is responsible for orienting non-trustee members to Board values of confidentiality, accessibility, and inclusivity.
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Revision approved 11 October 2023.

Section: Library Board Operations

Original Issue Date: November 2005

Subject: Financial Policies and Procedures

Policy & Procedure #: B.6

Policy

The Drumheller Public Library Board practices responsible financial management and ensures that the operating budget reflects available funds.

Guidelines

1. The Director of Library Services is responsible for ensuring that accurate records of all Library accounts are maintained by the contracted bookkeeper. The Board will review and approve monthly financial statements for any outstanding months preceding each regular Board meeting.
2. Signing officers are members of the Board's Executive Committee, the Director of Library Services, and the Assistant Director of Library Services. Each cheque or electronic funds transfer will be signed/authorised by two signing authorities. At least one signer must be a Board member. If a payment is being made to or has been prepared by one of the signing officers, that individual cannot act as one of the signatories.
3. Responsibility for approval of the Library's annual budget is held by the full Board. Responsibility for the Library's charity return is shared between the Director of Library Services and the Board Treasurer. Responsibility for the Library's annual audit or financial review is shared between the Director of Library Services and the Board Chair.
4. The Board authorises the Director of Library Services and Assistant Director to hold and use credit cards on the Library's account. Purchases will be reviewed by Board signatories with each month's complete repayment.
5. A petty cash fund of \$172.05 shall be maintained for daily cash transactions by library users and incidental purchases. Petty cash will be reconciled regularly by a trained staff member.
6. Transfers to and from reserve accounts require an approved Board motion and a recommendation from the Director of Library Services.
7. The Library Board will use reserve accounts to offset operating expenses before incurring operating loans.
8. The Library's books will be maintained on an accrual basis.

Revision approved 11 October 2023.

Section: Library Board Operations

Original Issue Date: 10 April 2002

Subject: Service Recognition

Policy & Procedure #: B.7

Policy

The Drumheller Public Library Board recognises contributions by trustees to the success of the Drumheller Public Library.

Guidelines

Trustees completing one or more terms will receive the following recognition gifts. Trustees may choose to have the value of their gift donated to the Library or Library Society.

1. One term of three years: an appropriate gift, valued at no more than \$25.
2. Two terms of three years: an appropriate gift, valued at no more than \$50.
3. Three terms of three years: an appropriate gift, valued at no more than \$75.

In addition, any trustee who has completed at least one full, 3-year term will receive an honorary lifetime membership at the Drumheller Public Library. Use of this lifetime membership will comply with licensing agreements for digital resources.

Revision approved 11 October 2023.

Section: Library Board Operations

Original Issue Date: April 2006

Subject: Code of Ethics for Library Trustees

Policy & Procedure #: B.8

Policy

The Library Board exists to develop and monitor library resources as a public trust. To this end, library trustees are committed to ethical standards.

Guidelines

1. The decisions of the Library Board shall be guided by its responsibility to ensure the public has access to the highest quality of library services possible. Decisions shall uphold the stipulations of the Libraries Act and Libraries Regulation.
 2. Trustees will distinguish between their personal views and those of the Library Board. If there is disagreement, trustees will maintain support of the Board's position in public.
 3. Trustees will abide by the bylaws and policies of the Drumheller Public Library.
 4. Trustees will avoid situations where personal advantage or financial benefits may be gained from Board business.
 5. Board trustees serve in a voluntary capacity and receive no honoraria or fees for attending Library Board or committee meetings.
 6. Board trustees are expected to work in good faith with internal and external stakeholders.
 7. Trustees will respect the confidential nature of in camera library board meeting discussions.
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Revision approved 11 October 2023.

Section: Personnel

Original Issue Date: 7 March 2010

Subject: Continuing Education of Library Staff

Policy & Procedure #: C.1

Policy

Staff members are encouraged to take part in seminars, workshops, conferences, and other educational opportunities to increase the skills and/or knowledge they contribute to the Library, as the budget permits and as approved by the Director of Library Services. The Library Board will ensure that reasonable funds are made available in each year's budget to support the Director of Library Services in providing frequent, relevant professional development opportunities.

Guidelines

1. Professional development opportunities with clear relevance to the Library's needs and/or Plan of Service will be prioritised.
2. Whenever possible, Library staff members interested in attending a conference will submit a presentation proposal in order to share Drumheller Public Library's ideas and experiences with the broader library community, and to mitigate the costs involved in participation.
3. All staff participating in professional development activities for which expenses and/or time have been paid for by the Library Board will be expected to report to the Director in writing and to fellow staff members at a staff meeting or professional development event regarding information gathered and ideas the participating staff member believes might be implemented at the Drumheller Public Library.
4. The Director of Library Services and participating staff members shall negotiate the coverage and/or reimbursement of the costs associated with participating in a professional development opportunity. Reimbursement for approved expenses should be claimed via the Reimbursement Form. Relevant receipts must be attached.
5. The Board will budget funds to maintain annual memberships in the Library Association of Alberta and the Alberta Public Library Administrators Council.

Reference: The Alberta Libraries Act Chapter L-11, The Libraries Regulation AR 141/98, Section 7(1)(b).

Revision approved 12 December 2019.

Section: Personnel
Subject: Sick Leave

Original Issue Date: February 2010
Policy & Procedure #: C.2

Policy

Sick leave shall be provided by the Drumheller Public Library for any illness, quarantine by a Medical Officer of Health, or because of an accident for which compensation is not payable under *The Workers' Compensation Act*.

Guidelines

1. A staff member working 37.5 hours per week will be considered a full time employee. This staff member will be referred to as an FTE (full time equivalent) A staff member working less than 37.5 hours per week will be a portion of an FTE. (e.g., A staff member working 30 hours per week will be a 0.8 FTE).
2. A FTE staff member shall earn sick leave credits at the rate of 15 hours per calendar month to a maximum of 180 hours. A part time staff member will earn sick credits based on their FTE. (e.g., A 0.8 FTE will earn 12 hours per calendar month to a maximum of 144 hours). When the staff member reaches this maximum, they will no longer accumulate hours. When hours are used, the staff member will again accumulate hours to the maximum.
3. If a staff member is unable to work at the Library due to illness, injury, quarantine, or the need to care for a family member who is ill, injured, or quarantined, they may request work that can be completed from home as an alternative to using accumulated sick leave. The Director will work with the staff member to determine whether suitable tasks are available and to establish reasonable expected outcomes.
4. A staff member may be required, after three (3) incidents of absences due to sickness, to produce a certificate from a medical practitioner certifying that the staff member is unable to carry out their duties due to an illness or injury.
5. Full time staff members may use sick leave credits for scheduled medical/dental appointments providing adequate notice has been given to schedule coverage for the absence. Every effort should be made to schedule appointments when the staff member is not scheduled to work.
6. No hours of sick leave will be earned while a staff member is off on sick leave or unpaid leave.
7. There shall be no compensation for unused sick leave credits upon termination of employment.
8. Staff members may use accumulated sick time to care for sick or injured family members.
9. Any staff member who has accumulated sick leave credits to the maximum allowed may use up to two shifts as Preventative Health days in order to pursue rest or other activities that will reduce their susceptibility to illness or injury.

Section: Personnel
Subject: Employee Leaves

Original Issue Date: October 2018
Policy & Procedure #: C.3

Policy

Library Staff will be allowed job-protected leave as regulated by Alberta Labour's Employment Standards Code (see <https://www.alberta.ca/job-protected-leaves.aspx> for current version), with the following additions.

Bereavement Leave: In the case of the death of a family member (as defined by the Employment Standards Code), permanent staff members shall be granted up to three days with pay, plus two additional days for travel for distances over 450 km. Additional unpaid leave may be granted at the discretion of the Director of Library Services.

Compassionate Care Leave: In the case of a gravely ill family member (as defined by the Employment Standards Code), permanent staff members shall be granted up to four days with pay per calendar year, plus two additional days for travel for distances over 450km, to care for their family member.

Revision approved 12 December 2019.

Section: Personnel

Subject: Working Conditions

Original Issue Date: December 2019

Policy & Procedure #: C.4

Policy

The Town of Drumheller Library Board prioritises safe and positive working conditions for all Library employees.

Guidelines

1. Each Library staff member will be provided with a copy of their position's job description as part of the hiring process and given opportunities to review it annually with the Director of Library Services. Job descriptions will be updated as needed, and the staff member will be provided with a current copy.
2. Each Library staff member will meet individually with the Director of Library Services at least once a year to discuss their performance in their position and their work-related goals.
3. When hiring, the Director of Library Services will require only those qualifications which are legitimately necessary for proper fulfillment of a Library staff position.
4. Library shifts will be scheduled to include an unpaid break period. A typical full shift will be 7.5 hours, with a 1-hour break. If a staff member works longer than 7.5 hours in a single shift, generally permitted only in the following cases, any time over 8 hours will be paid according to the current Alberta Employment Standards guidelines.
 - in cases of emergency
 - when a staff member is required to stay on-site during their break
 - to cover travel time for out-of-town responsibilities
5. All staff members are required to follow the guidelines and procedures provided in the New Staff Training Manual and the Staff Handbook. Any objection to an established guideline or procedure should be brought to the Director, who will decide if either a one-time exception or a permanent revision may be merited. If an objection applies to a Library Board policy, the Director will communicate the concern to the Board if reconsideration of the policy is deemed appropriate.
6. All staff members have the right to request specific days off, whether as part of their annual vacation allotment, as part of a government-regulated leave, or as unpaid time off. Aside from government-regulated leaves, if the requested time off conflicts with Library needs, the Director is not required to approve the request. All time off requests should be submitted according to the procedures provided by the Director wherever possible.

7. All staff members are eligible for paid sick leave, accrued at a rate of 15 hours x FTE per month to a cap of 12 months' accrual. Once a staff member has reached their capped accrual, they are eligible to take up to two days each year as preventative health days. Sick leave will be accrued starting at the end of the staff member's 90-day probationary employment. Unused sick leave will not be paid out when a staff member's employment at the Library ends.
8. All staff members are eligible for paid community volunteer hours, capped at 15 hours x FTE per year. Volunteer work must be approved in advance by the Director and will be included as part of the staff member's monthly allocation of work hours. Criteria for approval are that the work takes place in, and benefits Drumheller, that it aligns with Library values, and that it does not conflict with Library needs. Paid volunteer hours will be available starting at the end of the staff member's 90-day probationary employment. Unused volunteer hours will not be paid out when a staff member's employment at the Library ends.
9. Any staff member with a grievance not related to guidelines, procedures, or policies, and not covered elsewhere in personnel policies (i.e., those related to discrimination, harassment, violence, or workplace health and safety) should bring their concerns to the Director, who may involve other staff members, the Board, the Town, or Marigold Library System if appropriate. If the grievance concerns the Director personally, it may be communicated to the Board Chair instead.

Long Service Recognition

5 years: Honorary lifetime library membership and an appropriate gift, valued at no more than \$25.

10 years: an appropriate gift, valued at no more than \$50.

15 years: an appropriate gift, valued at no more than \$75.

20 years: an appropriate gift, valued at no more than \$100.

25 years: an appropriate gift, valued at no more than \$125.

Revision approved 13 December 2023.

Section: Personnel
Subject: Annual Leave

Original Issue Date: 9 June 2005
Policy & Procedure #: C.5

Policy

All Library staff members are eligible for annual leave and are required to take their full allotment each year according to Alberta Employment Standards. The amount of leave due each staff member exceeding Employment Standards minimums is determined by the Town of Drumheller Library Board.

Guidelines

1. All Library staff members will be allocated the equivalent of four weeks' vacation time each year, calculated according to their accustomed scheduled hours each week as of January 1st of each year per the following formula: Typical hours per week on January 1st * 4 = vacation hours for current calendar year. Staff members who have earned additional vacation time under previous versions of this policy will retain their current vacation allotment.
 2. New staff members may access vacation time once they have completed their 90-day probationary period. The number of vacation days will be calculated according to their accustomed scheduled hours per week as of their 91st day of employment and pro-rated according to the number of months remaining in the year on that date.
 3. Vacation pay will be calculated as 8% of each paycheque.
 - a. Each staff member may choose whether to have their vacation pay included with each paycheque or held by the Library.
 - b. If the latter, vacation pay will be paid out when the staff member takes vacation time, unless the staff member requests an alternative date.
 - c. If vacation time exceeds accrued vacation pay, the additional hours will be unpaid. Any vacation pay held by the Library at the end of the year will be paid out in the December 31st payroll.
 4. All staff members' annual leave allocation is available in full as of January 1st of each year. See Policy C.4.6 for further information on how and when vacation time may be scheduled.
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Revision approved 12 December 2019.

Section: Personnel

Original Issue Date: 2008

Subject: Designated Paid Holidays

Policy & Procedure #: C.6

Policy

Library staff will be given time off with pay when the Library is closed for general holidays and for Heritage Day (August) and Boxing Day (December).

Guidelines

1. General holiday pay will be calculated according to the current Alberta Employment Standards formula.
 2. If the Library is open on a general holiday, staff scheduled to work will be eligible for time and a half pay in addition to their general holiday pay.
 3. Time off without pay may be scheduled to accommodate shoulder periods, such as Christmas Eve and New Year's Eve.
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Revision approved 12 December 2019.

Section: Personnel

Original Issue Date: December 2019

Subject: Occupational Health and Safety

Policy & Procedure #: C.7

Policy

The Town of Drumheller Library Board is committed to promoting the health, safety, and well-being of all staff members and volunteers, providing a safe and healthy work environment, and preventing occupational injuries and illnesses. The Drumheller Public Library will meet and, where reasonable, exceed the applicable legislative requirements by adopting the leading practices available to protect Library staff members and volunteers and to promote a positive health and safety culture. The Library will work toward continuous improvement of its health and safety program.

The prevention of workplace discrimination, harassment, and violence is covered under Policy C.9.

Guidelines

Incident: any unplanned event that has resulted in or has the potential to result in an injury, illness, close call, near miss, or death, or that has caused or has the potential to cause significant damage to property.

Near miss: any unplanned event that did not result in injury, illness, or damage, but had the potential to do so.

Health and Safety Representative (HSR): In compliance with Alberta Employment Standards, the Drumheller Public Library will have a staff-elected Health and Safety Representative who is committed to improving health and safety conditions in the workplace and empowered to do so through training and support from the Director of Library Services.

1. The Director of Library Services is responsible for ensuring that all staff members and volunteers receive Occupational Health and Safety (OHS) orientation, including an overview of applicable OHS legislation, the roles and responsibilities of both staff members and employer with respect to OHS, the role of the HSR, the role of any governing entities, any common workplace hazards and those specific to the staff member's responsibilities, and the Workplace Hazardous Materials Information System (WHMIS). The Director will also ensure that this information is reviewed at least annually, and that further OHS training is made available regularly.
2. The Director and delegated supervisors are responsible for ensuring that staff members and volunteers work safely and in accordance with all applicable legislation, industry best practices, and Library policies and procedures. The Director will work in consultation and cooperation with the HSR to fully implement the requirements of all applicable OHS legislation into the Library's practices, and ensure that equipment, materials, and protective devices prescribed by applicable legislation, industry best practices, and the Library's policies and procedures are provided and maintained in good condition.

3. They will take every precaution reasonable for the protection of Library staff members and volunteers.
4. The Library will provide the necessary time and funding for the HSR to undertake all required and relevant supplemental training.
5. Staff members are responsible for working safely and in compliance with all applicable legislation, as well as all applicable Library policies and procedures, including using equipment, materials, and protective devices appropriately. Staff members will report to the Director and/or the HSR any unsafe or unhealthy conditions and practices in the workplace so that these conditions may be promptly remedied.
6. Workplace Incident Investigation and Reporting
 - a. In the event of an incident, the Library's first concern shall always be the health and safety of its staff members, volunteers, and any other individuals on the premises, and ensuring proper and immediate medical attention following any incident or potential workplace illness. This includes proper first aid and calling 911 where relevant.
 - b. Any incident or potential workplace illness, no matter how minor, must be reported as soon as possible to the HSR or the Director. The HSR and/or Director is responsible for ensuring the incident is investigated and an incident report form is completed, tracked for any required follow up, and stored for a minimum of 10 years. As appropriate, the results of an investigation will be used to amend or update any applicable Library procedures to control or eliminate the likelihood of the incident occurring again.
 - c. If an incident results in serious or critical injury, death, a serious workplace illness, or a fire, explosion, flood, or structure collapse that makes the environment unsafe, the Director or a designate will also contact Alberta's Occupational Health and Safety centre at 1-866-415-8690. The scene of the event or potential illness will also be immediately sealed off and made accessible again only by permission of a Ministry of Labour inspector.
 - d. Reported incidents will be investigated promptly and cooperatively by the Director and the HSR. If appropriate, the Board, representative(s) of the Town of Drumheller, and/or a representative of the Ministry of Labour may also be included in the investigation.
 - e. Investigations should include, at a minimum, interview(s) with those affected and/or any witnesses, a description of the incident, identification of any risks and hazards contributing to the incident, remedial measures with a work plan and timeline for implementation, and communication to staff members about the incident and the remedial measures recommended and/or taken.
7. All staff members and volunteers have the right to refuse work that they have reason to believe is unsafe, whether in general or for them personally. This includes instances where they or another individual might be endangered by any equipment, machine, device, or other object, the physical condition of the workplace, or interpersonal violence or harassment. If a health or safety concern or complaint is raised, the Director and/or the HSR will investigate in the presence of the staff member or volunteer to establish whether a health and safety risk exists, undertake prompt action to mitigate or accommodate for any confirmed risk, and respond in writing to the staff member or

volunteer to state the findings of the investigation and any corrective measures taken, with a copy of the response filed for future reference. No penalty will be imposed for any complaint of inappropriate behaviour submitted in good faith, regardless of the outcome of any investigation.

Revision approved 12 December 2019.

Section: Personnel
Subject: Volunteers

Original Issue Date: April 2006
Policy & Procedure #: C.8

Policy

Library volunteers are valued contributors to the operation of the Drumheller Public Library. As such, they will receive appropriate orientation, training, and recognition during their period of service.

Guidelines

1. Interested applicants will be interviewed to determine the match between the skills, interests, and time they have available and the needs of the Library.
 2. If there is a good match, the volunteer will be provided with an orientation to the Library, the staff, and Board policies relevant to their roles, including C.7 Occupational Health & Safety and C.9 Prevention of Workplace Discrimination, Harassment, & Violence. As appropriate, they will also be provided with ongoing training relevant to their roles.
 3. All operational volunteers will wear a Volunteer name tag when volunteering at the Library.
 4. All operational volunteers will fill out a time sheet for each shift. Board and Society volunteers will submit records of their volunteer hours to the Director of Library Services in December of each year.
 5. Operational volunteers will fulfill a probationary period of three months. Should it be determined that the volunteer does not meet expectations, they may be given notice that their services will no longer be required.
 6. Volunteers engaging in unsupervised programming with vulnerable individuals will submit a completed criminal record check and vulnerable sector check prior to beginning work, to be renewed every 3 years. The cost of renewal checks will be covered by the Library.
 7. The service of all volunteers will be recognised annually.
-

Revision approved 12 December 2019.

Section: Personnel

Original Issue Date: April 2006

Subject: Prevention of Workplace Discrimination,
Harassment, and Violence

Policy & Procedure #: C.9

Policy

The Town of Drumheller Library Board is committed to creating and maintaining an organisational environment that is free of all discrimination, harassment (including sexual harassment), and violence (including domestic violence). The Board is further committed to creating a work environment in which staff members feel safe and confident in seeking assistance for any domestic violence concerns. All individuals have a right to be treated with respect and dignity, and a responsibility to treat others the same way. No action or manifested attitude which falls under the definitions listed in Appendix D, "Defining Discrimination, Harassment, and Violence in the Workplace" shall be permitted in the Drumheller Public Library by any library staff member, volunteer, or member of the public toward any other. Guidelines are provided to prevent and, if necessary, address any such action or attitude. Complaints will be addressed promptly and tactfully in order to prevent unnecessary escalation and restore a healthy, respectful workplace for all staff members and volunteers. Please see Policy G.5 Public Code of Conduct for further information regarding incidents of harassment or violence among members of the public or from members of the public toward staff members or volunteers.

Guidelines

1. The Director of Library Services is responsible for fostering a work environment free of discrimination, harassment, and violence in accordance with Alberta Occupational Health and Safety legislative requirements. They are responsible for ensuring that all staff members and volunteers have read and understand this policy and Appendix D, "Defining Discrimination, Harassment, and Violence in the Workplace," and that they have regular opportunities to build skills in preventing and resolving discrimination, harassment, and violence in the workplace.
2. Staff members and volunteers are responsible for ensuring they understand and adhere to all standards described in this policy and its appendix. All staff members and volunteers are encouraged to raise any concerns and to report incidents or threats immediately to the Director of Library Services or the Chair of the Library Board, as appropriate. No action will be taken against any person that brings forth a complaint or concern in good faith.
3. The Town of Drumheller Library Board expressly prohibits and will not tolerate any form of discrimination, harassment, or violence, be it physical, sexual, or psychological, based upon race, colour, religion, national origin, sex, age, sexual orientation, marital status, disability, or social status.

Procedure

1. If a staff member or volunteer believes they, or a co-worker, are experiencing discrimination, harassment, or violence in the Library or another location in which they are fulfilling Library responsibilities, they are expected to communicate with the offending individual, either directly or through the Director (or, if necessary, the Board Chair). The Director/Chair will clarify the situation with the relevant individual(s), then speak privately with the offending individual to identify the inappropriate action(s) and outline required changes. No penalty will be imposed for any complaint of inappropriate behaviour submitted in good faith, regardless of the outcome of any investigation.
2. An individual who refuses to change his or her behaviour after a verbal warning will be issued a written warning, with a copy added to his or her personnel file. Continued behaviour of the sort thus addressed may result in suspension or termination of employment.
3. If a staff member feels that this procedure is insufficient, they may submit a written complaint to the Director of Library Services (or, if necessary, the Library Board Chair). In that case, after the Director/Chair has determined that all appropriate internal measures have been taken to resolve the situation, the complainant and the offending individual will meet with an impartial, trained third party (mediator) who will guide a discussion in which the disputing parties will attempt to reach a mutually acceptable solution. If the situation cannot be resolved via mediation, the Board will pursue a formal investigation into the charges.
4. If an investigation is undertaken, all involved individuals, including witnesses, are expected to cooperate in the investigation as requested, and to limit discussion of the investigation to those who need to know. Each individual will have opportunity to review any statement they give in writing before the final report is submitted. Both the complainant and the offending party may bring to related meetings and interviews a person of their choice for moral support. Both complainant and the offending party will have an opportunity to review the draft report, and will receive a copy of the final report.
5. If deemed appropriate by the Board, disciplinary or corrective measures may also be taken against the following: a Director who is aware of a discrimination, harassment, or violence situation and fails to take corrective action; anyone who interferes with the resolution of a complaint by threats, intimidation or retaliation; or anyone who files a complaint that is frivolous or in bad faith.
6. Ultimate authority and responsibility for the resolution of workplace discrimination, harassment, or violence situations rests with the Town of Drumheller Library Board.

Other Recourse

If harassment is based on one of the grounds of discrimination prohibited under the *Canadian Human Rights Act*, staff members have the right to file a complaint with the Canadian Human Rights Commission.

Assaults, including sexual assault, are covered by the *Criminal Code* and, in such cases, the RCMP should be contacted.

Defining Discrimination, Harassment, and Violence in the Workplace

Definition of Discrimination: Any form of unequal treatment based on a ground of discrimination that is prohibited under human rights codes applicable in Alberta that results in disadvantage, whether imposing extra burdens or denying benefits. Discrimination may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices, or procedures that appear neutral but have the effect of disadvantaging certain groups of people in obvious or subtle ways. Discrimination needs only to be one factor among many factors in a decision or action for a complaint of discrimination to be found valid and appropriate action to be taken.

Definition of Harassment: Any improper conduct by an individual that is directed at and offensive to another person or persons in the workplace, including patrons and visitors, and that the individual knows or ought reasonably to know would cause offence or harm. It comprises any objectionable act, comment, or display that demeans, belittles, or causes personal humiliation or embarrassment, and any threat or act of intimidation.

Definition of Domestic Violence in the Workplace: a pattern of behaviour used, in the workplace, by one person to gain power and control over another with whom they have or have had an intimate relationship. Domestic violence in the workplace may include:

- a) the exercise of physical force by a family member against a staff member, in a workplace, that causes or could cause physical injury or harm to the staff member;
- b) an attempt by a family member to exercise force against a staff member, in a workplace, that could cause physical injury to the staff member;
- c) a statement or behaviour of a family member that is reasonable for a staff member to interpret as a threat to exercise physical force against the staff member, in a workplace, that could cause physical injury to the staff member;
- d) a verbal assault causing emotional duress or threats of any nature, verbal or written (on paper or electronically), by a family member against a staff member, in a workplace;
- e) a family member's intentional damage or destruction of property belonging to either the Drumheller Public Library or its staff members;
- f) a family member's possession of a weapon while on Drumheller Public Library premises, or while visiting a worker conducting Library business.

Definition of Workplace Bullying: Includes constant trivial criticism of another (the triviality, regularity, and frequency denotes bullying); minimising another's contributions, achievements, existence, value, status, worth, or potential; singling out or treating another differently; marginalising, overruling, ignoring, or sidelining another; belittling, demeaning, or patronising another, whether in private or in front of others; humiliating, shouting at, or threatening another; overloading another person with responsibilities or taking away another's responsibilities without reasonable cause; distorting or misrepresenting another's words; displaying immaturity, impulsiveness, aggression, manipulation, dishonesty, or deceitfulness; behaving in a vengeful, disruptive, ungrateful, rigid, or inflexible manner

towards another. Bullying may be an accumulation of many small incidents over a period of time.

The following page contains some examples, but not an exhaustive list, to clarify what is considered unacceptable behaviour according to the above definitions:

What generally constitutes harassment	What may constitute harassment	What does not generally constitute harassment
<p><i>Serious or repeated</i> rude, degrading, or offensive remarks, such as teasing about a person's physical characteristics or appearance, put-downs, or insults.</p> <p>Displaying sexist, racist or otherwise offensive pictures, posters, or sending e-mails related to one of the eleven grounds prohibited under the <i>Canadian Human Rights Act</i></p>	<p>Criticising a staff member in public</p>	<p>Allocating work</p> <p>Following-up on work absences</p> <p>Requiring performance to job standards</p> <p>Taking disciplinary measures</p> <p>A <i>single</i> or <i>isolated</i> incident such as an inappropriate remark or abrupt manner</p>
<p><i>Repeatedly</i> singling out a staff member for meaningless or dirty jobs that are not part of their normal duties</p>	<p>Exclusion from group activities or assignments</p>	<p>Exclusion of individuals for a task based on specific occupational requirements necessary to accomplish the safe and efficient performance of the job</p>
<p>Threats, intimidation or retaliation against a staff member, including one who has expressed concerns about perceived unethical or illegal workplace behaviours</p>	<p>Statements damaging to a person's reputation</p>	<p>Measures taken against someone who is careless in his or her work, such as in the handling of confidential documents</p>
<p>Unwelcome social invitations, with sexual overtones or flirting, with a subordinate</p> <p>Unwelcome sexual advances</p>	<p>Making sexually suggestive remarks</p> <p>Physical contact such as touching or pinching</p>	<p>A social relationship welcomed by both individuals.</p> <p>Friendly gestures among co-workers such as a pat on the back</p>

Section: Personnel
Subject: Working Alone

Original Issue Date: 2007
Policy & Procedure #: C.10

Policy

In order to preserve the safety of Drumheller Public Library staff members and volunteers, no staff shall be allowed or required to work alone during Library open hours, or during any period during which patrons have access to the Library. Any staff member alone in the Library during closed hours will observe the safety measures required by the Director of Library Services and/or the Library Board, including, but not limited to, ensuring a ready means of communication with the Director and/or Badlands Community Facility staff at all times.

Guidelines

1. During Library open hours, at least two Library staff members will be physically in the Library at all times.
2. If Library programs, breaks, or other activities require one staff member to be solely responsible for the circulation desk, measures will be taken to ensure that that staff member has ready means of contact with other staff members in the Library at all times.
3. Emergency contact information will be on display at the circulation desk.
4. If a staff member is working off site, they will maintain regular contact either with staff members of the hosting organisation (where applicable) or with the Library.
5. Staff members will be trained in, and regularly review, the Library's Emergency Response Procedures as well as policies and guidelines pertinent to preventing and managing violence and harassment.

Reference: Occupational Health & Safety Code, Part 28, Section 394(1)

Revision approved 12 December 2019.

Section: Personnel
Subject: Pandemic

Original Issue Date: August 2020
Policy & Procedure #: C.11

Policy

During a declared pandemic, the Drumheller Public Library's first responsibility is the safety of patrons and staff members. In the case of a pandemic, the Director of Library Services has the authority to temporarily modify all operations, including service hours, staffing levels, services offered, and policies and procedures.

Guidelines

1. The Director is responsible for communicating government directives and their impact on library service, procedures, and policies to staff members, the Library Board, and the public.
2. The Director will inform staff members when access to the Library space will be restricted. Staff members' return to the Library and reopening of the Library to the public will be decided and communicated by the Director.
3. When a pandemic has been declared, staff members may be assigned flexible work shifts and/or remote work. If necessary, staff layoffs will be decided and announced by the Library Director after consultation with the Board.
4. In the case of a confirmed or suspected case of pandemic infection among Library staff, the Director will contact Alberta Health Services and follow their directions.
5. All staff members will ensure they understand and comply with the Library's infection prevention procedures.
6. Staff members will advise the Director immediately if they feel the conditions of the pandemic make them unsafe at work. The Director and/or the Health and Safety Representative will investigate the staff member's specific concerns and determine whether they can be, or have been, mitigated by procedures or PPE, and/or whether alternative work can be assigned that addresses the staff member's safety concerns and meets the Library's operational needs. If the staff member is not satisfied with the resulting measures the Director will contact Occupational Health and Safety for further direction and abide by their instructions. If suitable, the Director may approve an unpaid, job-protected leave for 3-6 months.
7. All staff members are required to be vigilant of their own health during a declared pandemic. Staff members with symptoms, as well as those who have no symptoms but think they may have been exposed to the pandemic pathogen, must stay at home until Alberta Health Services criteria for a safe return to work have been met.

8. It is the responsibility of staff members to contact the Director to report an absence related to illness. The Director will authorise, as needed and on a case-by-case basis, any adjustment to accumulated sick leave or vacation time for a staff member who becomes ill or who stays home to care for a family member who becomes ill.
 9. The Director shall endeavor to keep the Board informed of developments as they occur.
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Approved 8 September 2020.

Section: Physical Facilities

Original Issue Date: March 2002

Subject: Use of Space

Policy & Procedure #: D.1

Policy

Library spaces may be used as a meeting place for community organisations and other groups and individuals at the discretion of the Director and Board. Permission for use of library space does not imply Library endorsement of the users, their beliefs, or their activities.

Guidelines

1. Except for the office reserved for the use of the Town Seniors Coordinator, use of Library spaces will prioritise Library activities, then activities which align with the Library's Mission Statement and Plan of Service.
2. Any user wishing to have exclusive use of one of the Library's meeting rooms must book the room in advance. Library staff members will keep a common record of the date(s), time(s), activity type, and relevant contact information of each booking. Activity or event organisers must sign a Meeting Room Booking Contract before using the room. Failure to fulfill this contract may result in a loss of booking privileges.
3. Ongoing bookings must be renewed annually, and a Meeting Room Booking Contract completed each year.
4. The Library's meeting rooms may be booked for use only during the Library's open hours. Exemptions may be negotiated at the discretion of the Director of Library Services.
5. All other Library spaces must remain available for the use of Library patrons and guests.
6. If an individual or group intends to charge attendees for participation in their activity, they will be charged for use of the space at the following rates:

Large Meeting Room: \$170/day \$30/hour

Small Meeting Room: \$90/day \$15/hour

Revision approved 10 January 2024.

Meeting Room Booking Contract

In signing this contract, I agree to abide by the following rules. I understand that if I fail to fulfill this contract, I and/or my group may lose booking privileges at the Drumheller Public Library.

Name of User/Group: _____

Contact person (name and phone# or email): _____

Date(s) and time(s) of use: _____

Name or description of activity: _____

1. Groups and individuals using Library meeting rooms are responsible for setting up furniture and supplies as required and returning the space to its original condition (i.e. spills cleaned up, activity materials and food garbage/recyclables removed, tables and chairs cleaned as needed, etc.).
2. Groups and individuals using Library meeting rooms may use Library equipment (e.g. ActivBoard, laptop, TV and Blu-ray player) provided they return the equipment promptly after use, and abide by all relevant Library and/or copyright rules.
3. The Library's meeting rooms are available for use during the Library's open hours. Activity organisers must schedule adequate time before their activity for set up, and at the end of their activity to return the room to its original condition.
4. Groups and individuals using Library meeting rooms will be billed for any undue loss or damage to Library or Town property arising from their use of the space.
5. Ongoing bookings of Library meeting rooms will be permitted for one year at a time; users must request bookings and complete a booking contract annually.
6. Groups and individuals using the Library meeting rooms must be aware of relevant Library emergency procedures and must follow the direction of Library and/or Badlands Community Facility staff members in the event of an emergency.
7. Groups and individuals charging attendees for participation in their activity will be charged for their use of the room at the following rates:
Large meeting room: \$170/day \$30/hour
Small meeting room: \$90/day \$15/hour

Signature: _____ Date: _____

Section: Physical Facilities

Original Issue Date: January 2006

Subject: Emergency Procedures

Policy & Procedure #: D.2

Policy

A Library emergency response plan will be provided to equip library staff members to protect the health, safety, and welfare of library users and staff members and minimise damage to property due to natural and human-made hazards. The Drumheller Public Library Emergency Response Procedures will reflect the Town-established Emergency Operations Plan as it applies to Library space and operations. Special training in handling emergency situations will be arranged as deemed appropriate by the Director.

Guidelines

The Director of Library Services will provide staff members with guidelines for responding to emergency situations occurring in the Drumheller Public Library (see D.2a) in keeping with the Town-established Emergency Operations Plan. The Library guidelines will be reviewed with staff quarterly, and the Emergency Operations Plan will be reviewed as it is updated. Additional training in handling emergency situations (e.g., first aid training and violence prevention training) will be provided as appropriate, based on provincial Occupational Health and Safety regulations and the Director's judgment.

Revision approved 13 December 2023.

Drumheller Public Library Emergency Response Procedures

To ensure the safety of Library users and staff members, the Town of Drumheller Library Board has established the following Emergency Response Procedures. The Director of Library Services shall ensure that suitable resources and training are available to enable staff members to deal appropriately with emergency situations. At minimum, these resources and procedures shall include:

- Core staff members will be certified in First Aid and CPR.
- A current emergency contact list will be posted near the circulation desk.
- One first aid kit equipped with the required supplies will be stocked in the workroom.
- Staff members will review the Emergency Response Procedures quarterly and the Badlands Community Facility Emergency Operations Plan as it is updated.

Building Evacuation Response

The building should be evacuated whenever remaining in the building becomes dangerous or upon the request of government or Badlands Community Facility (BCF) staff.

- **If a hazard requiring evacuation originates in the Library, contact the BCF as soon as possible by dialling 1370 so BCF staff can ensure their staff members and facility users are safe as well.**
- Remain calm and ensure all library users and staff members leave the building.
- When evacuating persons with disabilities, ask how you can help before giving assistance. Ask how they can best be assisted or moved, and whether there are any special considerations or items that need to come with them.
 - Get the attention of a person with a hearing disability by a touch on the shoulder or eye contact. Clearly state the problem. Gestures and pointing are helpful but be prepared to write a brief statement if the person does not seem to understand.
 - Do not grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
- Take with you: your car keys, bag, coat, etc. **if** taking them does not delay an orderly evacuation. Do not attempt to take large or heavy objects.
- Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.
- Proceed as quickly as possible, but in an orderly manner. Do not push or shove.
- Once out of the building, move away from the structure to the designated muster point. **The Badlands Community Facility muster point is located at the east end of the parking lot.**
- If anyone appears to be missing, notify emergency responders. They will search the Facility if necessary.

- Do not re-enter the building until the Fire Department, emergency responders, or the Building Supervisor says that it is safe to return.
- When it is safe to do so, contact the Director if they are not on the premises.

Fire

At the first indication of smoke or flame, investigate the situation to determine the location and extent of the fire.

- Do not panic, but do not under-estimate the potential danger to library users or staff members.
- If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so. **The fire extinguisher is mounted on the wall to the left of the main library entrance.**
- Do not allow the fire to come between you and the exit.
- When safe to do so, call 911.
- The smoke detectors may set off the fire alarm. Otherwise pull the fire alarm to notify library staff members, library users, and those in the BCF to evacuate the building. **The fire alarm switches are located outside the main entrance and beside the emergency exit in the youth space.** Library staff members should divide the Library's spaces between them to check and evacuate: at minimum, one staff member should check the perimeter (quiet space, offices, program rooms, Youth Space, Children's Corner, and window seating) while the other checks the stacks, washrooms, and staff workroom.
- When the evacuation/fire alarm system sounds, or when told verbally, all staff members and library users must evacuate the building by the nearest and safest route and report to the designated muster point. **The BCF muster point is located at the east end of the parking lot.**
- Do not break windows, as increased access to oxygen will feed the fire.
- Do not open hot doors. Before opening any door, touch near the top. If the door is hot or if smoke is visible do not open the door.
- Do not enter a smoke-filled area. If an area has filled with smoke, all persons must use an alternative exit.
- Do not attempt to save possessions or Library property at the risk of personal injury. Take with you: your car keys, bag, coat, etc. **if taking them does not delay an orderly evacuation.** Do not attempt to take large or heavy objects.
- Do not re-enter the building until the Fire Department, emergency responders, or the Building Supervisor says that it is safe to return.
- When it is safe to do so, notify the Director if they are not on the premises.

Explosion

- Remain calm and be prepared for a possible further explosion.
- Crawl under a table or desk and stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
- If evacuation is ordered, follow the evacuation plan above.
- Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
- Open doors carefully and watch for falling objects.
- Do not use elevators, matches, lighters, or telephones.
- Do not spread rumors.

Health Emergency or Accident-Causing Harm

All core staff members will hold valid Emergency First Aid certificates but should exercise due caution when administering First Aid. No medication, including aspirin, should ever be dispensed to the public.

- Assess the seriousness of the injury or illness. Call 911 in the event of a serious problem.
- Assess the situation for potential further harm.
- Apply appropriate first aid to the extent of your training if it is safe to do so. First aid supplies are in the labelled bin over the counter in the workroom.
- Call the person's parent/guardian if it is a minor.
- Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.
- After the person has been taken care of and the incident is over, fill out an incident report and, if applicable, a Worker's Compensation report. Submit these to the Director and provide additional information if asked.
- Notify the Director if they are not on the premises.

Power Outage

- In the event of a power outage, try to determine when power will be restored by checking atco.com or calling 1-800-668-5506 on your mobile device, or contact BCF staff.
- Closing the Library
 - If current conditions (e.g., cold, heat, or lack of daylight) require power for safe activity in the Library and power will not be restored within 30 minutes, close the Library.
 - If restoration time is not known and the above applies, wait 30 minutes and then close the Library if there is still no power.
 - If conditions allow for safe activity in the Library without power, consult with BCF staff to determine closing time.
 - If possible, post on social media channels to inform the community of closure.

- If you are in an unlighted area, proceed cautiously to an area that has emergency lights or daylight. There are flashlights located in the left drawer at the Circulation Desk and in the tool bin in the workroom. Extra batteries will be kept in the left drawer at the Circulation Desk.
- Check the public washroom and program rooms to make sure that library users are not trapped inside without lights.
- There are emergency battery backup lights in the building. If any of these lights fails to operate, or if an exit light by a door is not working, advise the BCF manager or Public Works after power has been restored.
- Notify the Director if they are not on the premises.
- If the Library is closed, staff members scheduled to work will remain on call to resume service when power is restored, unless the Director or their designate states otherwise.
- When the power is restored, if the Library would normally be open for one hour or longer, reopen the Library and post on social media channels that the Library is once more available.

No Heat

- If the Library has no heat, contact the BCF manager or Public Works and advise them of the problem.
- If the weather requires it and the heat will not be restored within 30 minutes, close the Library.
- Notify the Director if they are not on the premises.

No Water

- In the event of a water shortage contact the BCF manager or Public Works and advise them of the problem.
- Close the washrooms to staff and public use.
- Notify the Director if they are not on the premises.

No Telephone Service

- Contact the BCF manager and advise them of the problem.
- If the problem is specific to the Library's phones, contact the Town of Drumheller as our account is managed by them.
- Notify the Director if they are not on the premises.

Water Damage

- If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.), do so cautiously and with suitable protective equipment.
- Be prepared to help as directed in protecting collection materials that are in jeopardy. Take only those steps needed to avoid or reduce immediate water damage: cover shelf ranges with plastic sheeting; carefully move materials out of the emergency area. Do not remove already wet books from shelves until a place has been prepared to receive them.
- Notify the Director if they are not on the premises.

Suspected Gas Leak

- Contact the BCF manager or Public Works and advise them of the problem.
- If evacuation is deemed necessary, follow the procedure above.
- Notify the Director if they are not on the premises.

Biohazard

- Leave the suspicious substance where it was found.
- Do not take any action that might spread the substance to another area.
- Call non-emergency help services.
- If advised to do so, follow the building evacuation procedure above.
- Notify the Director if they are not on the premises.

Public Disturbance

- If safe, attempt to calm the offender. If they persist in their behaviour, ask them to leave the Library.
- If the situation cannot be safely managed by Library staff members, or if follow up is needed, contact the RCMP at 403-823-7590 or 911 as appropriate. Answer their questions to the best of your ability.
- If the offender poses a hazard to library users and staff members, or if directed to do so by the RCMP, evacuate the Library.
- When it is safe to do so, notify the Director if they are not on the premises.
- Complete an incident report and submit it to the Director.

Robbery

- Do not resist in any way.
 - Obey instructions; do not plead with or antagonise the robber.
 - Give only what is asked for.
 - Take no action which may jeopardise your safety or that of library users or staff members.
 - Assume any weapon is real and dangerous.
- Be observant. Note:
 - Physical description (e.g., height, build, right or left handedness, colouring, other features)
 - Type of weapon used.
 - Any suspected accomplices
 - Means and direction of escape.
 - Time of the event
 - Features of any written communication (keep if possible)

- After the robbery, when it is safe to do so, contact the RCMP and the Director, if they are not on the premises. If anyone was harmed, follow procedures to obtain suitable help.
 - Secure the crime scene for RCMP investigation. Do not handle or move anything involved.
 - Ask any witnesses to stay to speak with the RCMP. If they are not able to stay, collect contact information.
 - Answer the RCMP's questions as accurately as you are able, without exaggeration. If you don't remember or aren't sure, say so. Do not speculate.
 - Do not discuss the robbery with news media or post on the Library's social media accounts without explicit permission from the Director or their delegate.

Break and Entry

- The following procedure applies upon discovering evidence of a possible break and entry. If the offender is still present, follow the procedure for Robbery above.
- Inspect the Library to determine the point of entry and the extent of any damage and/or theft.
- Secure the point of entry and any visible disturbance and avoid moving or handling anything involved. If there are hazards to library users or staff members, close off the space or close the Library, as necessary.
- Contact the RCMP and answer their questions as accurately as you are able.
- Notify the Director if they are not on the premises.
- After the investigation is complete, assist as requested to clean up or repair any damages.
- Complete an incident report and submit it to the Director.

Suspicious Package

- In the event of a staff member or library user discovering a suspicious package, do not touch it. Secure the area and notify the RCMP.
- A complete evacuation may not be required until advised by the RCMP. If an evacuation is required, follow the procedure above.
- All staff members must:
 - Maintain an uncluttered work area.
 - Watch for suspicious or unfamiliar packages.
 - Not touch or move any suspicious packages.
 - Notify the Director or designate if a suspicious package is found.
 - Record any information that may be pertinent to RCMP investigation.

Bomb Threats

- Remain calm and courteous, listen carefully, and obtain as much information as you can.
- Keep the caller on the line as long as possible. Have someone call 911 on a separate line. If this is not possible, call 911 immediately after the caller hangs up.

- Ask the caller to repeat the message and try to write down their statements exactly. Note the caller's manner of speech (e.g., slow, fast, loud, calm, angry, intoxicated, etc.), whether they seem to be familiar with the facility, and whether there are any background noises (e.g. motors running, background music, voices) that might indicate where the call is originating.
- If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.
- Follow building evacuation procedures if requested by the RCMP.
- The RCMP will handle the actual bomb search. Be ready to assist as requested to provide access.
- Notify the Director if they are not on the premises.
- Do not spread rumours.

Gun Threat

- Announce "Lock Down" in progress to all staff and library patrons.
- Lock doors and proceed to the nearest room which can be secured and remain inside.
- Cover the windows, move away from the door and turn off the lights.
- Remain calm and quiet.
- If you are unable to enter a secured space, stay where you are and seek any available shelter. Only attempt to leave if you are in immediate danger.
- If it is safe to do so, call 911.
- Once the "all clear" signal is given, contact the Director if they are not on the premises.

Tornadoes

- Do not leave the building. Ensure the exterior door is properly latched if there is time.
- Do not remain in any open areas, as the roof could collapse. Take shelter in inner hallways or rooms, including washrooms (note: flying debris could become lethal).
- Stay away from door openings and windows. Crouch, lie flat, or get under desks etc.
- Prepare for a power outage. Remain under cover until the storm has completely passed or you are given the all-clear sign from authorities.

Earthquakes

- Remain calm.
- Stay inside. Take shelter in a doorway, in a narrow corridor, or under a heavy table or desk.
- Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
- Remain alert for aftershocks.
- If possible, listen to local radio stations for instructions.
- Assist those who have been trapped or injured, but do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).

- Evacuate the building when it is safe to do so. Do not re-enter until the building has been declared structurally sound.
- Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.

Other Local/National Emergencies

- Monitor the news and follow any instructions given.
- Evacuate the building or remain in a safe area of the building as advised.
- Notify the Director if they are not on the premises.

Contact Numbers

Ambulance/Fire Department/RCMP	911
Non-emergency help	
Drumheller Emergency and Protective Services	403-823-1363
Municipal Enforcement/Peace Officer	403-823-1360
Drumheller RCMP (non-emergency)	403-823-7590
Badlands Community Facility main desk	403-823-1370 (can direct dial 1370)
Director of Library Services: Emily Hollingshead	587-983-2975
Board Chair: Samantha Haddon	_____ or _____
Building Maintenance:	
• Reg Bennett (Public Works)	403-820-2253
• Rick Ladouceur (manages BCF)	403-823-1364
ATCO Power	1-800-668-5506
Drumheller Health Centre	403-823-6500
Occupational Health & Safety	1-866-415-8690
Poison Centre	1-800-332-1414
Drumheller Town Hall	403-823-6300
Marigold Library System	1-855-934-5334

Section: Library Materials
Subject: Materials Lending

Original Issue Date: 14 November 2002
Policy & Procedure #: E.1

Policy

The Town of Drumheller Library Board will make available for loan a variety of informational and leisure materials.

Guidelines

1. The Board believes it is important to provide materials to the user in the most timely, convenient way possible. Some materials, however, may require some restrictions.
 2. All materials normally considered to be part of the Library's circulating collection shall be loaned to the public at no extra charge and within the rules and regulations as established in the Board's Bylaws.
 3. The following items are not available for loan:
 - a. Current issues of periodicals
 - b. Newspapers
 - c. Microfilms
 - d. Any additional items declared non-circulating by the Director of Library Services
 4. The loan period for seasonal, school, and in-demand items may be shortened to best serve the needs of the whole community.
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Revision approved 10 January 2024.

Section: Library Materials
Subject: Materials Selection

Original Issue Date: 7 October 1999
Policy & Procedure #: E.2

Policy

Ongoing development of the Library's collection of circulating materials, including selection of purchased materials and the disposition of these materials, will be done by qualified staff at the Drumheller Public Library and/or at Marigold Headquarters.

Guidelines

1. Acquisition decisions will be based on available resources, including but not limited to review sources, known gaps in the existing collection, suggestions from the public, and consideration of current prevailing standards.
 2. Disposition of library materials that are no longer relevant or that are damaged or lost shall also be done by qualified staff at the Drumheller Public Library.
 3. The Drumheller Public Library may seek guidance and consultation in these areas from staff members at Marigold Headquarters.
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Revision approved 10 January 2024.

Section: Library Services

Original Issue Date: 14 September 2000

Subject: Inter-Library Loans

Policy & Procedure #: F.1

Policy

The Town of Drumheller Library Board acknowledges the value of sharing library materials across libraries and systems whenever possible to deliver the best possible library service to all patrons.

Guidelines

1. Inter-library loan materials borrowed by local library patrons are subject to the loan procedures of the Drumheller Public Library as outlined in its bylaws, unless otherwise stipulated by the lending library, TRAC sharing guidelines, or The Alberta Library (TAL) guidelines.
 2. Items purchased with local funds may be restricted to local circulation.
 3. Materials requested for use in libraries outside the TRAC system will be sent unless the item is fragile, the only copy of that title in the TRAC system and unavailable for reorder, or if it is otherwise determined by the Director of Library Services that shipping poses an unreasonable risk to the item.
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Revision approved 12 December 2019.

Section: Library Services
Subject: Special Services

Original Issue Date: January 2006
Policy & Procedure #: F.2

Policy

The Board recognises the need for diversity, inclusion, and accessibility in the Library's spaces, services, and materials.

Guidelines

1. The Library Board and staff will strive to make the Library's spaces, services, and collection as inclusive of the entirety of the community they serve as possible within the limits of the resources available.
 2. Library staff members will receive training regularly in order to readily provide suitable accessible services, either in or through the Library.
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Revision approved 12 December 2019.

Section: Library Services

Subject: Access to Library Services

Original Issue Date: 9 December 1999

Policy & Procedure #: F.3

Policy

Everyone is welcome at the Drumheller Public Library. However, under certain circumstances, the use of the Library or its services may be temporarily denied.

Guidelines

1. There is no charge for the use of Library resources on the premises during open hours (see Schedule A). The exception is paid bookings of Library meeting rooms (see Policy D.1).
 2. The use of the Library and/or its services may be temporarily denied for due cause. Such cause may be failure to return books or to pay required penalties (see Schedules C & D), destruction of property, disturbance of other patrons, mistreatment of staff members or patrons, or any other objectionable conduct on the Library premises, as determined by Library staff members (see Policy G.5).
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Revision approved 12 December 2019.

Section: Library Services

Original Issue Date: 9 April 2009

Subject: Public Access Computers and Internet Services

Policy & Procedure #: F.4

Policy

The Drumheller Public Library shall provide computer access to the public. Recognising that the internet offers unrestricted and unlimited access to information, the Library makes no attempt to monitor, control, or restrict the content and type of material therein.

This policy applies to:

- All Library-owned computers and wireless devices, as well as all personal wireless devices operating in Library space.
- All instances of accessing the internet within the Library, whether through the Library's internet service or through other wireless services and associated devices, software, or providers used by patrons.

Guidelines

Library Responsibilities

1. The Library will provide access to its Public Access Computers and Internet Services policy.
2. The Library will provide free use of its computers and wireless service. Printing to a Library printer will be charged according to posted rates.
3. The Library will respect the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, acquired, or transmitted. This includes the use of the internet and of any electronic databases available through and/or accessed in the Library. Due to the limitations of space at the Library, if necessary, Library staff members will advise users that they are in a public space and encourage all users to be respectful of the rights and sensibilities of others.
4. The Library will limit computer use registration to a statistical number and first name and destroy registration sheets on a monthly basis.
5. The Library supports the right and responsibility of parents or legal guardians to determine, monitor, and guide their children's use of library materials and resources including content that may be deemed age inappropriate. The Library will not act in the place of or in the absence of a parent.
6. The Library staff is entrusted with the obligation to ensure that all rules of computer use and internet service are followed. Staff will advise patrons of appropriate conduct as required and communicate the consequences of not following the rules should unacceptable behaviour continue.

7. The Library is not responsible for damage to a user's hardware, software, or any loss of data that may result from use of a Library computer.
8. The Library is not responsible for any information that is compromised, or any damage caused to hardware or software when using the Library's wireless network services. Causes for damage may include, but are not limited to, power surges, security issues, hacking, or viruses.

User Responsibilities

1. Users will register with circulation desk staff with a first name before using a Library computer.
2. It is the user's responsibility to be familiar with operating and accessing the internet, as well as basic computer skills. Library staff members will provide assistance to computer users whenever time and knowledge permit.
3. Users are responsible for determining the reliability, currency, and accuracy of information accessed while using the Library's internet and wireless services.
4. Users of the Library's computer and internet services are responsible for maintaining a welcoming and safe environment for the enjoyment of all patrons and staff. Users understand that they are using computers and devices in a public space shared by people of all ages and sensibilities. Some content is age inappropriate, offensive, objectionable, and/or intimidating to other library users and/or staff.
5. Users are responsible for respecting the privacy of other patrons.
6. Users are responsible for determining the legality of any sites they access. Users are subject to federal, provincial, and municipal legislation regulating internet use and must not use the internet for illegal purposes, including but not limited to copyright violation, obscenity, child pornography, sedition, and the incitement of hate.
7. Users must be aware that the internet is not a secure medium and third parties may be able to obtain information about users' activities. Users are responsible for any fees, losses, or damages that result from any online transactions. The Library assumes no responsibility for the security and privacy of online transactions.

Consequences of Misuses of Library Computers and/or Internet Services

1. Library staff members will contact the police in a situation where unlawful activity is reasonably believed to have occurred. For legal reasons, complaints from patrons that a user is accessing legally prohibited materials may also result in Library staff members contacting the police.
2. Any user violating the Public Access Computers and Internet Services policy and guidelines risks suspension of library privileges, exclusion from the Library for a period of time, and/or prosecution.

Revision approved 12 December 2019.

Section: Library Services

Subject: Waiver of Fines

Original Issue Date: January 2006

Policy & Procedure #: F.5

Policy

The Drumheller Public Library allows for a waiver of fines in special circumstances for Drumheller Public Library patron accounts. Each application will be considered on its own merit.

Guidelines

A Request for Waiver of Fines form must be completed and signed by the applicant and submitted to the Director of Library Services for consideration. This waiver of fines will be considered a one-time application only. Each time a waiver of fines is requested, an application must be submitted and reviewed. Please see "Request for Waiver of Fines."

Revision approved 12 December 2019.

Request for Waiver of Fines

I request a waiver of library fines incurred on my account on (date) _____ for overdue materials for the following special circumstances:

or

I request a waiver of library fines incurred on my library account on (date) _____ for lost and/or damaged materials for the following special circumstances:

Date of request: _____

Name: _____

Address: _____

Phone # or email address: _____

Date submitted to Director of Library Services: _____

Date Approved: _____ Amount of waived charges: _____

Director's initial: _____

Section: Library Services

Original Issue Date: September 2020

Subject: Masking in the Library

Policy & Procedure #: F.6

Policy

To protect the health and safety of Library users and staff members, the Drumheller Public Library will follow the practices currently recommended by provincial health authorities. All individuals who choose to enter the Library will be required to abide by the same practices. This includes, but is not limited to, the wearing of masks covering the nose, mouth, and chin.

Guidelines

1. All individuals aged 2 and older must wear a mask that covers their nose, mouth, and chin on entering the Library and for the duration of their visit. Any individual who removes their mask while inside the Library will be issued one reminder to replace their mask. If the individual refuses, or removes their mask again, they will be asked to leave the Library for the day.
 2. Individuals for whom wearing a mask is unfeasible for any reason will be accommodated as far as reasonably possible with remote services and/or curbside pickup. If such an individual has come to the Library to see the Town Seniors Coordinator, they will be directed to enter and exit the Library through an alternative entrance away from other Library users and staff members and will otherwise be expected to follow all requirements established by the Seniors Coordinator.
 3. Staff members are not required to wear masks while eating during their scheduled break, while drinking as long as they are outside the public service area and not within 2 metres of another individual, or while using the washroom. Staff members must wash their hands after handling their masks and disinfect any surface on which the mask rested.
 4. Individuals may choose to wear a face shield as well as a mask, but not as an alternative to a mask.
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Annulled 10 January 2024.

Section: Community Relations
Subject: Records Management

Original Issue Date: October 2018
Policy & Procedure #: G.1

Policy

The Drumheller Public Library keeps orderly and timely records of the business of the Library. This policy ensures that procedures are followed that comply with federal rules and regulations, provincial legislation, and with the needs of the Library.

The Income Tax Act of Canada, the Province of Alberta Freedom of Information and Protection of Privacy Act (FOIP), and the Canada Pension Plan and Administrative Records Disposition Authority (ARDA) are used as authority for the retention of records. The Drumheller Public Library retains and disposes of records as set out in Schedule A.

Records, as set out in Schedule A, are

- De stroyed** the records shall be destroyed without any copy being retained.
- P ermanent** the original records shall be preserved and never destroyed.
- Re placed** annual forms replaced with new forms.

Permanent records are held as

- H ard copy** the original document is retained.
- E lectronic** the original document is maintained online with no hard copy or original maintained.

Records dealing with the business of the Library are covered by FOIP even if they are stored at a Board or staff member's home. Confidential information will only be released to an external party with prior approval by the Director. Legal advice may be obtained at the discretion of the Director.

Guidelines

The Director is responsible for the proper and complete destruction of the records disposed of under this policy.

The Board Executive gives authority for destruction of records, in accordance with Schedule A, to the Director.

The Board Executive will inform the Board that records were disposed of in accordance with this policy at the Annual General Meeting.

Permanent records will be securely stored at the Drumheller Public Library.

At the end of their term, Board members must delete or destroy all electronic and physical records they have relating to Board business.

At the end of their employment, staff members must turn over all records they have relating to Library business to the Director.

Revision approved 9 October 2018.

Record Retention Guide

Building & Facility	Description	Years	Action
Architect drawings	Building	P	H
Building	Design estimates	10	De
	Inspection records	P	H
	Maintenance reports	10	De
	Related files	P	H
Town Agreements	Memoranda of Understanding regarding use of space	P	H
Board	Description	Years	Action
Bylaws	All versions	P	H
Correspondence	General	10	De
	Historical	P	H
Legal	Opinions	P	H
Minutes	Board & Committee	P	H
Communication & Marketing	Description	Year	Action
Photos	Historical	P	H
Plans of Service	All	P	H
Inventory	Until superseded		De
Finance	Description	Years	Action
Accounts Payable	Cheque stubs	10	De
	Communications/Purchase orders	10	De
	Contracts	P	H
	Correspondence	10	De
	Invoices	10	De
	Electronic transfer verification	10	De
	Packing slips	10	De
	Receipts	10	De
	Requisitions	10	De
	Accounts Receivable	Communication	10
Invoices		10	De
Payment verification		10	De
Assets	Permanent files	P	H
	Records of surplus	10	De
	Temporary files	10	De
Audit	Final	P	H
	Trial balance	10	De
	Working papers	10	De
Bank	Deposit books	10	De

	Memos (Debit & Credit)	10	De
	Statements	10	De
	Cancelled cheques	10	De
Budgets	Final	P	H
Contracts		10 after expired	De
Donation receipts	Receipts for charitable donations	10	De
Financial Statements	Monthly	10	De
Financial Statements	Yearly	10	De
General Ledger		10	De
Grant Applications	All	10	De
GST		10	De
Insurance	Claims	P	H
	Records	10 after expired	De
Leases		10 after expired	De
Payroll	Deductions	10	De
	Director's fees	10	Re
	Garnishees	10	De
	Paystubs	P	H
	Receiver General Payroll Remittance	10	De
	TD1 forms	10	Re
	T4 slips and summaries	10	De
Petty cash		10	De
Procedures	Finance	P	H
Tenders		10	De
Human Resources	Description	Years	Action
Employee benefits	Benefit plan	P	H
	WCB claims	10	De
	Other claims	P	H
Employee information	Job applications & résumés (all)	10	De
	Job descriptions	10	De
	Personnel file	P	H
	Record of Employment	P	H
	Temporary (term) employees	10	De
	End of employment	P	H
	Timesheets	10	De
Pension Plan		P	H
Procedures	Human resources, Health & Safety, etc.	P	H

References		10	De
Training & Development Reports		P	H
Training and Development Workshops	Materials	10	De
Equipment	Description	Years	Action
Equipment leases		10	H

Section: Community Relations

Subject: Donations

Original Issue Date: January 2006

Policy & Procedure #: G.2

Policy

Monetary donations and gifts—of books and movies in good condition or other items supporting current Library projects and services—are welcomed on the condition that the Library has complete jurisdiction over their disposal. Cash donations over \$10.00 are eligible for a tax receipt. Cash donations made to the Drumheller Public Library will be spent in support of projects listed in the current Plan of Service.

Revision approved 7 May 2019.

Section: Community Relations

Subject: Safe Child Policy

Original Issue Date: 22 September 2011

Policy & Procedure #: G.3

Policy

The Drumheller Public Library welcomes children of all ages, but it is not responsible for their safety or supervision. Parents and caregivers are solely responsible for the safety and supervision of their children.

Guidelines

1. Children aged 5 and under are to be accompanied by a caregiver, who must remain within the Library premises. Older children may visit the library independently.
 2. Children attending Library programs are supervised by the Library staff *only during* the scheduled time of the program.
 3. Caregivers are responsible for their children's behavior in the Library. Children who are disruptive to other patrons or Library staff and who do not respond to a request from Library staff to be respectful will be asked to leave for the day.
 4. Should the situation arise that a child's caregiver needs to be contacted, the following steps will be taken:
 - a. Staff will attempt to contact a caregiver.
 - b. If no caregiver can be contacted or if the Library is closing, a staff member will call the RCMP.
 - c. *Under no circumstances* will a staff member take a child out of the building or transport the child to another location unless the child's caregiver accompanies them.
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Revision approved 9 October 2018.

Section: Community Relations

Subject: Social Media

Original Issue Date: December 2019

Policy & Procedure #: G.4

Policy

The Town of Drumheller Library Board acknowledges that social media is a valuable and evolving means of communicating and building relationships with members of the communities that surround us. Use of social media by library staff members will at all times be respectful and courteous and prioritise accuracy and inclusivity.

Guidelines

Organisational Use (in the name of, sanctioned by, or using the identity of the Drumheller Public Library)

1. Staff members must receive prior approval from the Director before starting to use any social media site to represent the Drumheller Public Library.
2. When posting or reposting on one of the Library's online profiles, a staff member will ensure that content is current, factually accurate, and authentic.
3. A staff member will not post or knowingly link to any materials that are threatening, offensive, disrespectful, discriminatory, defamatory, harassing, or indecent.
4. A staff member will not allow the Library to be a "fan" of an individual or cause if doing so implies support for a specific viewpoint on a controversial issue, e. g. political, religious.
5. A staff member will uphold any laws governing copyright, intellectual property, or official trademarks by using only permitted (e.g., public domain or creative commons) resources and citing and/or linking to sources whenever possible.
6. Before publishing or sharing photographs, videos, or other media on any social media site on behalf of the Library, staff members will ensure that the proper permissions have been acquired. In the case of Library media depicting identifiable people, this means we must have a release form completed by a parent or legal guardian on file.
7. When using social media, staff members will follow all applicable Library Board policies including the Confidentiality Policy.
8. Correspondence conducted over social media sites that are official business of the Library should be preserved and retained in a manner similar to that used for other official documents. If a staff member receives unsolicited official contact through their personal email or social media presence as a representative of the Library, the staff member must provide the Library with a copy of that correspondence.

Personal Use (any use that is not in the name of, sanctioned by, or using the identity of the Library)

1. Drumheller Public Library staff members should be sensitive to the fact that social media can easily blur the distinction between an individual's official and personal identities, including the distinction between a staff member's public and private life. In a small community, anything that is posted can and does reflect on the Library and its reputation.
2. A staff member will refrain from expressing personal views or beliefs pertaining to Library business or Library partners.
3. If it is reported that a staff member's social media posts adversely affect the Library's reputation or disparage any Library staff member, Board member, or individual or organisation associated with the Library, the Director will investigate and take appropriate disciplinary action if the allegations are founded.
4. If a Library employee identifies themselves as a Library employee in any online social medium or network, they must make it clear that they are not speaking for the Drumheller Public Library.
5. Staff members will refrain from using the Library logos or branding when using social media sites for personal use.
6. A staff member will not post or knowingly link to any materials that are threatening, offensive, disrespectful, defamatory, harassing, or indecent on their personal social media accounts, as this could damage the Library's integrity, image, or reputation.

Approved 10 January 2024.

Section: Community Relations

Original Issue Date: 10 January 2024

Subject: Public Code of Conduct

Policy & Procedure #: G.5

Policy

All library staff members, patrons, and visitors share responsibility for making the Drumheller Public Library a welcoming and inclusive community meeting space. Library staff members are empowered to enforce the expectations for behaviour in the Library per Policy F.3 Access to Library Services.

Guidelines

All library users are expected to abide by the following code of conduct. Those who fail to do so will receive one warning from library staff. If disruptive behaviour continues, the library user will be asked to leave the Library for the day.

Please

- Use behaviour and language that is respectful, responsible, and considerate.
- Respect library equipment, furniture, and property.
- Ensure that children under the age of 5 are accompanied by and consistently supervised by someone 12 years or older.
- Photographing, filming or video recording of library staff and users on library property must not be conducted without prior written approval of the Drumheller Public Library
- Bring only certified service animals inside the Library.
- Understand that the Library is not responsible for library users' personal belongings.
- Keep traffic paths around you clear so others can safely move around the Library.
- Follow posted guidelines, e.g., regarding adult access to children's and youth spaces.

Behaviour that is not acceptable within the Library includes, but is not limited to

- Verbal or physical abuse, threats, insults, or harassment.
- Bringing weapons, or items that can be used as weapons, into the Library.
- Unlawful activities, including using or distributing alcohol or other controlled substances not prescribed by a doctor.
- Excessive noise that disturbs others' use of the Library.
- Soliciting, panhandling, canvassing, selling, or distributing unsolicited materials.
- Vandalism and damage to, or theft of, library materials and spaces.
- Failure to adhere to Policy F.4 Public Access Computers and Internet Services.

Revision approved 01 June 2024.