MARIGOLD
LIBRARY SYSTEM



Marigold Board Policy Manual

The Alberta Libraries Act Chapter L-11, the Libraries Regulation and Marigold Library System Agreement authorize Marigold Board to govern Marigold Library System. With that authority, Marigold Board assumes the responsibility of developing policy related to framework, governance, advocacy and operational management of Marigold and of its library service points (community libraries).

- Statement of Intent: Policy Development

BEFORE YOU PRINT:



Please check the page numbers you wish to print (this document is over 200 pages)
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AGM	Annual General Meeting
Library Service Points	Community Libraries for which Marigold is the board of record: Berry Creek (Cessford), Bighorn (Exshaw), Carseland, Gleichen, Millarville, Rumsey
MLS	Marigold Library System
Pending	approved by committee, waiting for Marigold Board approval
(TBD)	to be developed
TRAC	The Regional Automation Consortium
TAL	The Alberta Library

MARIGOLD LIBRARY SYSTEM MISSION AND VALUES
SECTION C: Governance

Committee responsible: Governance
Committee approved: January 11, 1993
Board Approved: April 19, 2012
Review Date: Annually, AGM

Mission Statement

Marigold cultivates a collaborative library community
to support a range of responsive, quality library services.

Values

Leadership
Respect
Responsiveness
Communication
Integrity
Inclusiveness
Accountability

MARIGOLD LIBRARY SYSTEM CONSTITUTION
SECTION C: Governance

Committee responsible: Governance
Committee approved: January 2019
Board Approved: April 13, 2019
Review Date: 2021 (review every 2 years by Governance)

ARTICLE 1: ESTABLISHMENT

1.1 The Board of management of the Marigold Library System is established by virtue of the Alberta Libraries Act, *Chap. L-11* as amended, hereinafter referred to as the Act.

ARTICLE 2: NAME

2.1 The Board of management will be called the Marigold Library Board (hereinafter referred to as Marigold Board).

2.2 The legal name of Marigold Library System is Marigold Library Board.

ARTICLE 3: OBJECTIVES

3.1 To provide a public library system service to all the residents of the Parties to the Agreement to create the Marigold Library System.

3.2 To cooperate with other libraries and organizations in the province in sharing library resources and improving library services.

3.3 To provide resources for the development of effective local library boards and member libraries.

3.4 To provide direct public library service, as appropriate.

3.5 To collaborate with groups involved in furthering library service locally, provincially, and nationally.

ARTICLE 4: STRATEGIC PLAN

4.1 Marigold will follow a Strategic Plan – Vision 2018.

ARTICLE 5: OFFICERS

5.1 The Marigold Board will elect a Chair from among its members, pursuant to the Act.

5.2 The Vice Chair and Treasurer will be chosen from the Executive Committee at an Executive committee meeting prior to the Annual General Meeting.

5.3 The CEO or designate will be the Secretary as provided for in the Agreement.

5.4 The Chair will preside at all meetings of the Marigold Board and Executive Committee, and will generally perform all duties associated with that office. The Chair or a member so designated by the Executive Committee will serve as an ex-officio voting member of all Committees.

5.5 The Vice Chair, in the event of the absence or disability of the Chair, will assume and perform the duties and function of the Chair.

5.6 The Secretary will keep faithful record of the proceedings of the Marigold Board, will give due notice of all meetings, and will perform such other duties as may properly belong to the office or be delegated to it. The Secretary will not be entitled to vote on any matter which comes before the Marigold Board or any committee.

5.7 The Secretary will be responsible for keeping faithful and accurate record of the accounts of the System and will be responsible for the issuing of all cheques and Electronic Fund Transfers (EFT) in the name of the library system.

5.8 Signing officers are the CEO, Assistant Director and any one of the designated Executive Committee or Marigold Board members.

ARTICLE 6: EXECUTIVE COMMITTEE

6.1 Composition of the Executive Committee shall be guided by the following principles. These principles will be reviewed annually by the Executive Committee in January.

The following principles are required:

a) Municipalities with the three largest populations shall have a seat on the Executive Committee.
b) The remaining seven seats on the Executive Committee shall be members-at-large.
c) No more than 10 Marigold Board members shall be on the Executive.
d) Chair appointment shall come from the Board as a whole.
e) Vice chair appointment shall come from the Executive.
f) Treasurer appointment shall come from the Executive. Ideally, the home or work address of the Treasurer will be in convenient proximity to Marigold Headquarters for cheque signing.
g) Principles for appointing Executive Committee members-at-large, such as population groupings, shall be optional.

The following principles are desirable:

a) Interest and willingness to be on the Executive are the primary criteria, along with availability, commitment and suitability.
b) Complementary skills are important and shall be taken into consideration when recruiting someone to be on the Executive.
c) Experience on the Marigold Board is an asset, but not a requirement.

6.3 All Executive Committee members will serve a two-year term. Terms are served from the Annual Meeting at which they are elected and until their successors are elected.

6.4 The Executive Committee is empowered to appoint members to vacancies for the remainder of the term.

6.5 All committees, with the exception of the Executive Committee, have advisory powers only.

ARTICLE 7: LENGTH OF APPOINTMENT

7.1 Marigold Board members are appointed and serve in accordance with the Act.

ARTICLE 8: MEETINGS

8.1 There will be four regular meetings of the Marigold Board each year.

8.2 The Annual Meeting will be held before April 30 of each year:

- to elect the Chair
- to appoint Executive and Standing Committee members;
- to present the audited financial statements and the Annual Report.

8.3 The Chair or any four members of the Marigold Board may at any time summon a special meeting of the Marigold Board or its committees by giving special notice in writing or otherwise and in such manner as may be prescribed for a meeting of the Marigold Board.

8.4 No decisions will be taken at any general or special meeting of the Marigold Board unless a quorum of 33% is present.

8.5 Proceedings of all meetings will be governed by Robert's Rules of Order.

8.6 Minutes for Board meetings and the Annual Meeting will be recorded and approved at the next regularly scheduled Board meeting. Annual General Meeting minutes will be included as information at the next AGM.

ARTICLE 9: CEO AND STAFF

9.1 The Marigold Board will engage a Chief Executive Officer (CEO) of Marigold on behalf of the Board and under its review and direction. The duties will include being Secretary to the Marigold Board and the Executive Committee and all other committees. The CEO will be responsible for:

- Leading in the identification and implementation of public library services with the aim of attaining Marigold's strategic goals and outcomes as well as long-term sustainability;
- Planning, presenting and implementing policies, standards, procedures and practices relating to the delivery of public library system services for Marigold and for TRAC;
- Setting measurable standards and targets, and ensuring that service quality standards are maintained and consistently delivered;
- Developing and implementing accurate financial control procedures for system revenue and expenditures;
- Negotiating, managing and overseeing service contracts and vendor negotiations for Marigold Headquarters;
- Reporting to the Executive and Board on all aspects of Marigold operations including emerging issues and trends; strategic plan progress; financial matters; and members, partner and stakeholder relations;
- Ensuring appropriate communication processes are in place to provide accurate and timely information to Member Councils, Boards and member library staff;
- Providing leadership and oversight of development of Marigold staff and maintaining a viable succession framework within Marigold Headquarters;

- Providing development opportunities and engaging Marigold members in a collaborative environment to enhance value for Marigold members;
- Expanding the understanding of Marigold's value to stakeholders including municipal councils, local library boards, TRAC, community organizations and library organizations, and
- Contributing to the development of public library service by participating in provincial and national organizations and initiatives.

ARTICLE 10: GENERAL

10.1 An affirmative vote of the majority of all members of Marigold Board present at the time will be necessary to approve any action before the Marigold Board.

10.2 The Constitution may be amended by the majority vote of all members of the Marigold Board present at the time, provided written notice of the proposed amendment has been distributed to all members at least 21 days before the meeting at which such action is proposed.

10.3 The Constitution will be formally reviewed every two years by the Governance Committee.

HISTORY:
Reviewed by Constitution and Bylaws Committee: October 3, 1991
Reviewed by Policy Committee: March 7, 1994

Reviewed and Approved by Governance Committee: October 28, 1996, January 15, 2002, October 18, 2008, June 11, 2011, October 4, 2014, October 1, 2016
Approved by Marigold Board: Jan. 28/95, April 24/99, August 24/02, April 19/05, November 22/08, August 27, 2011, November 15/2014. November 26, 2016

Review Date: every two years - 2018

MARIGOLD LIBRARY SYSTEM PROCEDURAL BYLAWS
SECTION C: Governance

Committee responsible: Governance Committee approved: June 11, 2016
Board Approved: November 26, 2016
Review Date: 2018 (every 2 years by Governance)

1. EXECUTIVE COMMITTEE

1.1 The Executive Committee shall meet a minimum of four times per year.

1.2 The Chair shall call all meetings of the Executive Committee. However, two members of the Executive Committee may at any time call a special meeting in the event of an emergency, upon verbal and/or email notice to the other Committee members, such as is possible.

1.3 A simple majority of Executive Committee members constitutes a quorum.

1.4 If an Executive Committee member misses three consecutive meetings without both reasonable excuse and notification, the member shall be disqualified and replaced for the remainder of the term.

2. MARIGOLD BOARD

2.1 Notice of all regular Marigold Board meetings must be distributed no fewer than 21 days prior to the date of the meeting. Notice of special meetings is outlined in policy.

2.2 Thirty-three percent (33%) of the members of the Marigold Board, in attendance at the meeting, constitutes a quorum.

2.3 If a Marigold Board member misses three consecutive meetings without both reasonable excuse and notification, the Municipal Authority represented by that individual shall be notified and asked to make a new appointment.

3. COMMITTEES OF THE BOARD

3.1 The Marigold Board shall appoint members of all committees at the Annual Meeting.

3.2 Standing committees of the Marigold Board are: Advocacy, Building, Executive, Finance, Governance, Human Resources and Standards & Services.

3.3 The Marigold Board may appoint ad-hoc committees of one or more members. A standing committee may strike a sub-committee of the standing committee.

3.4 All committees, with the exception of the Executive Committee, have advisory powers only.

3.5 Composition of the Executive Committee shall be guided by the following principles. These principles will be reviewed annually by the Executive Committee in January.

The following principles are required:

a) The municipalities with the three largest populations shall have a seat on the Executive Committee.
b) The remaining seven seats on the Executive Committee shall be members-at-large.
c) No more than 10 Marigold Board members shall be on the Executive.
d) Chair appointment shall come from the Board as a whole.
e) Vice chair appointment shall come from the Executive.
f) Treasurer appointment shall come from the Executive. Ideally, the home or work address of the Treasurer will be in convenient proximity to Marigold Headquarters for cheque signing.
g) Principles for appointing Executive Committee members-at-large, such as population groupings, shall be optional.

The following principles are desirable:

a) Interest and willingness to be on the Executive are the primary criteria, along with availability, commitment and suitability.
b) Complementary skills are important and shall be taken into consideration when recruiting someone to be on the Executive.
c) Experience on the Marigold Board is an asset, but not a requirement.

3.6 Mandate statements of standing committees shall be approved by the Marigold Board.

4. ELECTIONS

4.1 Two meetings prior to the Annual Meeting, a nominating committee shall be struck. The purpose of the committee will be to seek out nominations as required.

4.2 Additional nominations will be accepted from the floor at the Annual Meeting.

4.3 The Chairs of standing committees will be elected by committee members and ratified by the Board at the Annual Meeting. The Chair of the Executive Committee will be elected at the Annual Meeting and will be the Chair of the Board.

4.4 Elections will be by show of hands unless a secret ballot is requested.

5. VOTING

5.1 Voting at Board meetings will be by show of hand and a motion is passed by a simple majority (50%+1).

5.2 An electronic vote may be conducted by the Executive Committee when timing is critical. Communication in the email should relate only to the business of the motion. The motion is passed by a simple majority of the ratifying Committee members. The motion must be ratified at the next regular meeting. The motion must include the number of votes in favor, the date the motion was sent to the Committee, and the date that it was carried. Marigold staff will administer the e-mail voting process.

5 AMENDMENTS

5.1 Amendments to any of the above bylaws may be made at any regular Board meeting.

5.2 The amendment is passed by a simple majority.

6 GENERAL

7.1 The Bylaws shall be formally reviewed every two years by the Governance Committee.

MARIGOLD LIBRARY SYSTEM POLICY DEVELOPMENT PROCESS
SECTION C: Governance

Committee responsible: Governance
Committee approved: information
Board Approved: information
Review Date: as required

PLANNING AND PREPARATION

- needs identified by Board, committee, staff, or community (member library boards/staff, councils, Branch)
- review mandate statement, policy on policy-making, committee terms of reference, plan of action

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LEADERSHIP

- ensure board and committee chairs and Director understand and are committed to the process

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PARTICIPATION

- committee members and staff work together to formulate policy
- review existing policies (written and unwritten), past minutes, policies of similar organizations
- seek input from others if necessary
- prepare the first draft

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FOLLOW-THROUGH

- submit first draft to the Governance Committee
- identify and resolve any outstanding issues
- revise first draft as required
- re-submit for review as many times as required

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APPROVAL

- policy is approved by the Board by motion

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IMPLEMENTATION

- publicize the policy as appropriate
- use the policy
- set a review date

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EVALUATION

- determine how effective the policy is
- discuss proposed revisions

MANDATE STATEMENT – EXECUTIVE COMMITTEE
SECTION A: Executive

Committee responsible: Executive
Committee approved: February 13, 2019
Board Approved: April 13, 2019
Review Date: Annually, AGM

NAME OF COMMITTEE: Executive

TYPE OF COMMITTEE: Standing, as established by Marigold procedural bylaws

GENERAL PURPOSE: The Executive Committee fulfills the functions of the Marigold Board, with full powers between Board meetings.

KEY DUTIES AND RESPONSIBILITIES

Oversee general operations of Marigold.

Act on behalf of the Marigold Board at provincial meetings or when presenting recommendations on provincial library policy.

Ensure that the CEO's annual performance review and contract negotiations are completed in accordance with the approved process.

Lead the recruitment of the CEO.

Develop and implement the plan of action in the areas of Administration/Finance, Personnel, Building, and Board, in consultation with management staff.

Prepare personnel, financial and facility framework and policy statements.

Ensure that orientation programs are in place for support for new Board members to the operation of the Board and system.

Ensure the provision of the necessary qualified staff for the system headquarters.

Ensure proper maintenance and care of the headquarters building, equipment, and grounds.

Set agenda and review issues and documents for each Marigold Board meeting.

Review and present the budget to the Marigold Board for approval.

Recommend to the Marigold Board future actions for Marigold.

Establish committees.

Report to the Marigold Board on actions taken.

COMPOSITION AND APPOINTMENT

The Committee is re-established at the Annual General Meeting in April, using procedures outlined in the Marigold Constitution and Procedural Bylaws.

The Chair of the Marigold Board is an ex-officio voting member.

Marigold management staff are non-voting members.

The CEO acts as secretary.

MEETINGS

Committee meets as required, but no fewer than four times a year. Meetings may take place in a variety of formats including in-person, teleconference or videoconference.

APPROVAL AND REVIEW DATE

The Committee Mandate Statement is reviewed before the Annual General Meeting.

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MANDATE STATEMENT – BUILDING COMMITTEE
SECTION F: Building

Committee responsible: Building
Committee approved: July 28, 2010
Board Approved: August 28, 2010
Review Date: Annually – before the annual meeting

NAME OF COMMITTEE: Building

TYPE OF COMMITTEE: Standing, as established by Marigold procedural bylaws

GENERAL PURPOSE: To ensure a safe, hazard-free, effective workspace and working environment.

KEY DUTIES AND RESPONSIBILITIES

To oversee maintenance activities for the building and surrounding property.

To prepare and plan for future renovation, expansion and/or new building.

To identify funding sources for renovation, expansion and/or new building.

COMPOSITION AND APPOINTMENT

The preferred composition is 3 - 5 Board members.

The Director and Assistant Director are non-voting members of the Committee. The Director acts as secretary to the Committee.

MEETINGS

Annually; and as required.

REPORTS

Reports and recommendations, as necessary, will be submitted to the Board and/or Executive.

BUDGET

Committee costs only.

APPROVAL AND REVIEW DATE

The Committee Mandate Statement is reviewed before the Annual General Meeting.

MANDATE STATEMENT – FINANCE COMMITTEE
SECTION G: Finance

Committee responsible: Finance
Committee approved: October 12, 2017
Board Approved: April 21, 2018
Review Date: Annually

NAME OF COMMITTEE: Finance

TYPE OF COMMITTEE: Standing, as established by Marigold procedural bylaws

GENERAL PURPOSE: The Finance Committee fulfills the financial function of Marigold and reports to the Executive.

KEY DUTIES AND RESPONSIBILITIES

To oversee the preparation and presentation of the budget to the Board.

To prepare and monitor policy statements in the areas of finance.

To review and give direction on banking, investments and other financial practices.

COMPOSITION AND APPOINTMENT

The preferred composition is 3 - 5 Board members, always including the Marigold Chair and the Treasurer as Chair of this committee.

The CEO and Deputy CEO are non-voting members of the Committee. The CEO acts as secretary to this Committee.

MEETINGS

Annually and as required with one meeting held before November.

APPROVAL AND REVIEW DATE

The Committee Mandate Statement is reviewed annually.

MANDATE STATEMENT – HUMAN RESOURCES (HR) COMMITTEE
SECTION H: Human Resources

Committee responsible: HR Committee
Committee approved: March, 2019
Board Approved: April 13, 2019
Review Date: Annually – before the AGM

NAME OF COMMITTEE: HR

TYPE OF COMMITTEE: Standing, and established by Marigold procedural bylaws

GENERAL PURPOSE: The HR Committee defines the HR policies for Marigold headquarters staff and reports to the Executive Committee.

KEY DUTIES AND RESPONSIBILITIES MAY INCLUDE

Review and revise HR policies to ensure that these policies support sound business practices and are compliant with legislation. Make recommendations to be approved by the Executive Committee.

Review and revise recruitment and retention policies for the provision of qualified staff for the system headquarters.

Review and recommend adjustments to the performance review process for the CEO.

Review and revise the system for maintaining relevant and current job descriptions and classifications for headquarters staff.

Review the system for remuneration and benefits for headquarters staff.

Review and revise policies to confirm compliance with health and safety legislation and safe work practices.

Review and revise policies to ensure that staff have access to training and professional development relating to the scope of their work.

COMPOSITION AND APPOINTMENT

The preferred composition is 2 to 3 Board members.

A member may remain on the Committee for one year after retiring from the Marigold Board. Non-board members may be invited as a resource.

The Chair and Vice Chair of the Marigold Board are ex-officio members.

The CEO, Deputy CEO and Administrative Assistant & HR Coordinator are non-voting members of the committee. The CEO acts as a secretary to the Committee.

MEETINGS

Committee meets as required, but no fewer than two times a year.

APPROVAL DATE AND REVIEW DATE

The Committee Mandate Statement is reviewed before the Annual General Meeting.

MANDATE STATEMENT – CEO Contract & Performance Review Committee
SECTION A: EXECUTIVE

Committee responsible: Executive
Committee approved: February 21, 2018
Board approved April 22, 2017
Review Date: Annually, before AGM

NAME OF COMMITTEE: CEO Performance Contract and Review Committee

TYPE OF COMMITTEE: Ad Hoc

GENERAL PURPOSE: To coordinate and deliver the CEO's annual performance review and to initiate contract negotiations with the CEO when appropriate.

KEY DUTIES AND RESPONSIBILITIES:

To gather performance review feedback and recommended performance goals from Executive members and selected individuals with whom the CEO regularly interacts, and to complete the performance review form with input provided by the CEO.

To discuss the performance review feedback and expectations with the CEO, to set performance goals for the CEO in the coming year, and to amend the performance review form content as needed.

To recommend contract negotiation terms to the Executive, and to initiate contract negotiations between the Executive and CEO.

To report back to the Executive after the CEO's annual performance review and contract negotiations, when needed, have been completed.

To recommend adjustments to the CEO Contract and Performance Review process to the HR Committee as needed.

COMPOSITION AND APPOINTMENT:
The preferred composition is 3 Board members, including the Marigold Chair, Vice Chair and one other nominee from the Executive Committee.

MEETINGS:
As required. The Committee is disbanded annually after the final report to the Executive Committee.

MANDATE STATEMENT – SCHEDULE C COMMITTEE
SECTION A: Executive

Committee responsible: Executive
Committee approved: December 12, 2015
Board Approved: April 23, 2016
Review Date: as required

NAME OF COMMITTEE: Schedule C

TYPE OF COMMITTEE: Ad Hoc

GENERAL PURPOSE: To prepare and present the Schedule C Amendment for consideration by the Executive Committee and Marigold Board.

KEY DUTIES AND RESPONSIBILITIES:
To recommend the term (e.g., years) and per capita levy rates for the upcoming Schedule C Amendment, taking into consideration past and future trends, timelines and factors impacting the Marigold Community.

To prepare presentation notes and implementation strategy for municipal councils and library boards.

COMPOSITION AND APPOINTMENT:
The preferred composition is 3 - 5 Board members, always including the Marigold Chair.

The Chair of the Marigold Board is an ex-officio voting member.

The CEO and Assistant Director are nonvoting members of the Committee.

The CEO acts as secretary to the Committee.

MEETINGS:
As required. The Committee is disbanded after the final report to the Marigold Board.

REPORTS:
A recommendation of the levy and term of Schedule C will be submitted to the Board at the Annual General Meeting.

MANDATE STATEMENT – ADVOCACY COMMITTEE
SECTION B: Advocacy

Committee responsible: Advocacy
Committee approved: February 28, 2019
Board Approved: April 13, 2019
Review Date: Annually – AGM

NAME OF COMMITTEE: Advocacy

TYPE OF COMMITTEE: Standing committee as established by Marigold Procedural Bylaws

GENERAL PURPOSE: The Advocacy Committee:

- assists the Marigold Community to inform and influence decision makers and stakeholders.
- raises the awareness of the mission, value and importance of Marigold.
- advises the Board and members on matters relating to government relations, including legislation, elections and issues of interest to libraries.

KEY DUTIES AND RESPONSIBILITIES

Develop strategies to inform and provide stakeholders with resources to articulate Marigold's value to the community. In accordance with the current Strategic Plan, implement strategies so that the Marigold Community will better understand the purpose and value of Marigold.

Develop, implement, and evaluate the effectiveness of Marigold's Communication Plan.

Monitor and respond to government legislation, and advise government officials on the impact of current and proposed legislation and government decisions.

Ensure participating councils and library boards are informed about Marigold services and strategic goals.

Report to the Executive and to the Board in the areas of marketing and community relations.

Review and recommend Annual Report content and format prior to the publication of the Annual Report.

Review Making a Difference award program and make recommendations on which applications are eligible for Making a Difference awards.

Present all policies, plans and recommendations approved by this committee to the Board.

COMPOSITION AND APPOINTMENT

The Committee is re-established at the Annual General Meeting in April, using procedures outlined in the Marigold Constitution and Procedural Bylaws.

The preferred composition is 3 – 5 Board members.

The CEO acts as secretary.

The Chair of the Marigold Board is an ex-officio member.

Marigold staff members are nonvoting members.

MEETINGS

Committee meets as required, but no fewer than two times a year. Meetings may be in person, by videoconference, or by teleconference.

APPROVAL DATE AND REVIEW DATE

The Committee Mandate Statement is reviewed before the Annual General Meeting.

MANDATE STATEMENT – GOVERNANCE COMMITTEE
SECTION C: Governance

Committee responsible: Governance
Committee approved: March 9, 2019
Board Approved: April 13, 2019
Review Date: Annually - AGM

NAME OF COMMITTEE: Governance

TYPE OF COMMITTEE: Standing as established by Marigold procedural bylaws

GENERAL PURPOSE The Governance Committee ensures that structure and governance are in place and that the body of policy is consistent.

The Governance Committee develops policy for the library service points (community libraries) in Marigold.

KEY DUTIES AND RESPONSIBILITIES

Ensure that the governance of Marigold is practical, efficient and functional.

Maintain the recruitment and orientation programs of Marigold Board members to facilitate the operation of the Board and System.

Prepare and monitor statements in the areas of governance and policy-making and as necessary report to the board.

Review and revise policies as needed to ensure consistency and integration of strategic vision, mission, values, goals and objectives.

Develop and implement a plan for review of governance documents.

Ensure a plan for reviewing policies by all standing committees is available on the Marigold website.

Monitor and respond to government legislation which impacts current and proposed policies.

Remind the Standing Committee Chairs that the committees each elect their new Chair for the year at the Annual General Meeting, or at the Committee Meeting preceding the Annual General Meeting.

COMPOSITION AND APPOINTMENT

The Committee is re-established at the Annual General Meeting in April using procedures outlined by the Marigold Constitution and Bylaws.

The preferred composition is 3 - 6 Board members.

The Chair or Vice Chair of the Marigold Board is a voting ex-officio member.

Marigold staff members are nonvoting members.

The CEO acts as secretary to the Committee.

MEETINGS

The Committee meets as required; but no fewer than three times a year. Meetings may take place in a variety of formats, but the preferred method is in person.

APPROVAL AND REVIEW DATE

The Committee Mandate Statement is reviewed before the Annual General Meeting

MANDATE STATEMENT – NOMINATING COMMITTEE
SECTION C: Governance

Committee responsible: Governance
Committee approved: March 9, 2019
Board Approved: April 13, 2019
Review Date: Annually before AGM

NAME OF COMMITTEE: Nominating

TYPE OF COMMITTEE: Ad-Hoc

GENERAL PURPOSE: The purpose of the Nominating Committee is to bring forward the names of Marigold Board members willing to stand for Chair and committee positions.

KEY DUTIES AND RESPONSIBILITIES

Confirms a nominee to stand as Chair.

Confirms the standing committee Chairs and members so that they can be formally appointed at the Annual General Meeting.

Standing committees will inform the nominating committee of members willing to continue on the committee or if there is a need for additional volunteers.

This does not preclude Board members volunteering for any of the standing committees at any time of the year.

Is aware of the Marigold Library System Procedural Bylaws, Elections, Section 4.

COMPOSITION AND APPOINTMENT

The Committee consists of two appointed Board members.
No current members of the Executive sit on the Committee.

MEETINGS

The Committee may meet by email, telephone, videoconference or in person.

REPORTS

The Committee submits the nominations for Chair,-and Standing Committee members to the Marigold Board for a vote at the Annual General Meeting.

The Committee should strive to complete their work between the January Board meeting and March 15 each year.

TERM OF APPROVAL

The Committee is struck at the November Board meeting and dissolves at the conclusion of the Annual General Meeting.

APPROVAL AND REVIEW DATE

The Nominating Committee Mandate Statement is reviewed annually before the Annual General Meeting.

MANDATE STATEMENT – STANDARDS & SERVICES COMMITTEE
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: February 6, 2018
Board Approved: April 21, 2018
Review Date: February 2018 - before AGM

NAME OF COMMITTEE: Standards & Services

TYPE OF COMMITTEE: Standing committee, as established by Marigold bylaws.

GENERAL PURPOSE: The Standards & Services Committee is responsible for the work of Marigold in the area of programs and services to the member municipalities.

KEY DUTIES AND RESPONSIBILITIES

Ensure the strategic plan is implemented for programs and services.

Review and recommend Marigold standards, agreements, policies, plans and services including:

- Recommend amounts to be paid out as transfer payments.
- Recommend Distribution of Materials and Shared Collections & Bestseller formulas for Collection Management Policy Schedules.
- Recommend the IT Capacity Fund formula.

Create and maintain the Technology Plan.

Review and make recommendations regarding plans for Marigold services and activities researched and presented by management staff.

Recommend and review Marigold standards, agreements, policies and services.

Present all draft policies to the Executive Committee for approval.

Present other policies, reports, and recommendations approved by this Committee for approval to the Board.

Establish sub-committees as necessary for specific services or investigation of issues.

COMPOSITION AND APPOINTMENT

The Committee is re-established at the Annual Board meeting in April, using procedures outlined in the Marigold Constitution and procedural bylaws.

The preferred composition is four to eight Board members representing a variety of System members

A member may remain on the Committee for one year after retiring from the Marigold Board. Non-Board members may be invited as a resource.

The CEO and Consultants are nonvoting members and the CEO acts as secretary. The Chair of the Marigold Board is an ex-officio member.

REGULAR MEETINGS

Committee meets as required, but no fewer than three times a year. Meetings may be in person, by videoconference, or by teleconference.

EVALUATION

Evaluation of the Committee is carried out annually by comparing the activities of the Committee to the committee mandate statement.

APPROVAL AND REVIEW DATE

The Committee Mandate Statement is reviewed before the Annual General Meeting.

Note:
Specific policies come to the Executive after Committee review, and then go to Board. In the table of contents these specific policies are identified with a check mark.

JOB DESCRIPTIONS – EXECUTIVE COMMITTEE
SECTION A: Executive

Committee responsible: Executive
Committee approved: February 13, 2019
Board Approved: April 13, 2019
Review Date: Annually

Chair

- Represents Marigold's mission and beliefs throughout the province
- Provides leadership to the Board
- Sets the tone and climate for Board action
- Is elected annually at the Annual Meeting in April
- Determines the need for meetings, sets the time, sets the agenda (with the Executive committee and CEO), and chairs the meetings
- Calls meetings to order and closes them at the appointed time
- Is familiar with appropriate legislation, by-laws, policies and rules of order, and ensures that meetings are run accordingly
- Facilitates the contribution of all Board members to Board business
- Rules on the legitimacy of motions, amendments, appeals, and any other procedures as required
- Summarizes and brings closure to discussion
- Ensures that the Board meets all legal and moral responsibilities of trusteeship
- Pursues expanded knowledge of Board and Chair responsibilities through ongoing development and education opportunities for all Board members
- Has signing authority for library accounts
- Leads the CEO's annual performance review and contract negotiations.
- Is an ex officio member of all Marigold Board Committees.

Vice Chair

- Is elected annually at an Executive meeting before the Annual General Meeting
- Is prepared to take over the duties of the Chair in the event of the Chair's absence for any reason
- Is a member of the Governance, Finance and CEO Contract and Review Committees. Is an ex officio member of the HR Committee.
- May be assigned particular responsibilities, such as Board orientation and Board recruitment
- Has signing authority for Marigold accounts
- Participates in the CEO's annual performance review and contract negotiations.

Treasurer

- Is elected annually at an Executive meeting before the Annual General Meeting
- Oversees Marigold Board's financial responsibilities and functioning
- Presents financial recommendations and motions to the Board
- Acts as a signing authority/officer for Marigold accounts and exercises an account control function for disbursements
- Resides or works in Strathmore or a participating municipality in close proximity (ideally) to expedite cheque and document signing
- Formally signs (with another Board member) the audited financial statements, once approved by the Board and membership
- Attends Executive Committee meetings
- Chairs the Finance Committee

Secretary (CEO)

- Records minutes of all Board meetings and circulates copies to all Board members not more than two weeks after the meeting
- Maintains a file of original minutes and copies of reports, correspondence, etc., at headquarters
- Notifies all Board members of upcoming Board and committee meetings
- Confirms time and location of Board meetings
- Has signing authority for library accounts
- Brings to meetings all the materials that may be needed, such as by-laws, previous minutes and reports
- Assists the Executive committee and/or committee chair in developing meeting agendas

Member of the Executive

- Prepares for meetings and participates in committee discussions
- Votes on actions or resolutions brought to the committee
- Attends Executive meetings as called
- Assumes other duties as assigned
- Participates in the annual performance of the CEO

Committee Chair

- Is elected annually at committee meeting and ratified at the Annual General Meeting
- Leads committee meetings and contributes to the agenda
- Brings committee issues, recommendations and policies to the Executive and/or Board personally or through committee representative
- Presents committee policies and motions to the Board

POLICY: ADVOCACY
POLICY: WEBSITE www.marigold.ab.ca
SECTION B: Advocacy

Committee responsible: Advocacy
Committee approved: March 11, 2016
Board Approved: April 23, 2016
Review Date: April 2020

STATEMENT OF INTENT

Marigold Library System's website provides a portal to access information and resources for the Marigold Community.

CONDITIONS

Marigold's website promotes timely and relevant information and provides access to library resources, events, and services.

Marigold projects a positive and professional image on the website.

Marigold assumes responsibility only for information developed for its website. Marigold cannot control the availability or content of information links.

Marigold does not accept external advertising on the website.

PROCEDURES

The CEO or designate approves the content of the website.

DEFINITIONS

The Marigold Community (capital "C") refers to staff and volunteers from Marigold member libraries and municipalities, Marigold Board members, Marigold Headquarters staff and partners.

POLICY: BOARD MEETINGS
SECTION C: Governance

Committee responsible: Governance
Committee approved: September 30, 2017
Board Approved: November 18, 2017
Review Date: October 2019

STATEMENT OF INTENT

Marigold Library Board, as the legal authority for the System, guides and directs Marigold through decisions made at legally constituted meetings.

Meetings provide

- opportunity for developing collective consensus among the membership on the beliefs, values, and issues that affect the work of the System.
- a process for clarifying the direction the Board should take.
- support for effective advocacy and lobbying campaigns.
- opportunity for assessing the needs of the participating municipalities.

CONDITIONS

Marigold Board shall meet four times a year in January, April, August and November. A section of the April meeting is designated as the Annual General Meeting.

The Annual General Meeting is held before April 30 of each year.

Board meetings shall be open to the public.

The Chair or any four members of the Marigold Board may summon a Special Meeting of the Board.

Voting privileges are extended only to appointed board members. Guests are invited to contribute to discussion under the authority of the Chair.

PROCEDURES

Notices of meetings are distributed no fewer than 21 days prior to the date of the meeting. The agenda package will be available online prior to the meeting.

Committees present policies and plans to the Executive Committee and Marigold Board for approval. The review of bylaws, policies, and plans will follow the scheduled review dates.

Invitations to the Annual General Meeting, with an RSVP, are mailed to all participating councils and member library boards.

The Annual General Meeting agenda includes, but is not limited to, the election of the Chair; the appointment of committees in accordance with the Constitution; and the presentation of the audited financial statement and the Annual Report.

The Annual General Meeting includes a review of the Framework Statements (Belief, Mission and Roles) and the Policy Development Policy.

Thirty-three (33%) of the members of the Marigold Library Board, in attendance at the meeting, constitutes a quorum. The decision is made by a motion passed by a simple majority (50% + 1) of the Board members in attendance.

Marigold Board shall, within 60 days of the Annual Meeting, send audited financial statements and the Annual Report on the operation of Marigold to:

- each participating Council
- each member library board
- Minister of Municipal Affairs

Special Meeting

Notice of a Special Meeting of Marigold Board is provided by email and/or telephone to each Board member no fewer than three business days prior to the meeting date.

The meeting has one agenda item only.

The meeting shall be face-to-face, or by videoconference, or by teleconference.

If the Board Chair and Vice-Chair are absent, the Board members in attendance at the meeting appoint the Special Meeting Chair. The Board members also appoint a Recorder.

The Chair of the Special Meeting implements the decision and ensures notification of the decision to all parties of the Agreement.

POLICY: BOARD MEMBER COMPENSATION
SECTION C: Governance / Executive

Committee responsible: Governance
Committee approved: March 24, 2018
Board Approved: April 21, 2017
Review Date: February 2018

STATEMENT OF INTENT

Marigold reimburses Board members for expenses incurred while performing authorized Marigold Board business.

CONDITIONS

Marigold Board business includes, but is not limited to, Board meetings, committee meetings, subcommittee meetings, conferences and other authorized meetings requiring Marigold representation.

Compensation, called "Director's fee" in accordance with Canada Revenue Agency (CRA) regulation, is paid by Marigold to Board members when they attend Marigold committee meetings but not Board Meetings. Committee members may choose to exempt themselves from Director's fees.

Compensation, called "Chair's stipend," is paid by Marigold to the Board Chair.

PROCEDURES

Expense forms, accompanied by receipts are to be completed after each authorized meeting or conference and submitted to Marigold.

The CEO or alternate Marigold staff person with signing authority approves expense forms. Schedule A compensation rates apply; however, discretionary judgement shall be exercised in unique circumstances.

New committee members will be provided with the Board Member Compensation Policy at their first meeting.

Director Fees are paid once a year, at the end of each fiscal year. If a Board member on a committee chooses to decline the payment of Director's fees, they will send a letter to the CEO before December first of that year.

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SCHEDULE A: Meals, Mileage, Accommodations, Fees

MEALS

Receipts are required for reimbursement. The maximum allowed daily claim shall be $75.00.

There will be no reimbursement for alcohol.

MILEAGE

Mileage is paid at the current Alberta Government rate for travel to and from authorized Marigold meetings.

Board members are encouraged to carpool when feasible.

Receipts for commercial transportation are required for reimbursement.

Travel to and from the Alberta Library Conference (Jasper) shall be on the charter bus. Reimbursement for taking a personal vehicle will not exceed the cost of taking the charter bus.

ACCOMMODATION

Receipts are required for accommodation.

"DIRECTOR'S FEE"

The "Director's fee" is $50.00 for all committee meetings attended.

"CHAIR'S STIPEND"

The "Chair's stipend" is $1000.00 annually.

POLICY: CONTINUING EDUCATION FOR BOARD MEMBERS
SECTION C: Governance

Committee responsible: Governance
Committee approved: October 13, 2018
Board Approved: November 17, 2018
Review Date: October 2020

STATEMENT OF INTENT

Marigold supports continuing education for Marigold Board members.

CONDITIONS

Continuing education includes conferences, workshops and courses provided by outside organizations.

CONFERENCES

Marigold Board will sponsor Board member attendance at the Alberta Library Conference and other relevant conferences. The number of Board members sponsored to attend will depend on budget affordability.

The Chair of the Board will be sent as the Marigold representative if only one person can be sponsored. An alternate shall be appointed if the Chair is unable to attend.

When more Board members wish to attend than budget will allow, the representatives will be chosen with the following priority:

- Board Chair
- Vice Chair
- Treasurer
- Executive Committee Members
- Committee Chair/ Marigold ALTA representative
- Committee Members
- Marigold Board Members
- Marigold Board Member alternates officially appointed by the municipality
- Representatives from municipalities without library boards

Marigold purchases an annual Board/System membership to the Alberta Library Trustees Association (ALTA) which provides membership benefits for all Marigold Board members. Subject to budget affordability, Marigold may purchase memberships to other library related institutions to benefit Marigold Board members.

WORKSHOPS

An educational component may be included at Board meetings.
Marigold promotes and may fund workshops sponsored by other agencies or organizations.
Marigold supports Board Development workshops that are provided by the province.

COURSES

Marigold promotes and may sponsor relevant courses (online, videoconference or in person) for Board members.

BOARD DEVELOPMENT RESOURCES

Marigold can provide recommendations for print and online resources.

BYLAW: FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY - BYLAW
SECTION C: Governance

Committee responsible: Governance
Committee approved: April 1, 2017
Board Approved: April 22, 2017
Review Date: 2019

STATEMENT OF INTENT

In accordance with the Alberta Freedom of Information and Protection of Privacy Act (FOIP), Marigold allows access to its public records and ensures the protection of privacy of the personal information of individuals.

Marigold recognizes its responsibility to protect all personal information in its custody or under its control in accordance with Part 2 of the Alberta FOIP Act.

CONDITIONS

Marigold Board designates the CEO as the Head, in accordance with Section 95(a) of the FOIP Act. The Head may delegate specified responsibilities in writing, under Section 85 of the Act.

Fees are payable in accordance with Sections 93 and 95(b) of the FOIP Act. Fees are scheduled in Sections 10 to 14 and Schedule 2 of the Regulation and the FOIP Act.

PROCEDURES

The Head ensures compliance with the Act.

Marigold may collect personal information directly from individuals, as necessary for its operating programs and activities. Indirect collection shall only occur in accordance with 34(2) of the Alberta FOIP Act.

Marigold shall only use personal information for the purpose stated upon its collection or a use consistent with that purpose. Consistent use is defined in section 41 of the Alberta FOIP Act. Marigold may also disclose personal information for statistical or research purposes in accordance with section 42 of the Alberta FOIP Act.

Marigold shall make every reasonable effort to ensure that an individual's information is accurate, complete and that an individual has reasonable opportunity to access their personal information. At the request of an individual, Marigold shall make every reasonable effort to correct personal information that contains an error or omission.

Marigold shall protect personal information by making reasonable security arrangements to prevent unauthorized access, collection, use, disclosure or destruction.

Personal information shall only be disclosed in accordance with section 40(1) of the Alberta FOIP Act.

POLICY: GOVERNANCE
SECTION C: Governance

Committee responsible: Governance
Committee approved: April 1, 2017
Board Approved: April 22, 2017
Review Date: March 2019

STATEMENT OF INTENT

Marigold Board defines the principles, rules, governing style, roles, responsibilities and functions of the Marigold System, Marigold Library Board, Board members and Board committees.

CONDITIONS

Marigold Board is a policy governing board authorized, under the Libraries Act and established bylaws, to direct and govern the System's work.

Marigold Board members shall exercise their duties as outlined in Schedule A of the *Orientation Plan for New Marigold Library Board Members,* entitled *Board Member Roles & Responsibilities,* with regard to the entire System.

While they may have been appointed by virtue of their elected or appointed positions in other jurisdictions, Marigold Board members shall represent the interests of the Marigold Library System.

Marigold Board guides its governance with a written body of policy and plans that is available on the Marigold website.

Committees bring forward recommendations to the Executive and the Board. The Executive reviews all recommendations regarding financial, legal and personnel matters.

Where they do not conflict with any provisions of Marigold's governance process~~,~~ Robert's Rules of Order shall be the final authority as to parliamentary procedure

PROCEDURES

The Board establishes committees.

The Board approves membership of the standing committees.

A standing committee may strike a sub-committee of the standing committee.

The Board strikes ad hoc committees to function in areas outside the mandates of the standing committees.

The CEO is the sole employee of the Board and is responsible for the management of the organization in a manner consistent with Board policy.

Board governance body of policy includes:

- Constitution and Bylaws
- Policy Development policy
- Board Meetings policy
- Operational Governance policy
- Participation in Marigold policy
- Bylaws and policies for Library Service Points (Community Libraries)
- Orientation Plan for New Marigold Library Board Members
- Committee mandate statements
- Executive job descriptions
- Marigold Library Board Member Roles and Responsibilities

POLICY: OPERATIONAL GOVERNANCE
SECTION C: Governance

Committee responsible: Governance
Committee approved: October 12, 2017
Board Approved: November 18, 2018
Review Date: 2019

STATEMENT OF INTENT

Operational governance is the process of planning, organizing and controlling the resources and activities of Marigold to realize the mission of Marigold. This includes implementing risk control practices.

CONDITIONS

All policies are consistent with relevant municipal, provincial and federal statutes and regulations.

Marigold determines best possible service through a general or specific needs assessment process in compliance with legislation.

Marigold Library Board owns the headquarters building located at 710 2nd Street Strathmore, plan 5276 Avenue, lot three (3) BLOCK twenty-nine (29).

Property tax on 710 2nd Street has been waived by the Town of Strathmore.

Marigold provides insurance coverage that fully protects its assets, including inventory, employees, volunteers, visitors, and day-to-day business activities.

PROCEDURES

The CEO implements policies and procedures.

Any planned activity that has a risk component and is not normally part of Marigold's regular activities must be approved by the CEO.

All accidents, property losses, injuries, and potential third party claims must be reported immediately to the CEO.

The CEO is responsible for providing:

- Employee benefits administration
- Employee training and education

The Executive Committee oversees management of the building, and ensures a high-quality work environment for the staff. The CEO is responsible for the day-to-day management of the facility and operations.

Roles and Responsibilities for Marigold Board members are established by the Governance Committee and are available on the Marigold website.

FINANCIAL

Marigold Library System, under the oversight of the Executive Committee, ensures and practices responsible financial management as per the Finance policy of the Marigold Library System Board.

Financial statements are presented at each Executive and Marigold Library Board meeting by the CEO.

Professionals may be consulted by the CEO when advisable.

Monetary and In-kind donations are accepted and tax receipts are issued in accordance with the policies and guidance of Canada Revenue Agency. Tax receipts for donations are not normally issued for donated collection materials.

REVENUE DEVELOPMENT

Revenue development is the responsibility of the Marigold Board.

Marigold may apply for any grants or monetary awards from Foundations for which it is eligible.

Marigold may organize events and campaigns to raise funds for capital projects; however, no fundraising event or campaign will intentionally interfere with member library board campaigns.

INSURANCE

The CEO discusses the insurance requirements of Marigold with its carrier on an annual basis to ensure that Marigold's liability insurance coverage is sufficient to adequately protect staff, Marigold Library Board and Committee Members, visitors and all assets of Marigold. Marigold's insurance policies are reviewed annually by the CEO.

Marigold insures the materials in member libraries. Marigold insures three computer workstations and videoconferencing equipment in each of the community libraries (Schedule A).

Under no circumstances may a department or an unauthorized individual initiate a claim or agree to a settlement of an action on behalf of Marigold.

SIGNING

Signing officers for Marigold are designated in the Finance policy.

Authorized signatories of Marigold will sign contracts, documents, or other instruments in writing requiring execution by Marigold or on behalf of Marigold. All such contracts, documents, or other instruments in writing so signed shall be binding on Marigold without any further authorization or formality, unless required by the other party.

SCHEDULE A: Community Libraries List / Location

Community Libraries	Physical Location	Mailing Address	Society Name
Berry Creek Community Library Cessford (Special Area #2)	Berry Creek School Cessford, Alberta	RR#2, Brooks, AB	Cessford Home and School Society
Bighorn Library Exshaw (MD of Bighorn)	#2 Heart Mountain Drive Exshaw, Alberta	Box 157, Exshaw, AB	Exshaw Library Society
Carseland Community Library Carseland (Wheatland County)	Carseland Community Hall 330 Railway Avenue W. Carseland, Alberta	Box 187, Carseland, AB	Carseland and District Community Association and Agricultural Society
Gleichen Community Library Gleichen (Wheatland County)	404 Main Street Gleichen, Alberta	Box 160, Gleichen, AB	Gleichen and District Community Library Society
Millarville Community Library Millarville (MD of Foothills)	Millarville Community School 130 Millarville Road, Millarville, Alberta	Box 59, Millarville, AB	Millarville Community Library Association
Rumsey Community Library Rumsey (Starland County)	Main Street Rumsey, Alberta	Box 113, Rumsey, AB	Rumsey and District Agricultural Society

POLICY: ORIENTATION FOR MARIGOLD BOARD MEMBERS
SECTION C: Governance

Committee responsible: Governance
Committee approved: October 13, 2018
Board Approved: November 17, 2018
Review Date: October 2020

APPOINTMENT

Board members are appointed by member municipalities in accordance with applicable legislation and the Appointment Plan for Marigold Board Members.

The new participating Board member is welcomed by the Board Chair and/or the CEO.

The new participating Board member will receive an information package (see Schedule B for suggested list of documents).

ORIENTATION

A group orientation session will be held once each year, at Marigold headquarters.

The CEO or designate provides one on one orientation for new Executive Committee members and Board members upon request.

Special arrangements can be made for individual sessions for members unable to attend the group orientation.

Current Board members may also participate in individual or the annual group orientation as requested.

Schedule A: Board Member Roles and Responsibilities

AUTHORITY AND RESPONSIBILITY

Marigold Library Board Members are appointed by their Municipal Councils to serve on the Marigold Library Board. As a member of the Marigold Library Board, a Board Member is responsible for the effective governance of Marigold Library System while acting in a position of trust for the member community.

The Marigold Agreement, Clause 8, states that "*Each Party to this Agreement shall appoint one member to Marigold Board and maintain that membership during the term of this Agreement. Where there is a municipal library board the Party to this Agreement shall appoint one member from that board to be its member of Marigold Board.*" This means that Marigold Library Board members do not necessarily have to be Councillors for Municipalities, although many are. It is also helpful for the Municipality to appoint an alternate who can attend a Board meeting when the official Marigold representative is absent. Marigold Library Board meetings are typically scheduled in January, April (AGM), August and November.

Marigold Library Board is authorized to govern Marigold Library System by two legal documents: The Alberta Libraries Act and Regulation and the Marigold Library System Agreement (signed by the Municipal Council). With that authority, the Marigold Library Board assumes the responsibility for developing policies related to framework, governance, advocacy, and operational management of Marigold and of its library service points (community libraries).

Marigold Library Board Members will:

- Attend Marigold Library Board meetings or arrange for an appointed alternate to attend.
- According to the Alberta Libraries Act and Marigold Library System Procedural Bylaws, if a Marigold Library Board member misses three consecutive meetings without reasonable excuse and notification, the Municipal Authority shall be notified and asked to make a new appointment.
- Be familiar and conversant with Marigold Library Board policies, bylaws and plans, Alberta Library Legislation, and the role and responsibilities of a regional library system.
- Prepare in advance of Board meetings by reviewing Marigold Library Board documents.
- Participate in Board discussions for a better understanding and clarification of reports, motions or issues facing Marigold.
- Make informed decisions and perform duties in the best interests of Marigold Library System, including making and approving motions for policies, bylaws, plans and other Marigold business.
- Advocate for Marigold Library System and defend the decisions and directions taken by the Marigold Library Board as a whole.
- Actively contribute to the development and evaluation of Marigold's vision, mission, values, and long-term strategic goals.
- Keep Marigold Library Board business confidential when directed.
- Carefully examine and ask questions on financial reports and budget forecasts to ensure that Marigold remains fiscally responsible.
- Actively seek opportunities to inform and share Marigold documentation and information with municipal council members, local board members, and member library managers and staff.

- Speak directly to the CEO when sharing ideas about how Marigold Library System business processes could be changed.
- Support the recommendation by the Search Committee and the Executive to hire and evaluate the CEO.
- Maintain positive relations among the Board, committees, staff members and the community to work towards achieving the goals and objectives of Marigold Library System.
- Volunteer for a Marigold committee if possible.

Schedule B: Suggested Contents for Information Package

The participating Board member will receive an information package including the following documentation:

- Current Annual Report
- Marigold Library System Overview – Fact Sheet
- Regional Library Systems brochure
- Funding document
- Map of participating municipalities and libraries in Marigold
- Overview of Headquarters Staff
- Current Marigold budget
- Marigold Agreement and current Schedule C
- Marigold Board Roles and Responsibilities
- Glossary of acronyms
- Guide to Marigold website contents

POLICY: POLICY DEVELOPMENT
SECTION C: Governance

Committee responsible: Governance
Committee approved: March 9, 2019
Board Approved: April 13, 2019
Review Date: Annually before AGM

STATEMENT OF INTENT

The Libraries Act R.S.A. 2000 Chap. L-11 (as amended) and Regulations and Marigold Library System Agreement authorize Marigold Board to govern Marigold Library System. With that authority, Marigold Board assumes the responsibility of developing policy related to framework, governance, advocacy and operational management of Marigold and of its Community Libraries.

Marigold Board:

- Oversees the evaluation of policies.
- Upholds sound and fair decision-making.
- Budgets to cover the expenses of its policy making process including committee and staff expenses, supplies and outside professional consultation costs.

CONDITIONS

Final policy decisions are made by the Marigold Board.

Marigold Library Board, as the Governing Board for municipalities without library boards, will apply current policies to Community Libraries when possible. Governing Board refers to Governing Board as defined in the Marigold Agreement.

Policies specify who will implement the policy.

The Governance Committee ensures that policies do not contravene federal and provincial statutes and regulations, or current Board policies and agreements.

All policies will have a review date of five years or less.

PROCEDURES

New and revised policies may come from the Marigold Community and the Ministry responsible for public libraries.

Suggestions for new and revised policies are given to the appropriate committee and if accepted, the committee members will draft a policy. Any new or changed policy will be approved by a simple majority.

Discussion of proposed changes to Marigold Library Board policies shall allow time for input by the CEO (or designate), Marigold staff, Board committee members and the Board.

Policies shall be based on the vision, mission, values, goals and objectives of Marigold.

The originating committee shall recommend all new or amended bylaws, policies and plans to the Executive Committee for approval. Following approval by the Executive Committee, the originating committee shall recommend the policy to Marigold Board.

Marigold Board shall vote on the policy. If proposed amendments alter the intent of the policy or are deemed extensive by the Marigold Library Board, the policy is returned to the originating committee for reconsideration.

The Governance Committee establishes a schedule for reviewing policies. The scheduled dates for review by the appropriate committee are indicated in each policy.

Approved policies are accessible on the Marigold website.

Approved policies are filed annually with the Ministry responsible for Public Library Services Branch after the Annual General Meeting.

The Policy Development Policy is presented yearly at the Annual General Meeting of the Marigold Board.

Policies applicable to Community Libraries are sent to the President of the Community Library Incorporated Society and the appropriate municipality following the Annual General Meeting or after the policy is approved by the Marigold Board.

POLICY: RECORDS MANAGEMENT
SECTION C Governance

Committee responsible: Governance
Committee approved: June 3, 2017
Board Approved: August 26, 2017
Review Date: August 2019

STATEMENT OF INTENT

Marigold keeps orderly and timely records of the business of the library system. This policy ensures that procedures are followed that comply with federal rules and regulations, provincial legislation, and with the needs of Marigold.

CONDITIONS

The Income Tax Act of Canada, and the Province of Alberta Freedom of Information and Protection of Privacy Act (FOIP), Canada Pension Plan and Administrative Records Disposition Authority (ARDA) are used as authority for the retention of records.

Marigold retains and disposes of records as outlined 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** ardcopy — the original document retained.
- **E** lectronic — original document maintained on line with no hard copy or original maintained on line as a template

Records dealing with the business of the library system 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 CEO. Legal advice may obtained at the discretion of the CEO.

The CEO has discretion to retain appropriate records of anniversary years, i.e. five-year intervals beginning 1981.

PROCEDURES

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

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

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

Permanent records are securely stored at Marigold headquarters.

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 their employment, staff members must turn over all records they have relating to Marigold business to the CEO.

This policy is administered by the Executive Committee and implemented by the CEO.

SCHEDULE A: list by subject, description, years, action

Building & Facility	**Description**	**Years**	**Action**	
Architect drawings	Building	P	H	
Building	Design Estimates	10	De	
	Files	P	H & E	
	Inspection records	P	H	
	Maintenance reports	10	De	
	Purchase of land	P	H	
Certificates of title		P	H	
Deed		P	H	
Utilities - location of		P	H	
Board	**Description**	**Years**	**Action**	
Agendas	Board & Committee	P	H & E	
Agreement	Copies, after superseded	P	H	
	Signature page	P	H	
Annual reports	Marigold Library System	P	H	
Bylaws	All	P	H	
Correspondence	General	10	De	
	Historical	P	H	
Legal	Opinions	P	H	
Licenses	Business (after expired)	10	De	
Minutes	Board & Committee	P	H	
Policy Manual	Board Policy Manual	P	H & E	
Policy	After superseded beginning 1993	P	H & E	
Reports	Background notes for meetings	P	H & E	
Structure & Records		P	H	
Communication & Marketing	**Description**	**Years**	**Action**	
Media releases		P	H	
Photos	General	P	H	
Publications		10	De	
Special events (significant milestones)		P	H & E	

Consultation	**Description**	**Years**	**Action**	
Annual reports	Local boards	10	De	
Collection Development		10	De	
Inventory	Records (after superseded) year end	10	De	
Library Stats & History		P	H	
Member Libraries Correspondence		P	H	
Site Visits		10	De	
Programs	Files	10	De	
	Material (samples)	P	H & E	
Workshops	Librarians/Trustees	10	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	De	
	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 (pass) books	10	De	
	Memos (Debit & Credit)	10	De	
	Statements	10	De	
Budgets	Cancelled cheques	10	De	
	Final	P	H	

Finance	**Description**	**Years**	**Action**	
Contracts		10 after expired	De	
Donation receipts	Receipts for charitable donations	10	De	
Financial Statements	Monthly	10	De	
Financial Statements	Yearly	10		
General Ledger		10	De	
Grant Applications	General	10	De	
GST		10	De	
Insurance	Claims	P	H	
	Records	10 after expired	De	
Leases	After expiration	10	De	
Payroll	Deductions	10	De	
	Director's fees	10	Re	
	Garnishees	10	De	
	Paystubs	P	H & E	
	Receiver General Payroll Remittance	10	De	
	TD1 Forms	10	Re	
	T4 slips/summaries	10	De	
Petty Cash		10	De	
Procedures	Finance	P	H & E	
Tenders	Files	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 & resumes (hired)	10	De	
	Job applications & resumes (not hired)	10	De	
	Job descriptions	10	De	
	Personnel file	P	H & E	
	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,	P	H & E	
References		10	De	
Training & Development Reports		P	H	
Training & Development Workshops		10	De	
MLS Community	**Description**	**Years**	**Action**	
Alberta Government	Briefs/Reports	10	De	
Alberta Municipal Affairs	Public Library Statistics (annual)	10	De	
Canadian Government		10	De	
Legislation	Libraries Act and Regulations (after superseded)	P	De	
Municipalities		P	H & E	
Project applications		10	De	
Value of Your Investment		P	H & E	
Shipping/Receiving	**Description**	**Years**	**Action**	
Vehicle insurance		10 after expired	De	
Vehicle records		10 after replaced	De	
Vehicle Inspections		10 after replaced	De	

POLICY: SERVICE RECOGNITION
SECTION C: Governance

Committee responsible: Governance
Committee approved: November 2, 2016 (Executive)
Board Approved: November 26, 2016
Review Date: 2019

STATEMENT OF INTENT

Marigold Board recognizes contributions by Marigold Board members and headquarters staff to the success of Marigold.

CONDITIONS

Retirement/Resignation:

Board members

1 to 4 years	letter of appreciation from the Chair of the Board.
5 to 9 years	an appropriate gift, up to $100, presented at a Marigold Board meeting or presented to the retiring Board member at the nearest member library. An additional or more expensive gift may be presented to a Committee member retiring from the Board.
10+ years	appropriate gift, up to $200

Staff members

1 to 4 years	letter of appreciation from the Chair of the Board.
5 to 9 years	appropriate gift, up to $100
10+ years	appropriate gift, up to $200

Long service recognition:

Board and Staff members

5th anniversary	recognition and an appropriate gift, up to $100
10th anniversary	recognition and an appropriate gift, up to $200
15th, 20th, 25th anniversary (and every 5 years thereafter)	recognition and an appropriate gift, up to $300

PROCEDURES

The CEO ensures that the above conditions are met upon notification of a Board member's retirement or staff member's resignation, or when a staff or Board member reaches a recognized anniversary date.

Board members will receive an annual letter of appreciation from the Chair of the Board.

Recognition of retiring or long serving staff and board members will be made at the Annual General Meeting.

Local library managers are recognized for their service at the Member Libraries Workshop with flowers or other appropriate gift.

BYLAWS: LIBRARY SERVICE POINTS BYLAWS FOR SAFETY & USE
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: March 24, 2018
Board Approved: April 21, 2018
Review Date: March 2020

The Marigold Library System Board enacts the following bylaws pursuant to the *Alberta Libraries Act, Chapter L-11,* Section 36.

1. DEFINITIONS

For the purposes of this bylaw the expression:

a) **Act** refers to the *Alberta Libraries Act, Chapter L-11,* and amendments thereto;
b) **Board** means the Marigold Library Board;
c) **Community Library** - Marigold uses the term "**Community Library"** for those libraries and library service points located in member municipalities that do not have a library board.
d) **Governing Board** – Marigold Board acts as the Governing Board for municipalities that have not formed a library board as set out in the Libraries Act. These municipalities have signed the Marigold Agreement to become members of Marigold Library System, and in return, Marigold Board provides public library services and promotes the value of public libraries to residents in those municipalities. Marigold also complies with the provincial requirements for reporting and for distribution of provincial per capita grants for those municipalities.
e) **Library Manager** means the person in charge of the operation of the Community Library;
f) **Library resources**, as defined by the Libraries Regulation, means any material, regardless of format, that is accessible in a community library or the Marigold Library System or borrowed by either;
g) **Patron** means the person to whom a library card has been issued;
h) **Library service point** – in accordance with the Libraries Regulation, refers to a facility that provides public library services under the control and management of a board;

2. LIBRARY FACILITY

2.1. Access to the public library portion of a community library building

2.1.1 The portion of any building used for public library purposes is open to any member of the public free of charge during the hours of opening as set out for each community library in policy and changed from time to time.

2.1.2 Charges for the use of library premises not normally used for public library purposes are set out for each community library in Schedule A which is attached to and forms part of this bylaw.

2.2. Conduct in the library building

2.2.1 Any person using any library building shall conduct himself so as to not disturb others ~~library patrons~~.

2.2.2 If the Community Library is housed in a school, conduct required is the same as the conduct required in the school where the library is housed.

2.2.3 A person who acts in a way as to violate this library bylaw by disturbing others ~~patrons~~ will be liable to a charge under the Act.

3. ACQUIRING A LIBRARY CARD

3.1 **Library card** may refer to a TRAC card, a TAL card, or the library card presented by anyone who has been registered as a ME Libraries patron. These library card types are issued as follows:

3.1.1 The Library will issue a library card to a person who resides in the member municipality where the community library is located or to a person who resides in any other participating municipality in Marigold.

3.1.2 The Library will issue a TAL card to patrons who wish to borrow from an academic or special library within Alberta.

3.1.3 ME Libraries service is for patrons wishing to borrow from a public library within Alberta, other than their home branch or library system.

3.2 Approval from a parent or guardian is required to issue a library card to a minor. The age when a parent is no longer needed is set out for each community library in Schedule B.

3.3 The library card fee, if any, for each community library is set out in Schedule B.

3.4 When issuing a family membership, a library card is issued to each family member.

4. RESPONSIBILITIES OF A PATRON

4.1 A patron will notify the Library of any change of residential address, telephone number or email address.

4.2 A patron will care for any borrowed library item.

4.3 A patron will return any library item in the same condition it was loaned, on or before the due date set by each community library as provided in Schedule B.

5. LOAN OF LIBRARY RESOURCES

5.1 In accordance with the Act, Section 36(3), there shall be no charge for the use of library resources. This includes resources used on the premises, resources loaned or resources acquired from other sources.

5.2 The loan periods for library resources for each community library are set out in Schedule.

5.3 Library resources may be placed on hold in accordance with policy and practices established by the Board.

5.4 Library resources may be renewed in accordance with policy and practices established by the Board.

6. PENALTY PROVISIONS

6.1 The fines for late return of library resources are set by each community library and are listed in Schedule B.

6.2 The policy and practice for damaged or lost library resources are set by the Board and are listed in Schedule B.

6.3 The procedures for the notice of the return of overdue library resources are set by each community library and are listed in Schedule B.

7. REVOKING A LIBRARY CARD

7.1 A patron's card may be revoked by the Library Manager for the reasons set out in Schedule B for each community library.

7.2 A person who has had their library card revoked may appeal to the Board in writing.

7.3 The decision of the Board in an appeal is final and not subject to further appeal.

8. PROSECUTION

8.1 In cases of abuse of privileges, the Board may prosecute an offense under the Act, Section 41. Such an offense is punishable under the Act, Section 41. Penalties for offence are set out in Schedule B ~~D~~ and in accordance with the Act, Section 42.

9. CONFIDENTIALITY OF PATRON RECORDS

9.1 The Board requires confidentiality of library patron records. Confidentiality extends to information sought or received, and resources consulted, borrowed or acquired.

9.2 Records of lending transactions are accessible only to designated staff, or to officers of the law bearing subpoenas.

10. FOIP – Freedom of Information and Protection of Privacy

10.1 As a public body under the Freedom of Information and Protection of Privacy Act (FOIP), the Board allows access to its records while ensuring the protection of privacy of the personal information of individuals and appoints the CEO as the Head to make judgements in accordance with Section 95(a) of the FOIP Act.

10.2 Fees are payable in accordance with Sections 93 and 95(b) of the FOIP Act.

Chair's Signature: (original signed by Chair)

SCHEDULE A: Room Rental Fees

Berry Creek Community Library

Not applicable. All public library space is used for the purposes of the public library. There is no public library space to rent. Rental of space in the school is the responsibility of the school.

Bighorn Library

No fee will be charged for using the room or equipment, but an honorarium, given in appreciation, may be accepted. Room can only be used during opening hours of library.

Carseland Community Library

Not applicable. All public library space is used for the purposes of the public library.

Gleichen and District Community Library

The Library may not be rented for outside use or functions that are not for the library. Tables and chairs cannot be rented from the library. The upstairs room may be rented to community organizations for $25 per use. Rentals are handled by the Library Manager or the Advisory Committee Chair.

Millarville Community Library

The public library space may be rented to non-profit agencies at the discretion of the library manager. A fee may be charged in some circumstances.

Rumsey Community Library

Not applicable. All public library space is used for the purposes of the public library. There is no public library space to rent.

SCHEDULE B: Library Cards

1. Fee for issuing a library card:

Library:	**Fees:**
Berry Creek Community Library	None.
Bighorn Library	None.
Carseland Community Library	None.
Gleichen & District Community Library	$5 for a student; $10 for an adult; $15 for a family.
Millarville Community Library	$5 for a single; $10 for a family
Rumsey Community Library	$10 for a single; $10 for a family

2. Parental consent is required to obtain a library card until the patron is 14 years of age.
3. The loan period for most library resources is three weeks with a maximum of two renewals.
4. There are no fines for the late return of library resources.
5. Lost or damaged library resources will be paid for at the value set in the ILS program.
6. A patron's library card may be revoked for the following reasons:
    a. Notices regarding overdue library resources are sent out according to an automatic schedule set in the ILS.
    b. If a patron refuses to replace or return library resources, borrowing privileges will be suspended at the discretion of the Library Manager.
    c. Borrowing privileges will be suspended when a patron damages or loses material exceeding $50 in value.

POLICY: ACCESSIBILITY FOR ALL PERSONS
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: March 5, 2016
Board Approved: August 23, 2016
Review Date: June 2018

STATEMENT OF INTENT

Marigold Library System welcomes and encourages all persons to use and participate in library services. Access to materials, resources, and other library services is for the benefit of the Marigold community.

CONDITIONS

Library services will be offered in a supportive environment and in a manner that acknowledges the independence, dignity and inclusion of all persons, providing them with an equal opportunity to learn about, use and benefit from library services.

PROCEDURES

Community Libraries will make every reasonable effort to ensure that services, programs and premises are accessible by:

a) Encouraging the use of personal assistive devices to use the library's collections, resources and services;
b) Welcoming and permitting service animals needed to assist patrons. Pets are not permitted in the library;
c) Encouraging the inclusion and access of support persons accompanying people with disabilities;
d) Providing access to library material including online, print disabled services and tools that include, but are not limited to, CELA (Centre for Equitable Library Access) and NNELS (National Network of Equitable Library Service);
e) Providing reasonable notification of all service interruptions that may affect people with disabilities; and
f) Providing and publicizing the Accessibility for All Persons Policy and, upon request, making it available in alternative formats agreed upon by both parties.

POLICY: COLLECTION MANAGEMENT – LIBRARY SERVICE POINTS
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance/Standards and Services
Committee approved: March 5, 2016
Board Approved: April 23, 2016
Review Date: February 2018

STATEMENT OF INTENT

Marigold is the Board of record for municipalities in which Community Libraries are located. Marigold selects materials for each Community Library in a variety of formats to maintain a broad and balanced collection that serves the cultural, educational, recreational and informational needs of that community.

CONDITIONS

The collection is accessible to all residents of Marigold and TRAC, along with ME Libraries and TAL cardholders.

Selection of material is based on the judgement of Marigold Consultants (professional librarians with Masters of Library and Information Science) with appropriate consideration given to:

- The expressed and anticipated needs and interests of the community served.
- Existing resources and availability in other TRAC libraries.
- Specific criteria related to the author, publisher and the content of the publications.

Marigold acquires, makes available and encourages the use of materials in all formats that provide communities with rich and diverse resources:

- To meet the informational and recreational needs of the community.
- To supplement and encourage informal self-education and complement formal study.
- To increase an individual's ability to function effectively as a member of society.
- To support educational, civic and cultural activities within the community.

Marigold professional librarians are actively involved in, and provide direction to Community Library staff to maintain Community Library collections.

Marigold supports the Canadian Library Association's Statement on Intellectual Freedom and Libraries (see Schedule A).

PROCEDURES

Selection

Each Community Library will have a balanced collection of print, audio-visual and electronic resources for patrons. Materials will be selected for the Community Library in accordance with criteria in Schedule B.

Marigold Consultants select materials for Community Libraries in consultation with the Community Library Manager.

Marigold provides service to the visually impaired through large print books, audiobook and digital collections. Marigold supports and promotes print-disabled services provided by Municipal Affairs Public Library Services Branch including CELA (Centre for Equitable Library Access) and NNELS (National Network for Equitable Library Service).

Responsibility for restrictions on children or teen's choice, use and/or access of materials rests with parents and/or legal guardians. Selection will not be inhibited by the possibility that parents or guardians may object to the material.

A Community Library may accept donations and gifts of library materials, but reserves the right to evaluate and dispose of them if they are not deemed suitable in accordance with the criteria applied to purchased material. If accepted, the materials become property of the Community Library and will be handled according to established procedures and regulations.

Deselection

Marigold Consultants collaborate with the library manager to ensure collections are weeded on a regular basis, in accordance with Schedule B.

Challenges to the Collection

Requests for reclassification or removal of materials can be done by completing the Request for Reconsideration of Library Material form (Schedule C). The Library Manager with assistance from a Consultant at Marigold will review the information and make a decision. If the patron disagrees or is not satisfied with the decision of the Library Manager, the patron may make a further request for reconsideration to the Marigold Board, whose decision will be final.

SCHEDULE A: Statement on Intellectual Freedom and Libraries

Marigold Board affirms the Canadian Library Association's "Statement on Intellectual Freedom and Libraries" which reads:

The Canadian Library Association recognizes and values the Canadian Charter of Rights and Freedoms http://laws-lois.justice.gc.ca/eng/Const/page-15.html as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Library Association supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights http://www.un.org/en/documents/udhr/index.shtml, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Library Association affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Library Association affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Library Association holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Approved by Executive Council June 27, 1974
Amended November 17, 1983; November 18, 1985; and September 27, 2015

SCHEDULE B: Criteria for Selection, Weeding and Disposition

CRITERIA FOR SELECTION

To build collections of merit and significance, materials are considered according to the following objective guidelines:

- Suitability of physical format for library use.
- Suitability of format, durability and ease of use.
- Suitability of the subject, style and level for the intended audience.
- Reputation, skill, competence of the originator or publisher of the work.
- Relation to existing collection and other material on the subject.
- Relation to existing resources and availability of material in other TRAC libraries.
- Interests and composition of the community served.
- Representation of important movements, genres or trends.
- Insight into the human and social condition.
- Representation of Canadian and/or local perspectives.
- Artistic presentation.
- Creativity and originality.
- Recommendations from critics, reviewers and other authorities.
- Popular demand and current trends.
- Budget priorities.
- Space priorities.

Selection will not be made on the basis of any anticipated approval or disapproval, but on the merits of the work in relation to the building of the collections and to serving the interest of readers.

Marigold will not exclude an item from its collection solely because of:

- The author's/creator's race, religion, nationality or their sexual, social or political views.
- Frankness or coarseness of language.
- Controversial content.
- Endorsement or disapproval of an individual or group.
- Language of the text.
- Graphic images.

Marigold does not purchase or acquire illegal materials.

CRITERIA FOR WEEDING

In a well-run library, "weeding," or the deselection of materials from the collection, is a normal part of collection development. Weeding regularly takes place throughout the library and is based primarily on the following three criteria:

1. Condition
   Materials are reviewed to ensure that they are in good physical condition. Items that have mold or water damage, insects, rips or tears and are in general disrepair are selected for removal.

2. Age/Relevancy
   It is important that books and other items being circulated are accurate and current. The following timeframes can be used to determine whether a book is still relevant and adheres to the Conversion Guidelines:
   - Paperbacks (mass market) – 3 years or newer
   - Hardcover fiction and trade paperback/softcover fiction – 5 years or newer
   - Children's books – 5 years or newer
   - Computer-related topics – 2 years or newer
   - Government, science, medical, law – 3 years or newer
   - History and literature – 5 years or newer
   - Annual travel guides or annual publications (e.g. Guinness Book of World Records) –current year
   - Cookbooks – 10 years or newer
   - Other non-fiction topics (including biographies and memoirs) – 5-10 years or newer

   Local histories or materials with local interest/importance have lasting relevance and should be considered for weeding on an item by item basis. Due to space constraints, only a limited number of items can be designated as historically significant.

3. Circulation
   Materials should be considered for weeding if they have not circulated for two or more years, have not been used in the library for reference purposes, and are not standard titles. Even classics, if unused because of unattractive appearance, should be replaced with better editions.

4. Space
   Libraries are limited in space, so it is not always possible to acquire and store all series or sets of material regardless of subject matter or author. Weeded items that are no longer available locally can be accessed through TRAC or through interlibrary loan.

DISPOSITION OF MATERIALS

Items will be withdrawn from the ILS during the weeding process. A select number of materials may be left at the Community Library for the purpose of a local book sale. The remainder of the weeded materials will be removed by Marigold Headquarters Staff for recycling.

SCHEDULE B: Request for Reconsideration of Library Material

LIBRARY:
LIBRARY MATERIAL:
Author _____
Title _____
Publisher _____
Copyright date _____
Description _____
(hardcover, paperback, etc.)
REQUEST INITIATED BY:
Member's Name _____

Library Card # _____
Telephone _____
Address _____
E-Mail Address _____

Under library policy, only signed requests for reconsideration will be reviewed. Your personal views or opinions are protected under authority of Section 1(n) ix of the Freedom of Information and Protection of Privacy Act.

OBJECTION:

1. How did you learn of this material?

_____
_____
_____
_____
_____
_____
_____
_____

2. How much of the publication did you review?

_____
_____
_____
_____
_____
_____
_____
_____

POLICY: FINANCE
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: February 7, 2015
Board Approved: April 18, 2015
Review Date: November 2018

STATEMENT OF INTENT

Marigold Board upholds the principles of responsible financial planning, efficient procedures for the smooth operation of financial practices, and accurate records of all accounts.

PROCEDURES

1. ACCOUNTING RECORDS

The Marigold Board requires its community libraries to keep distinct and regular accounts of receipts, payments, credits, assets and liabilities. All accounts and records shall be retained for a minimum of seven years. Any funds paid on behalf of the Community Library will be paid to the Local Society and will be reflected in financial records.

2. AUDIT

The financial records of community libraries shall be audited or reviewed no later than March 31 of the year following the year under audit. A qualified individual or firm selected by the Local Society operating the community library, but not serving on the Local Society, shall conduct the audit.

3. BANKING

Marigold Library Board will only contract with Societies, incorporated under the Societies Act, that agree to have their own bank accounts, pertaining only to library funds. Payments from Marigold Library Board will be deposited into that account.

4. BUDGET

A budget for the upcoming calendar year will be prepared by each community library and sent to the Marigold Library System no later than February 15 each year, at the same time the Annual Report is submitted. A copy of the budget may be submitted to the municipal council.

The library manager may make purchases approved in the budget. Periodic spending reports will be made to the Local Society so it can monitor expenditures.

5. EXPENSES

The Local Society may pay for continuing education expenses and travel expenses for staff to attend library meetings, conferences, workshops, and courses.

While on library business, library staff and local trustees may be reimbursed for the reasonable expenses, such as travel costs, accommodation, and meals. Library staff and local trustees may claim compensation for their expenses on an expense claim form at rates established by the Local Society, or may submit receipts for reimbursement. An expense claim guideline is set out in Schedule A.

6. FINANCIAL STATEMENTS

The treasurer or designate of the Local Society prepares and submits regular financial statements to the Local Society and/or the municipal council.

A financial statement for a completed calendar year will be sent to the Marigold Library System no later than February 15 of the following year.

7. FISCAL YEAR

The fiscal year of the Marigold Board and its community libraries shall be January 1 to December 31, both dates inclusive.

8. FIXED ASSETS

The value of fixed assets will be the purchase price of the asset.

Should a community library close, the Local Society will refer to the documentation submitted to the provincial government to become a Society in terms of the disposition of assets. If a clause does not exist, any fixed assets not deemed owned by the Local Society will go to Marigold Board. Library materials and equipment purchased by Marigold will revert to Marigold Board.

Under the Income Tax Act, Societies can only transfer funds to an eligible donee (e.g., a registered charity) upon its dissolution. Therefore, a registered charity's governing documents should include a clause to the effect that upon winding up or dissolution, all its remaining assets after payment of its debts will be distributed to one or more eligible donees.

9. GENERAL PURCHASING OF SUPPLIES AND SERVICES

Purchasing of supplies and services will take place within the approved budget.

Library Service Points may participate in Marigold's Purchasing Program for cost-savings and efficiencies. Purchases made through Marigold's Purchasing Program will be reimbursed by the Local Society.

When purchasing supplies and services, consideration will be given to local or regional suppliers whenever possible.

10. GRANT APPLICATIONS

The signing authority for grant applications are the authorized signing officers for the Marigold Library Board. Marigold applies for the provincial operating grant on behalf of community libraries and distributes the funding to the community libraries each year. Marigold shall apply for all grants and shall distribute the funds according to the criteria developed by the Standards and Services Committee of the Marigold Board.

11. PETTY CASH FUNDS

Each community library may choose to maintain a petty cash float.

12. RENTING OF FACILITIES OR EQUIPMENT

Community libraries may offer the use of its facility and/or equipment to non-profit community groups or organizations free of charge.

Library space may also be rented at a price agreed upon by the two parties.

13. SECURITY OF FINANCIAL RECORDS

Financial records will be kept by authorized personnel in a secure location.

14. SIGNING OFFICERS

Two signatures shall be required on all cheques. The signing officers shall be appointed by motion of the Local Society operating each community library, and may include the Chair, Vice-Chair, Treasurer or Secretary-Treasurer.

For a library housed in a school, none of the signing officers shall be employees of the school authority.

15. INSURANCE

Marigold insures:

- the materials collection at member libraries
- computer and IT equipment provided by Marigold
- videoconferencing equipment in each of the community libraries

Under no circumstances may a department or an unauthorized individual initiate a claim or agree to a settlement of an action on behalf of Marigold.

The Local Society will ensure adequate insurance coverage and liability is in place for building and furnishings, or other library properties/equipment.

Related documents:

Records Management Policy for Community Libraries

Committee responsible: Governance
Committee approved: February 7, 2015
Board Approved: April 18, 2015
Review Date: November 2018

SCHEDULE A — Expense Claim Guidelines

MEALS

Receipts are required for reimbursement. The maximum allowance daily claim shall be up to $75.00.

There will be no reimbursement for alcohol.

MILEAGE

Mileage is paid at the current Alberta Government rate for travel to and from authorized Marigold meetings.

Board members are encouraged to take communal transportation.

Receipts for commercial transportation are required for reimbursement.

ACCOMMODATION

Receipts are required for accommodation.

POLICY: HOURS OF SERVICE
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: June 3, 2017
Board Approved: August 26, 2017
Review Date: October 2019

STATEMENT OF INTENT
Each library service point encourages library use by all residents of the community it serves by providing suitable hours of service, as determined by the Marigold Library System Board and local advisory society.

CONDITIONS
Library service points may be closed during statutory holidays, civic holidays, community celebrations, in cases of infrastructure failure, extreme weather conditions, and/or disaster.

All library service points must be open to the public a minimum of twelve hours per week.

Library service points in schools will offer library service outside of school hours including evenings and/or weekends, and during the summer.

PROCEDURES
Library service points must report their hours and changes in hours to Marigold Library System

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The community library will adhere to the provisions of the Alberta Employment Standards.

This policy shall apply to all personnel employed by a local organization responsible for library service in a Marigold Library System service point hereinafter known as a community library.

1. DEFINITIONS

For the purpose of this Personnel Policy, the following definitions shall apply:

(a) **Employee** shall refer to those full-time, part-time, casual and temporary employees who are employed by a local organization responsible for library service in a Marigold Library System community library whether that person is paid or a volunteer.

(b) **Volunteers** are those individuals that perform duties that contribute to the operation of the library or the provision of library services but are not paid a wage or salary for performing these duties.

(c) **Local Society** shall refer to the local organization which is responsible for the day-to-day operations of the library, this is also known as the advisory board.

(d) **Board** shall refer to the Marigold Board, which is comprised of appointed officials of the Marigold Library System who are convened at a duly scheduled meeting of the Board. The Marigold Board serves as the municipal library board for a number of municipalities in Marigold, and as such is the library board responsible for a number of community libraries.

(e) **Executive Committee** shall refer to a committee of the Board responsible for developing policy for the community libraries in Marigold.

2. EXCEPTIONS TO POLICY

Requests for any exceptions regarding the application of the Personnel Policy must be submitted to the Chair of the Local Society responsible for the community library. Depending on the nature of the request, the request may be made to the CEO of Marigold Library System. The CEO may choose to make a ruling or may forward the request to the Executive Committee for a decision.

3. CODE OF ETHICS

Employees must demonstrate the highest professional and ethical standards when dealing with co-workers, board members, member library staff, customers and other individuals who deal with Marigold in the conduct of business. Any violation of the Code will be cause of immediate and appropriate disciplinary action.

It is the responsibility of every employee to become familiar with the Code of Ethics and to govern his/her conduct and behavior in accordance with the guidelines below. If unsure, the employee should proactively consult his/her supervisor.

General Obligations

1. An employee shall, in the course of his/her duties, uphold the laws.

2. An employee shall ensure that his/her conduct, whether in a personal or official capacity, does not bring Marigold into disrepute or damage public confidence.

3. An employee shall, at all times, act responsibly in the performance of his/her public duties.

4. An employee shall behave professionally, respectfully and courteously at all times, including with his/her co-workers and the public. He/she shall endeavor to resolve any work-related disagreements in a respectful manner based on reasonable expectations.

5. An employee shall ensure his/her position is not used improperly for personal advantage.

6. An employee shall ensure that personal or confidential information obtained in the course of his/her employment is not divulged.

Financial Matters

1. All assets and liabilities of the Community Library shall be recorded in the regular books of account. No undisclosed or unrecorded fund or asset shall be established or maintained for any purpose.

2. No false or artificial entry or entry that obscures the purposes of an underlying financial transaction shall be made in the books and records for any reason.

3. No payment of any nature using the Community Library funds or assets that is in violation of any applicable law or regulation shall be made.

4. Unauthorized removal of materials, property or money belonging to the Community Library is strictly prohibited.

5. Falsification of an application, time sheet, work schedule or other financial or legal records is prohibited.

Conflict of Interest
A conflict of interest occurs when an employee is in a position to influence a business decision that may result in a personal gain.

1. All employees have an obligation to conduct business to avoid actual, potential or perceived conflict of interest.

2. An employee shall not accept a bribe, favour or fringe benefit from anyone who conducts business with the Community Library.

3. If an employee has any influence in a business transaction involving a purchase or contract, full disclosure must be made to the Advisory Chair so that safeguards can be established and recorded.

4. An employee shall not use his/her influence to obtain advantage on behalf of a family member or relative of the employee.

Library Property
1. No employee shall use the Community Library property or permit Community Library property to be used for purposes not associated with the performance of his/her duties.

Political Activity
1. An employee shall maintain all appearances of being politically neutral in his/her official employment duties.

Penalty for Non-compliance
1. Any employee who contravenes any section of this Code may be subject to disciplinary action:
   a. Verbal or written warning;
   b. Suspension;
   c. Dismissal; OR
   d. Such other action or penalty as may be appropriate and permitted by law under the circumstances.

Employee Conduct and Disciplinary Action
Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Where there are perceived performance problems, a progressive form of discipline ranging from minor to severe is recommended. Each notice or warning should clearly indicate the potential consequences should the undesirable behavior continue or recur. The following are suggested courses of action only:

- Caution Notice - counseling with clear communication regarding undesirable behavior.
- Verbal Warning - a direct notice to cease and discontinue undesirable activity
- Written Warning - a formal discipline notice placed in an employee's personnel file.

An incident of sufficient seriousness may warrant immediate dismissal.

It is recommended that written documentation be kept of all the notices and warnings. The CEO of Marigold Library System may be consulted at any time during the action and must be consulted regarding termination in the event that legal counsel needs to be obtained.

4. WORKING HOURS AND CONDITIONS OF EMPLOYMENT

Each community library sets the regular hours of work based on local needs and the Standards and Best Practices for Public Libraries in Alberta. Schedule A outlines the usual hours of work at each community library. These hours are subject to change and may vary between winter and summer.

Paid Rest Period: for each consecutive five hours of work, employees will be entitled to a half hour paid or unpaid rest period.

5. RECORDING OF TIME WORKED

The Employee, in consultation with the Local Society, shall record the time worked by him/herself. This may entail filling out a timesheet (See Schedule B).

Absences or lateness shall also be recorded. Copies of the timesheet will be retained by the library based on the Records Management Policy.

Volunteers are required to record their hours on a time log for Workers Compensation Bureau (WCB) purposes (See Schedule C). These time logs are submitted to the CEO of Marigold Library System at the end of each year or whenever required for WCB claim purposes.

The Community Library may be required to submit volunteer time logs to Marigold Headquarters upon request by the CEO of Marigold Library System.

6. WAGES AND SALARIES

Employees shall be paid according to the decision of the Local Society, except where the position is a voluntary one.

The payroll deductions required by law, including Income Tax, Canada Pension and Unemployment Insurance, will be taken from each pay cheque.

7. HIRING

Marigold Library System upholds the principle of selecting the most qualified and suitable candidate to fill any position that becomes available. The System supports fair employment practices consistent with legislation. The Chair of the Local Society is responsible for hiring the Library Manager. The Library Manager is responsible for hiring and supervising any additional staff or volunteers. Positions will first be advertised in the local communities.

Employment offer letters will outline the terms of employment and probationary period. (See Schedule I: Example Offer Letter).

In the case of school-housed public libraries, the Local Society will make hiring decisions in consultation with school administration.

During the first three months of employment, the immediate supervisor may terminate an employee without advance notice or cause in accordance with the Employment Standards Code.

The Library Manager and/or the Chair of the Local Society will give new employees an orientation of the library. (See Schedule G – Orientation Checklist for Employees/Volunteers).

During the probationary period, the employee's ethical conduct, performance, work habits, knowledge, skills, willingness to provide excellent customer service and team collaboration will be carefully monitored by the immediate supervisor.

During the first three months of employment, an employee will meet with the Advisory Chair or Library Manager to receive updates on performance and learning progress. Near the end of the first three months, the supervisor will prepare a written summary of observations and work samples (if appropriate) for discussion with the employee. The report will be signed by the immediate supervisor and be placed in the employees personnel file.

All newly hired employees will have a six (6) month probationary period. Employees will receive an evaluation before the end of six months. An employee will be notified when he or she has successfully completed the probationary period.

The immediate supervisor will make the final decision regarding permanent employment status.

The immediate supervisor may decide to extend probation on a month-to-month basis, if there are extenuating circumstances, in consultation with Marigold.

Failure to improve performance, after being given appropriate feedback and an opportunity to remedy performance concerns, can result in termination.

8. LEAVE OF ABSENCE

Sick Leave

Sick leave means the period of time an employee is absent from work due to being sick, a pandemic, or under examination or treatment of a physician, medical specialist or dentist, or the result of an accident.

The granting of sick leave shall be at the discretion of the Local Society.

Bereavement Leave

An employee shall be entitled to compassionate leave with pay of up to a maximum of three working days for attending the funeral and/or making funeral arrangements on the death of an immediate relative as follows:

Current spouse, parent, brother, sister, brother-in-law, sister-in-law, child, father-in-law, mother-in-law, son-in-law, daughter-in-law, grandparent or grandchild, aunt, uncle, niece, nephew, grandparent of spouse, legal guardian, parent of current spouse, brother or sister of current spouse.

Additional time with or without pay may be granted at the discretion of the Local Society.

Parental Leave

Parental leave includes maternity leave, which is available to the natural mother, and parental leave which is available to natural and adoptive mothers and fathers. Parental leave shall be granted in compliance with Alberta's Employment Standards Code.

Maternity Leave

Maternity leave shall be available for a period not to exceed 15 weeks.

Upon returning to work, the employee shall be placed in his/her former position, or if the former position is not available, in an equivalent position with no change in level or increment placement.

Parental Leave

Parental leave shall be available for a period not to exceed 37 weeks.

Upon returning to work following leave, the employee shall be placed in his/her former position or, if the former position is not available, in an equivalent position with no change in level or increment placement.

An employee must give at least four weeks written notice of the day he/she plans to return.

Earned vacation, holiday benefits, and security will not continue during parental leave.

Jury Duty

Employees shall be granted leave of absence without loss of pay for the purpose of jury duty, acting as a witness, or if summoned to appear in court on behalf of Marigold. Any remuneration awarded by the court shall be refunded to the Local Society. Upon being served with notice to appear in court, the employee shall immediately notify the Chair of the Local Society.

9. ABSENTEEISM

Employees are expected to be prompt and regular in attendance.

Employees, who are unable to report to work on time because of circumstances beyond their control, including illness, are expected to notify the Chair of the Local Society within a reasonable period of time on the morning of the absence.

When an employee is returning to work after an illness of over three working days, a medical release from a doctor may be required.

An absence of a period of three consecutive days without contacting a supervisor may be considered justification for termination.

10. PERFORMANCE APPRAISALS

An appraisal of each employee's performance will be conducted annually at a time and date agreed upon by the Local Society and the employee. Performance appraisals take place during the probationary period (third and sixth month) and once per year (anniversary of commencement of employment or end of year).

The appraisal shall involve a review of the employee's job description for possible changes (see Schedule D - Sample Job Description), a review of the goals set during the previous appraisal, and the setting of new goals for the coming year. The appraisal will take into account the employee's ability to perform the tasks listed in the job description and the completion of goals set. The appraisal process will allow for employee input and collaboration.

- A sample performance appraisal document is attached in Schedule E.
- A copy of the signed performance appraisal shall be placed in the employee's confidential personnel file.
- Marigold can provide further assistance with performance appraisals.

11. TERMINATIONS

Termination of employees is to be handled in a fair manner with due diligence and with a minimum of disruption to the operation of the organization. All employee terminations will be conducted in accordance with the Alberta Employments Standards Code and in consultation with Marigold.

Termination with Cause

Termination with cause may include, but shall not be limited to, conduct or any act of an employee that is prejudicial or injurious to the library, its interests, its reputation or its operation. Such causes may include:

- Serious criminal code violation such as drug abuse
- Serious infraction of the FOIP regulations
- Unreliability and/or dishonesty
- Disloyalty or insubordination
- Mistreatment of library patrons or fellow staff
- Poor job performance or work habits
- Unexplained absences

Prior to terminating an employee, the CEO of Marigold Library System will seek legal counsel.

Procedures:

An employee must receive a completed Record of Employment (ROE) and all monies owing at the time of dismissal, in accordance with Alberta Employment Standards

An employee or volunteer who is terminated or who is leaving employment is required to return all library property on or before the last day of employment.

Resignation

An employee is required by law to give a minimum of one week's notice in writing if the employment period is more than three months but less than two years. An employee with more than two years' service is required to give a minimum of two weeks' notice in writing.

12. WORKPLACE VIOLENCE and HARASSMENT

Marigold Library System recognizes its legal and moral responsibility to ensure that employees are able to pursue their duties in an environment free from violence and harassment, within the context of the Alberta Occupational Health and Safety Code and the Canadian Human Rights Act.

Marigold is committed to providing an abuse-free work environment in which all people respect one another and work together. Any act of violence or harassment committed by or against any individuals affiliated with this organization is unacceptable conduct and will not be tolerated.

1. Definitions
    a. **Workplace violence**: any act in which a person is abused, threatened, intimidated or assaulted at work. It includes threatening behaviour, verbal or written threats, verbal abuse, and physical attacks.

    b. **Harassment**: any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person. This includes words, gestures, intimidation, bullying or other inappropriate activities. It may include discriminatory treatment based on an individual's race, ethnicity, age, religion, gender, or other legally protected characteristic.

    c. **Sexual harassment**: any unwelcome behavior that is sexual in nature. This includes unwanted sexual advances, unwanted requests for sexual favors, and other unwanted verbal or physical conduct of a sexual nature.

2. Employees or any other individuals affiliated with Marigold shall not subject any other person to workplace violence or harassment or allow or create conditions that support workplace violence or harassment. The behaviour need not be intentional in order to be considered harassment. If it is offensive or it intimidates others, it will not be tolerated.

3. All complaints of violence and harassment will be investigated in a confidential manner. Prompt corrective action will be taken if necessary.

4. Anyone engaging in workplace violence, sexual harassment or other forms of harassment will be subject to disciplinary action, up to and including termination of employment.

5. For acts of violence or harassment by individuals outside of this organization, action taken will be commensurate with the incident up to and including temporary or permanent withdrawal of services or legal action.

6. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.

7. Appropriate support will be provided for the victim(s) as needed.

8. Reasonable, justifiable, consistent, and non-discriminatory acts of discipline, provided by an individual who has the authority to provide such discipline, shall not be construed as harassment.

Procedures for Handling Complaints
If an employee believes they are being harassed, the employee shall:

1. Tell the individual their behaviour is unwelcome and ask them to stop.

2. Keep a record of incidents (dates, times, location, possible witnesses, what happened, the employees own response). The employee does not have to have a record of events in order to file a complaint, but such a record can strengthen the employee's case and assist them in remembering details over time.

3. File a written complaint if, after asking the harasser to stop, the harassment continues. The employee should report the problem to the Library Manager, Chair of the Local Society, CEO of Marigold Library System and the Chair of the Executive Committee without fear of reprisal.

4. The Library Manager and Chair of the Local Society will promptly and thoroughly investigate the complaint and will inform the Local Society of serious incidents.

5. If the complainant is not satisfied with the actions taken by the Library Manager or the Chair of the Local Society, Marigold Library System's Grievance Appeal Process will be followed.

6. Any incident involving the Library Manager should be reported to the Local Society. The Local Society will coordinate any required investigation.

13. GRIEVANCE APPEAL PROCESS
A grievance is defined as any difference arising out of the interpretation, application, administration or alleged violation of any policy affecting employees. Grievances are to be adjusted or settled through the appropriate channels in the following order: Library Manager → Chair of the Local Society → Local Society → CEO of Marigold Library System → Executive Committee.

If the complainant is not satisfied with the actions taken by the Library Manager or Chair of the Local Society in regards to a complaint of workplace violence and/or harassment (Workplace Violence and Harassment Policy), Marigold Library System's Grievance Appeal Process will be followed as outlined in this policy.

Reasonable, justifiable, consistent, and non-discriminatory acts of discipline, provided by an individual who has the authority to provide such discipline, shall not be construed as harassment.

Procedures
1. The purpose of these procedures is to ensure that any grievance is processed in an expeditious manner; therefore, compliance with these procedures is mandatory. Requirements:
   a. The grievor shall be present at each step of the grievance procedure.
   b. If the employer fails to comply with the procedures, the grievance may be processed to the next step by the grievor.
   c. If the grievor fails to comply with the procedures, the grievance shall be considered abandoned.
   d. An abandoned grievance will not prejudice employees in any future grievance of a similar nature.

2. An earnest effort shall be made to settle grievances fairly and promptly in the manner hereinafter described.

STEP I

The grievor will first seek to settle the dispute with the Library Manager within two (2) working days following the date of the occurrence giving rise to the grievance or the date on which the grievor becomes aware of the occurrence which gives rise to the grievance. The Library Manager shall have two (2) working days in which to respond to the grievor.

Failing satisfactory settlement within two (2) working days after the response, the grievor shall have two (2) working days to respond in writing to the Library Manager. The Library Manager shall have two (2) working days to respond in writing to the grievor.

STEP II

Failing satisfactory settlement, and within two (2) working days after the response in Step I from the supervisor, the grievance may be submitted to the Chair of the Library Society.

The grievance shall be in writing and must include a statement of the following:

a. The name(s) of the aggrieved;
b. The nature of the grievance and the circumstances out of which it arose;
c. The remedy or correction the employer is asked to make; and
d. The section(s) where the policy is claimed to be violated.

A meeting between the parties shall take place, with the decision of the Chair of the Library Society being rendered in writing within five (5) working days from the receipt of the submission at this step. A copy of this decision should be forwarded to the Library Society.

STEP III

Failing satisfactory settlement at Step III, and within ten (10) working days after receipt of the written response from the Library Society , the grievance may be submitted to the Marigold Library Board in writing as aforementioned. If it is deemed appropriate, a Marigold Library Board meeting will be called within ten (10) working days following the receipt of a written request for an appeal. The decision of the Board is final.

a. The HR Committee and/or the Executive Committee may vary any penalty as it deems wise and prudent. If money matters are involved, and the HR Committee finds in favour of the grievor, the HR Committee shall recommend to the Executive Committee an adequate level of compensation.

3. The time limits specified in these procedures shall not include Saturdays, Sundays and named holidays.

4. Time is of the essence, although the time limits may be extended with the consent of both factions (employer and grievor) in writing.

5. If there is a settlement awarded in favour of a terminated grievor, it may be in the form of a cash settlement or a different job position at the Community Library.

14. WORKING ALONE IN THE WORKPLACE

Occupational Health and Safety Code requires employers to:

1. Conduct a hazard assessment to identify existing or potential hazards in the workplace associated with working alone.
2. Implement safety measures to reduce the risk to employees from the identified hazards.
3. Ensure that employees have effective means of communicating with their employer, immediate supervisor or another designated person in case of an emergency situation.
4. Ensure employees receive sufficient training and are educated so they can perform their jobs safely.

****A worker is considered to be working alone if assistance is not readily available if the employee becomes injured, ill, or if there is an emergency.****

To determine whether or not assistance is readily available, three conditions must be met;

1. **Awareness** – Staff must be able to get the attention of someone capable of providing helpful assistance when the staff member requires it. This means they must be within hearing range of others, continuously monitored by a remote surveillance camera or be making frequent contact with co-workers while working alone.
2. **Willingness** – Persons expected to provide assistance to the staff member must be capable and willing to do so when required. There would be a reasonable expectation that the persons being relied on to provide assistance can and actually will provide that assistance.
3. **Timeliness** – The required assistance will be provided in a reasonable period of time. When is reasonable depends on factors such as the nature of the illness, injury or emergency. Assistance must be provided as quickly as it is reasonably practical to do so.

Employees are required to take precautions when working out of sight and hearing range

a. An employee must let someone know when he/she is working alone, how long he/she expects to be alone and arrange to alert a designated person upon leaving the building, or are working out of hearing range. A record of the identity of the designated person and their schedule will be provided. Staff will arrange to alert the designated person when he/she is no longer working alone.
b. An employee must be aware of and understand the hazards associated with working alone.

Any employee deemed to be working alone must report to a Designate at pre-determined intervals.

a. An employee can choose their own Designate.
b. The chosen Designate must be a responsible adult.
c. A Designate may be a friend, family member, or co-worker
d. The chosen Designate must be aware that he/she has been selected as the Designate.
e. The Local Society shall be informed as to the identity of the employees selected Designate
f. The Local Society will be given the Designate's contact information
g. The Designate shall receive instruction regarding the reporting and response procedures he/she will be expected to perform.
h. The employee will receive instruction on the proper procedure for communicating with the selected designate.

15. CONTINUING EDUCATION

The Local Society may, at its discretion, determine an amount of money to be included in the annual operating budget of the library for the purposes of continuing education/professional development.

- Employees will contact the Chair of the Local Society to obtain permission to attend conferences, courses or workshops.
- Such continuing education shall be of benefit to the Library.
- The library manager and/or designate will attend workshops, training and other opportunities provided by Marigold.

16. ACCIDENT REPORTING

All employees and volunteers of community libraries are covered under the Worker's Compensation Act of Alberta. Please note: It is at the discretion of the Local Society whether the volunteers are covered under WCB. Where the Local Society does not pay WCB premiums for staff, Marigold will cover both employees and volunteers of the Local Society. All employees are expected to conform to WCB Regulations regarding accident reporting.

When an employee does suffer an injury of any kind, he/she shall seek first aid assistance or medical treatment if necessary. The employee shall then immediately report it to the Chair of the Local Society who will, in turn, inform the CEO of Marigold Library System. If the employee must leave work because of the accident/injury, the CEO must fill out a Workers Compensation report and file it according to the requirements.

It is the CEO's responsibility to see that the employee and volunteer Workers Compensation Board (WCB) Accident Reports are submitted to the WCB within 72 hours of the time that the accident is reported to the employer to ensure prompt action from the Worker's Compensation Board.

If a volunteer is injured, the accident is reported and the volunteer's time log and the accident report is submitted immediately to the CEO.

17. PERSONAL APPEARANCE

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image that each community library presents to its customers and visitors.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions.

18. PUBLIC STATEMENTS

The Chair of the Local Society or the Library Manager, with the Society's approval, shall have responsibility for public statements or news releases on behalf of the community library.

Employees who speak or write publicly are responsible for ensuring that they do not release confidential information.

The responsibility for maintaining the confidentiality of information or documents includes the responsibility for ensuring that such information or documents are not directly or indirectly made available to unauthorized persons.

19. LIBRARY VOLUNTEERS

The library supports the concept of volunteerism, recognizes the important role that volunteers can play, and encourages their activities. The energy, expertise, and commitment of volunteers help the library offer more services to customers.

Volunteers will be provided with an orientation to the library premises, services, policies, and personnel with a focus on the areas relating directly to their assigned tasks.
(See Schedule G)

Volunteers will be matched to a suitable assignment. Ideally the volunteer will have the opportunity to develop new skills relating to library operations as they gain experience.
(See Schedule F - Sample Volunteer Job Description)

Volunteers will be treated as a non-paid staff member. They have the right to be treated as a co-worker, not just free help. This also means volunteers are expected to meet their commitment made to the library. Volunteers will advise the library manager or supervising staff member immediately if any difficulties are encountered in meeting their obligations. If a trial or probationary period is appropriate, the volunteer will be advised of how this will work and when the period is over.

Volunteers will carry out assigned duties in accordance with the by-laws, policies, and procedures of the library.

With prior approval, volunteers will be reimbursed for out-of-pocket expenses incurred in performing library duties.

Volunteers will be recognized for their assistance and know their work is appreciated.

SCHEDULE A: Hours Of Operation

Berry Creek Community Library	Mon to Thurs, 8:30 – 3:30 p.m. Variable summer hours.
Bighorn Library	Monday, 9 – 3 p.m. Tuesday, 9 – 3 p.m. and 6:30 – 9 p.m. Wednesday, 3 – 5 p.m. and 6:30 – 9 p.m. Thursday, 3 – 9 p.m. Friday, 1 – 6 p.m.
Carseland Community Library	Tues and Thurs: 10 – 4:30 p.m. & 7 – 9 p.m. Saturday, 10 – 12 p.m. Summer Hours (May – Oct) Tues, 10 – 4:30 p.m. & 7 – 9 p.m. Thurs, 2 – 4:30 p.m. & 7 – 9:30 p.m.
Gleichen and District Library Society	Tuesday, 12 – 8 p.m. Thursday, 12 – 6 p.m. Friday, 11 – 5 p.m.
Millarville Community Library	Monday, Tues, Thurs, 9 – 3 p.m. Wednesday, 9 – 7:30 p.m. Friday, 9 – 12 p.m. Summer Hours: Wednesday 10:30 – 7:30 p.m.
Rumsey Library Society	Tuesday, 10 a.m. – 6 p.m. Wednesday, 10 a.m. – 6 p.m.

SCHEDULE B: Sample Employee Timesheet

_____ Library

Name:
Pay Period:

Date	Time Started	Time Finished	Other (vacation/sick)	Daily Hours
			TOTAL HOURS	

_____
Staff signature

_____
Supervisor

SCHEDULE C: Sample Volunteer Time Log

Record of Work Performed on Behalf of
_____ Library

NAME	DATE WORKED	TIME WORKED e.g. 9 am to 10:15 am	TOTAL HOURS PER DAY e.g. 1.25 hours

SCHEDULE D: Sample Job Description

POSITION TITLE: Library Manager

REPORTS TO: Local Society and to the Marigold Board through the CEO

POSITION SUMMARY: Responsible for managing all aspects of library operations

MAJOR RESPONSIBILTIES:

Reference and Resource Services

- Assists library patrons in the use of the library and resources by answering reference questions, providing guidance in the use of library tools, and referring more complicated questions to Marigold headquarters.

Collection Development

- Consults with the Marigold Consultant to cooperatively select library materials with the express intent of supplying the community with material required for information, recreation and relaxation.
- Conducts regular inventories of the library's holdings and weeds the collections.

Cataloguing and Processing Materials

- Adds local information to the ILS (Integrated Library System) if the donated/purchased item is a mass market paperback and periodicals. Sends in the paperback to Marigold headquarters if no record in ILS.
- Requests that the material be catalogued by Marigold Library System if the donated/purchased item is hardcover or other format other than mass market paperback or periodical adhering to the conversion guidelines.

Circulation

- Checks library materials in and out noting any fines or fees
- Shelves materials in an orderly fashion
- Manages effective, cost-efficient and timely ILLO Service
- Use ILS for patron transactions
- Generate reports including overdue and lost, Holds, etc.
- Collects and records membership fees and fines if applicable
- Receives and prepares materials for internal Marigold delivery
- Manages effective, cost efficient and timely interlibrary-loan services.

Library Promotion

- Promotes library materials through storytelling and book talks
- Creates and maintains attractive bulletin boards, decorations and displays
- Provides information to local media to keep staff and the public informed of library activities
- Assists in the planning, implementation and evaluation of library services and programs.
- Uses programming resources available from Marigold in a variety of formats.
- Cooperatively delivers programming with Marigold Library System Consulting Staff; for example, coordinates book fairs, author tours, summer reading programs, and other library-related promotional events.

Administration

- Administers and oversees all library operations in accordance with the policies, bylaws and procedures to ensure the smooth functioning of the library.
- Assists in the planning, implementation and evaluation of long term goals and objectives.
- Implements policy.
- Maintains accurate records and statistics for the annual report and for acquisitions, circulation, reference, and interlibrary loan.
- Handles daily correspondence and communicates with patrons, local staff and volunteers, and staff at Marigold Library System.
- Manages all functions relating to staffing: personnel selection, training, disciplining, supervising, mentoring and evaluating.
- Attends all Advisory board meetings and is invited to all committee meetings.
- Represents the library at board and its committee meetings.
- Liaises with all stakeholders: the Municipality, the community, the Board, Marigold Library System and Alberta Municipal Affairs.
- Participates in professional development opportunities.
- Orders library supplies.
- Participates in the library's financial planning by providing input into the preparation and presentation of the annual budget. Upon approval, managing the budget and keeping financial records.
- Completes required documents including the Annual Report.
- Ensures the library is compliant with the Alberta Libraries Act and Regulations.
- Participates in other activities as assigned.

POSITION REQUIREMENTS:

This position involves extensive use of office equipment including computers and other related technologies.

- Grade 12 education and office experience
- Training and/or experience in office procedures, including familiarity with accounting and bookkeeping procedures.
- Library training and/or experience
- Knowledge of ILS, library tools, Internet services, and Microsoft Office
- Excellent organizational and analytical skills; ability to apply flexibility, creativity and innovation to projects and problems
- Ability to assume responsibility and work independently
- Physically able to bend, lift, and move heavy items up to 50 pounds.

Technology:

- the ability to load, operate, and manage basic trouble-shooting for the electronic resources available in the library;
- the ability to assist patrons in accessing and understanding various electronic information resources available in the library;
- finding information on the Internet and e-resources.

Skills expected at the local level are outlined in the Marigold Library System IT Service Agreement.

SCHEDULE E: Sample Performance Appraisal Report

PERFORMANCE APPRAISAL REPORT
For Staff of Marigold Library System Community Libraries

EMPLOYEE NAME:
POSITION:
DATE HIRED/STARTED: DATE OF APPRAISAL:

PART I – General Employee Feedback

1. Please review the job description for this position. Write down any changes needed or any recommendations regarding the structure or content of the job. Please attach an amended job description to this document after the appraisal is completed. The Employee and supervisor will each complete the evaluation prior to the meeting.

2. What aspects of your present job give you:

    a) the most satisfaction? Why?

    b) the least satisfaction? Why?

PART II – Performance Appraisal

The employee and supervisor will each complete the evaluation prior to the year-end meeting.

Please comment on the following areas:

1. Accuracy & Competency: Displays attention to detail in completing tasks. Demonstrates proficiency in assigned duties.

    Comments:

2. Productivity: Effectively undertakes and completes all required tasks, according to established deadlines.

    Comments:

3. Communication Skills: Conveys and receives information accurately and appropriately. (Consider listening, speaking and writing skills.)

    Comments:

4. Attendance & Punctuality: Is available in the library during agreed upon times.

   Comments:

5. Dependability: Takes on and follows through on assignments and instructions. Completes assignments on time.

   Comments:

6. Adaptability: Accepts change well and adjusts to changing circumstances. Displays initiative in learning new library technologies and resources.

   Comments:

7. Initiative: Assesses a situation or problem accurately and responds appropriately. Anticipates and confronts problems. Thinks constructively; takes action when needed.

   Comments:

8. Customer Focus: Provides appropriate and polite responses to requests by patrons and others in a timely manner.

   Comments:

9. Technical Skills: Continues to develop technological skills. Maintains an awareness of emerging library services and resources.

   Comments:

PART III – Professional Development

A. What training or development activities have been taken over the past year? Are there any other activities that would help with future career and personal development?

PART IV – Goals & Objectives

Our performance review process is a collaborative one. Reviews involve setting targets or goals, with your supervisor, reviewing performance expectations, determining development opportunities and evaluating the results. Goals and objectives are defined and the beginning of each year. Accomplishments and progress will be discussed during a brief mid-year meeting and year-end review meeting. Two to three goals will be collaboratively set, using the template below:

INDIVIDUAL EMPLOYEE WORK PLAN	
Employee Name	Year
EMPLOYEE GOAL:	
BEGINNING OF YEAR GOAL SETTING MEETING **(to be completed by Supervisor after consultation with employee)**	
Consultation with Employee Date: _____ Time: _____	
Purpose of this goal:	
Timeline for completion: by end date: _____ or ongoing: ☐	
Steps to be taken by the employee to achieve this GOAL:	
Outcomes to indicate successful completion of this GOAL:	
MID-YEAR PROGRESS CONVERSATION	
Scheduled Date: _____ Time: _____ Location: _____	
Results Achieved (to be filled out by Supervisor mid-year)	
Employee Feedback:	
Supervisor Feedback:	

YEAR END REVIEW Scheduled Date: _____ Time: _____ Location: _____ **Results Achieved** (to be filled out by Supervisor at year end)
Employee Feedback:
Supervisor Feedback:
Feedback from other sources: (i.e. constructive and specific comment about a specific event – source must be identified)

Part V

Please identify additional issues or concerns not covered elsewhere in this report.

Part VI [To be filled out following year-end review]
Chair's Overall Summary and Recommendations:

_____ _____
Date Chair's Signature

Employee's Comments. Your thoughts and opinions are important. Please include additional sheets of paper if sufficient space for your comments has not been provided.

_____

_____

_____

_____

- I have been made aware of my Chair's comments and recommendations. My signature on this document does not mean that I agree or disagree with the information, but appears as a matter of record that I have been made aware of this information. I have the right to add any additional information I wish to this document.

- I understand that a copy of the signed performance appraisal form is placed in my confidential personnel file and that a copy of this report is available to me upon request.

_____ _____
Date Employee's Signature

SCHEDULE F: Sample Volunteer Job Description

Job Description for Volunteers

Volunteers are important in the operation of the local library. It is because of volunteers help that the library is able to better serve customers and ensure the smooth operation of the library.

What the library expects of its volunteers:

Volunteers are as important as library staff members and volunteers have the same responsibility to complete assigned tasks with care and attention to detail, and serve customers in a friendly, efficient and helpful manner. Volunteers are expected to meet commitments made to the library including being punctual, coming to work at assigned times or advising library staff if they will not be able to come.

What the volunteers should expect of the library:

Volunteers have the right to be treated with courtesy and respect. They have the right to seek and expect assistance and clarification from any staff member if they do not understand an assignment.

Probationary period (three months or less):

Occasionally, volunteers may find that working in a library is not to their liking or the library may find the volunteer is not quite right for the position. With that understanding, volunteers will be asked to serve a specified probationary period. During that period they will be evaluated as to how well they learn and carry out the tasks assigned, how dependable they are, and how well they serve the customers. If, after the probationary period, a volunteer is unhappy at the library or library staff feels the volunteer is not meeting the above-mentioned conditions, the volunteer may be asked to resign from the position.

Job Description:

Library volunteer

Volunteers may be asked to perform basic library functions such as:

- Shelve materials according to proper library standards
- Cover or repair books as trained by the library manager
- Provide assistance with programming or library functions
- Circulate library materials

At the discretion of each library, the volunteer *may* also be asked to

- Assist with interlibrary loans
- Provide basic reference information in consultation with the library manager
- Help develop programs or fundraising initiatives

<u>Volunteers will not</u>:

- Carry out any library administrative work or paperwork
- Have any involvement with budgeting, payroll or financial activities

SCHEDULE G: Sample Volunteer Task Sheet

Volunteer's Name:
Task:
Job Title:
Reports to:
Date:

General Description of Assignment

Analysis of Tasks

Skills Needed

Resources Needed

Expected End Results and Timelines

Progress/Completion

_____ _____
Supervisor's Signature Volunteer's Signature

Date: _____

SCHEDULE H: Orientation Checklist For Employees / Volunteers

Please note: This checklist is intended to be an orientation for new Library Managers or volunteers. The training should be done by the previous Library Manager, Local Society Chair or designate. The Library Manager will also receive orientation and training from staff from Marigold headquarters which may overlap some of the information that is below. The orientation from headquarters takes place over 4-5 visits.

General Information

- Acceptable Staff Conduct
  - Customer service
  - Punctuality
  - Personal phone calls and personal computer/email use
  - Attendance/payroll
  - Dress code
  - Expectations
    - Continuing Education, attendance at workshops/training provided by Marigold Library System, conferences
- Emergency/evacuation procedures
  - Location of First Aid Kit
  - Who to contact in an emergency
- Working Alone Policy

Local Society/Staff Relationships

- Local Society as employer
- Marigold Library System Board as the Board of Record
- Facility

Library Information

- Tour of Library
  - Explanation of filing system – Dewey Decimal System
  - How things are arranged
    - Fiction
    - Non-fiction
    - Audio visual
    - Other
  - Public and staff computers

- Review of policies and bylaws – mission, goals, plan of service

- Understanding of:
  - local library
  - Marigold Library System
    - Name of Consultant and who to contact at headquarters
  - RISE Network (videoconferencing network)
  - TRAC (The Regional Automation Consortium) – Marigold Library System, Northern Lights Library System, Peace Library System, Yellowhead Regional Library System
  - TAL (The Alberta Library) – Includes Public, Academic, Special and public library nodes.

- PLSB (Public Library Services Branch)
- FOIP (Freedom of Information and Protection of Privacy)
- Library Act and Regulations - Copyright

- ILS (Integrated Library System, e.g. Polaris) – demonstration and training
  - Marigold Library System staff will train the Library Manager
  - Using ILS – Library manager trains library staff and volunteers
  - Using TRACpac – Public online catalogue
- Delivery
  - Marigold Internal Delivery system
  - Shipping Tool
  - Interlibrary Loan Software

- Marigold Library System website
- Community Library Website
- Advocacy

Daily Procedures

- Opening/Closing Procedures
- Turning on/shutting down staff/public computers – location of passwords
- Generating daily reports, e.g. holds alerts, overdue materials
- Generating monthly reports, i.e. circulation
- Preparing/Receiving mail
  - Library Shipping Tool
  - Marigold Internal Delivery
  - Other delivery methods, if applicable
- Using Interlibrary Loan software

Dealing with Difficult Situations

- Workplace Violence and Harassment
- Working Alone
- Handling customer comments and/or complaints
  - Books being challenged
  - Familiarity with the Canadian Library Association's Statement on Intellectual Freedom (located in the Materials Selection Policy).

Anytown Library
Address
Anytown, AB Postal Code

Date

Name
Address
Anytown, AB Postal Code

Dear Ms. [ ],

I am pleased to offer you the position of [XX] at Anytown Library, effective [Date]. This is a part-time, XX hour per week position.

Your hourly rate will be $XX, with 4% vacation pay added to your pay for each pay period. The rate will be increased to $XX at the conclusion of six months, subject to satisfactory performance.

- Outline any benefits, if applicable

During the probationary period, performance appraisals will take place at the beginning of three months and prior to the end of six months. The three month review will include focused discussions relating to performance and will include a short letter outlining the discussion and areas for improvement. The six month review will include a formal performance appraisal. At the end of six months, your position will be confirmed provided that the results of your performance appraisals are satisfactory.

As covered in the attached job description, key performance expectations include [outline at least 3 examples]:

- Solid grasp of Anytown Library's core business practices and responsibilities
- Timely and accurate completion of reports and library duties
- Positive relationships with Advisory Board, Library patrons and customers, and Marigold Library System

Please sign the letter to indicate that you agree to the terms of the offer and return the signed letter to me as soon as possible.

I look forward to you beginning your new position at the Anytown Library. Please contact me at [phone number or email address] if you have any questions.

Sincerely,

Supervisor Name
Title, Organization

xc. P. File

_____ _____
New Employee [Name] Date

POLICY: PUBLIC ACCESS TO THE INTERNET
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: October 3, 2015
Board Approved: November 14, 2015
Review Date: 2018

STATEMENT OF INTENT

Marigold Board, acting as the library Board of Record, offers public access to the Internet at Community Libraries. The Internet, as an information resource, enables the library to provide information beyond the limits of its own collection.

CONDITIONS

The community has access to the Internet either through stationary public access computer(s) or wireless devices, during open hours.

Users are responsible for the information they access. The library does not monitor and has no control over the information accessed through the Internet and is not responsible for online content.

Parents or guardians are solely responsible for the information accessed by their children and for their children's use of the Internet.

The library and its staff cannot ensure that access to the Internet, specific websites or eResources are available at all times.

Use of the public access computer(s) is at the sole risk of the user. People are responsible for protecting their wireless devices from viruses and other security threats.

The library will not be responsible for damage to a person's hardware or software, or for any loss of data, damage, or liability that may occur from a person's use of the library's computers, whether from computer virus infection, or otherwise.

Users are responsible for any wilful damage to the library's computer or for online activity, including but not limited to, commercial transactions made while using the library's Internet connection.

PROCEDURES

Each community library designates one or more computers for public access to the Internet.

Access will be made available on a first come, first served basis.

While striving to assist people in accessing information on the Internet, library staff cannot always provide in-depth training on the Internet, computer hardware or software use, or computer jargon.

Sign up information will be managed confidentially.

Subject to the discretion of the local society, a nominal charge may be made for printing and saving devices. The cost will be approved by Marigold.

Library Managers will establish local computer and Internet access procedures. The current procedures are set out in Schedule A which is posted and available to users.

For more information see the Marigold IT Service Agreement.

SCHEDULE A: Responsible, ethical use of the Internet includes:

- Using the Internet for educational, informational, and recreational purposes only; not for unauthorized, illegal, or unethical purposes.
- Not attempting to modify or gain access to files, passwords, or data belonging to others; not seeking unauthorized access to any computer system, or damaging or altering software components of any network database.
- Not sending, receiving, or displaying text or graphics which are illegal or may reasonably be construed as obscene or offensive, at the discretion of the Library Manager.

Deliberate tampering of the library's software, hardware, or network may result in fines and loss of computer privileges.

Patrons should have virus-protection software on their own computers and wireless devices. The public access computers have virus-protection software installed, but this does not guarantee that a virus will not be downloaded along with computer files. Software downloaded from the Internet may contain a virus.
Patrons should use caution before divulging any personal or private information over the Internet. The Internet is not a secure medium and the library will not be held responsible for any losses or damages resulting from its provision of access to Internet services.

The Library does not guarantee that patrons will be able to successfully make a connection to the library's wireless network. Access to electrical outlets in the library for the purpose of charging one's wireless device is dependent on availability and safety. Precautions must be taken to ensure all electrical cords are clear of any traffic areas.

There will be no charge for using the public access computer. There may be a per page charge to print on paper supplied by the library.

Library staff may be available to help patrons access the Internet, email, and other eResources, but cannot always provide in-depth training. Library staff can suggest library resources and training sessions for patrons that need more.

POLICY: RECORDS MANAGEMENT
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: June 3, 2017
Board Approved: August 26, 2017
Review Date: August 2019

STATEMENT OF INTENT

Marigold keeps orderly and timely records of the business of the library system. This policy ensures that procedures are followed that comply with federal rules and regulations, provincial legislation, and with the needs of Marigold.

CONDITIONS

The Income Tax Act of Canada, and the Province of Alberta Freedom of Information and Protection of Privacy Act (FOIP), Canada Pension Plan and Administrative Records Disposition Authority (ARDA) are used as authority for the retention of records.

Marigold retains and disposes of records as outlined 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** ardcopy — the original document retained.
- **E** lectronic — original document maintained on line with no hard copy or original maintained on line as a template

Records dealing with the business of the library system 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 CEO. Legal advice may be obtained at the discretion of the CEO.

The CEO has discretion to retain appropriate records.

PROCEDURES

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

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

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

Permanent records are securely stored at Marigold headquarters.

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 their employment, staff members must turn over all records they have relating to Marigold business to the CEO.

This policy is administered by the Executive Committee and implemented by the CEO.

SCHEDULE A: list by subject, description, years, action

Building & Facility	**Description**	**Years**	**Action**
Architect drawings	Building	P	H
Building	Design Estimates	10	De
	Files	P	H & E
	Inspection records	P	H
	Maintenance reports	10	De
	Purchase of land	P	H
Certificates of title		P	H
Deed		P	H
Utilities - location of		P	H
Board	**Description**	**Years**	**Action**
Agendas	Board & Committee	P	H & E
Agreement	Copies, after superseded	P	H
	Signature page	P	H
Annual reports	Marigold Library System	P	H
Bylaws	All	P	H
Correspondence	General	10	De
	Historical	P	H
Legal	Opinions	P	H
Licenses	Business (after expired)	10	De
Minutes	Board & Committee	P	H
Policy Manual	Board Policy Manual	P	H & E
Policy	After superseded beginning 1993	P	H & E
Reports	Background notes for meetings	P	H & E
Structure & Records		P	H
Communication & Marketing	**Description**	**Years**	**Action**
Media releases		P	H
Photos	General	P	H

Publications		10	De
Special events (significant milestones)		P	H & E

Consultation	**Description**	**Years**	**Action**
Annual reports	Local boards	10	De
Collection Development		10	De
Inventory	Records (after superseded) year end	10	De
Library Stats & History		P	H
Member Libraries Correspondence		P	H
Site Visits		10	De
Programmes	Files	10	De
	Material (samples)	P	H & E
	Posters	P	H &E
Workshops	Librarians/Trustees	10	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	De
	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 (pass) books	10	De
	Memos (Debit & Credit)	10	De
	Statements	10	De
	Cancelled cheques	10	De
Budgets	Final	P	H

Finance	**Description**	**Years**	**Action**
Contracts		10 after expired	De
Donation receipts	Receipts for charitable donations	10	De
Financial Statements	Monthly	10	De
Financial Statements	Yearly	10	
General Ledger		10	De
Grant Applications	General	10	De
GST		10	De
Insurance	Claims	P	H
	Records	10 after expired	De
Leases	After expiration	10	De
Payroll	Deductions	10	De
	Director's fees	10	Re
	Garnishees	10	De
	Paystubs	P	H & E
	Receiver General Payroll Remittance	10	De
	TD1 Forms	10	Re
	T4 slips/summaries	10	De
Petty Cash		10	De
Procedures	Finance	P	H & E
Tenders	Files	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 & resumes (hired)	10	De
	Job applications & resumes (not hired)	10	De
	Job descriptions	10	De
	Personnel file	P	H & E
	Record of Employment	P	H
	Temporary (term) Employees	10	De
	End of employment	P	H
	Timesheets	10	De
Pension Plan		P	H

Human Resources	**Description**	**Years**	**Action**
Procedures	Human Resources, Health & Safety,	P	H & E
References		10	De
Training & Development Reports		P	H
Training & Development Workshops		10	De

MLS Community	**Description**	**Years**	**Action**
Alberta Government	Briefs/Reports	10	De
Alberta Municipal Affairs	Public Library Statistics (annual)	10	De
Canadian Government		10	De
Legislation	Libraries Act and Regulations (after superseded)	P	H
Municipalities		P	H & E
Project applications		10	De
Value of Your Investment		P	H & E
Shipping/Receiving	**Description**	**Years**	**Action**
Vehicle insurance		10 after expired	De
Vehicle records		10 after replaced	De
Vehicle Inspections		10 after replaced	De

POLICY: SOCIAL MEDIA
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: March 24, 2018
Board Approved: April 21, 2018
Review Date: March 2020

STATEMENT OF INTENT

Online social networks can be valuable tools for communicating with the public and the Marigold Community. Library staff are encouraged to evaluate and implement these communications methods where appropriate.

Social Media can include social networks such as Twitter and Facebook, blogs, wikis, social bookmarking services, user rating services and any other online collaboration, sharing or publishing platform, whether accessed through the web, a mobile device, text messaging, email or any other existing or emerging communications platform.

PROCEDURES

There are two recognized uses for social media at a Community Library:

A. Organizational Account Use - i.e., in the name of, sanctioned by, or using the identity of the Community Library.

1. The use of social media tools should never interfere with other work-related duties and responsibilities, except when the use of such social media tools is needed to perform those duties and responsibilities.

2. When reposting or referencing a post on a social media site, an employee will ensure that content is current, factually accurate and authentic.

3. An employee will not use or endorse threatening, offensive, hateful, disrespectful or defamatory comments or images while using any social media site for library business. An employee will not post or link to any materials that are defamatory, harassing or indecent.

4. An employee will not allow the Community Library to be a “fan” of an individual or cause if there is an implied support for a personal viewpoint (e.g. religious or political viewpoints)

5. An employee will uphold any laws governing copyright, intellectual property or official trademarks by citing and linking to sources whenever possible.

6. Before publishing or sharing photographs or videos on any social media site while conducting library business, an employee will ensure that the proper permissions have been acquired.

7. An employee will follow all applicable Marigold and Library Service Points policies. For example, an employee must not share confidential or proprietary information about Marigold Library System or the Community Library and must maintain the privacy of its board members, library staff and patrons, employees and business partners.

8. Correspondence conducted over social media sites that is official business of the Community Library should be preserved and retained in a manner similar to other official documents. If an employee receives an unsolicited official contact through his or her personal email or social media presence, it is expected that this employee will provide the Community Library with a copy of that correspondence.

B. Personal Account Use – i.e., any use that is NOT in the name of, sanctioned by, or uses the identity of the Community Library.

Community Library staff should be sensitive to the fact that social networks and other online forums can easily blur the distinction between an individual's official and personal identities, including the distinction between an employee's public and private life. If an employee identifies the fact that he or she works for the Community Library, anything that is posted can and does reflect on the Community Library and its reputation.

1. An employee will refrain from expressing personal views or beliefs pertaining to library business, community members or Marigold and its partners.

2. An employee will refrain from making social media posts that adversely affect the Community Library's reputation or disparage any Marigold or Community Library employee, Society member or individual associated with the Community Library, the immediate supervisor or local society chair will investigate and take appropriate disciplinary action if the allegations are founded.

3. If an employee identifies himself or herself as a Community Library employee in any online social medium or network, he or she must make it clear that he or she is not speaking for the library.

4. An employee will refrain from using the Community Library or Marigold logos or branding when using social media sites for personal use.

5. An employee will refrain from sending or posting inappropriate photos or videos on social network sites that could damage the Community Library's integrity, image or reputation.

6. All employees will access social media for personal use by using the library's electronic resources in strict compliance with all other Marigold policies.

POLICY: Unattended Children
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: March 5, 2016
Board Approved: April 23, 2016
Review Date: March, 2018

STATEMENT OF INTENT

The Community Library is a public facility that is open and accessible to all.
Library staff and/or volunteers cannot provide close supervision or take responsibility for a child's safety.

CONDITIONS

All minors are the responsibility of their parent, legal guardian and/or caregiver.

Library services will be offered in a supportive environment and in a manner that respects the independence, dignity and inclusion of all persons, providing them with an equal opportunity to learn about, use and benefit from library services.

PROCEDURES

Children five (5) years of age and under may not be left unattended in the library or in a program under any circumstance. Parents, legal guardians and/or caregivers must be in the library at all times when their children are there.

Children six (6) to twelve (12) years of age must be accompanied by a parent, legal guardian and/or caregiver during their library visit. If the parent leaves the library while the child is attending a library program, emergency contact information must be provided to the program coordinator.

If a child twelve (12) years of age and under is left unattended at the library, the Library Manager or designate will attempt to contact a parent or legal guardian. If the child is found unattended a second or subsequent time, the RCMP may be notified. If no contact with a parent or legal guardian is made, the RCMP shall be notified. If a child is found unattended near closing, staff will remain with the child until the parent or legal guardian or the RCMP arrive and take custody of the child.

Teenagers (aged 13-17) will be treated as adult users, but are still the legal responsibility of their parents and/or guardians.

If a minor is disruptive, a parent, legal guardian and/or caregiver may be asked to remove the individual.

If a child is repeatedly left unattended, they may be restricted from further library access.

POLICY: Use Of Work Issued Technologies
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: March 5, 2016
Board Approved: April 23, 2016
Review Date: March 2018

STATEMENT OF INTENT

Marigold provides Community Libraries with access to technologies so that staff can conduct library business in a safe, efficient, and productive manner.

CONDITIONS

Community Library staff will comply with the Community Library Staff Responsibilities for Acceptable Use.

Violations of the Community Library Staff Responsibilities for Acceptable Use may result in immediate disciplinary action up to and including termination of employment.

COMMUNITY LIBRARY STAFF RESPONSIBILITIES FOR ACCEPTABLE USE

1. Community Library staff will use technologies in a legal and ethical manner in strict compliance with all other Marigold policies.

2. Community Library staff shall safeguard and protect technologies against any type of misuse or exposure to security risks.

3. Community Library staff shall not access websites, circulate or electronically store materials or engage in exchanges that could be perceived as inappropriate for the workplace.

4. Community Library staff shall not share computer passwords with anyone unless there is no other alternative to conduct library business or to troubleshoot computer devices. After a password has been shared, the owner of that password will change the password at the first appropriate opportunity.

5. Judicious use of technologies for personal reasons is permissible provided that the use of this technology does not interfere with work-related duties and responsibilities.

6. Material covered by copyright or license will not be transmitted without the explicit permission of the owner of the copyright or license;

7. If Community Library staff are unsure about what is considered appropriate or safe use of Marigold technologies, he or she should contact a Marigold Library Services Consultant or IT Consultant for further instructions.

POLICY: VIDEOCONFERENCE EQUIPMENT
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: June 7, 2014
Board Approved: August 23, 2014
Review Date: 2016

STATEMENT OF INTENT

Community libraries will make videoconference equipment available for use by to all members of the public.

CONDITIONS

Each community library has been equipped with videoconference equipment.

Community libraries will make the videoconferencing equipment available during regular hours of opening. At the discretion of each community library, access to the videoconference equipment will be provided outside of library operating hours. Requests for use of the equipment must be made at least 48 hours in advance in order to allow adequate time for set up and preparation.

Library staff will do everything that is technically reasonable to ensure that the videoconference equipment operates as expected.

The videoconference equipment is not available for rental and or use outside of the library building.

Users are responsible for the cost of repair or replacement of the videoconference equipment that has been damaged during their use.

PROCEDURES

The videoconference equipment will be stored in a safe and secure location.

Library Manager will coordinate videoconferencing schedule and facility use.

Community library staff will provide an orientation to the videoconference equipment and help users initiate their videoconference.

Technical support for videoconferences will be provided by Marigold headquarters IT staff with prior arrangement.

Library staff will inspect videoconference equipment condition prior to and after each use.

To safeguard the camera, library staff will remove the camera from the top of the screen when moving the videoconference equipment

POLICY: COLLECTION MANAGEMENT
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: November 20, 2018
Board Approved: January 26, 2019
Review Date: February 2021

STATEMENT OF INTENT

Marigold Library System builds balanced collections of library materials in a variety of formats that meet the cultural, educational, recreational and informational needs of its members.

CONDITIONS

Collections are accessible to all residents of Marigold and TRAC, as well as ME Libraries and TAL cardholders.

Collection materials purchased with Marigold funds must be made available for resource sharing and interlibrary loan. Selection of material is based on the judgment of professional librarians with a Master of Library & Information Science, with appropriate consideration given to:

- The expressed and anticipated needs and interests of the community served
- The diversity of people and ideas in society
- Existing resources and availability in other TRAC libraries
- Specific criteria related to the author, publisher and the content of the publications

Marigold acquires, makes available and encourages the use of materials in all formats that provide communities with rich and diverse resources to support educational, civic and cultural activities within the community.

Marigold supports the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries (see Schedule A).

PROCEDURES

Marigold orders, pays for and provides collection materials for member libraries and for Library to You service and Book Deposit service as defined in the Provision of Services policy.

Member libraries are encouraged to provide additional library resources purchased through local funds for the collection and can take advantage of Marigold's bulk purchasing and vendor discounts by submitting orders made with local funds through Marigold Acquisitions.

Marigold provides insurance for collections at member libraries.

Collection Budgets

The Distribution of Materials (Schedule B) and the Shared Collections & Bestseller Program (Schedule C) are reviewed annually by the Marigold Board and are subject to budgetary considerations, physical space available at member libraries and library collection maintenance.

The Distribution of Materials (Schedule B) determines the minimum number of collection items each member library will receive in the fiscal year.

The Shared Collections & Bestseller Program (Schedule C) determines:

- A minimum number of Shared Collection items for each member library with different selection procedures than Schedule B.
- The amount spent on the Bestseller Program, which ensures new and popular collection items for each member library, Library to You service and Book Deposit Service every month.

Selection

To build collections of merit and significance, all materials, including locally purchased and donated materials, are considered in accordance with the Criteria for Selection listed in Schedule D of this policy and the Conversion Guidelines for Member Libraries.

The price of an item or digital resource does not necessarily preclude its selection for the collection.

Marigold purchases large print, audiovisual material, video games, digital content, and licenses for electronic resources based on identified needs and budgetary allocations. Marigold does not purchase textbooks or curriculum-based workbooks.

Marigold provides service to the visually impaired through large print books, audiobook and digital collections. Marigold supports and promotes print-disabled services provided by Municipal Affairs Public Library Services Branch including CELA (Centre for Equitable Library Access) and NNELS (National Network for Equitable Library Service).

Selection will not be inhibited by the possibility that parents or guardians may object to the material. Responsibility for restrictions on children or teen's choice, use and/or access of materials rests with parents and/or legal guardians.

Marigold Consultants select and place on order titles paid for through the Distribution of Materials budget (Schedule B) to meet the needs of member libraries without professional librarians.

Marigold librarians administer the Bestseller Program and selections for Library to You and Book Deposit service.

Member library staff select and place on order titles paid for through the Shared Collections & Bestseller Program budget (Schedule C) via Marigold Acquisitions.

Challenged Materials

Municipal library boards handle all challenges to collection materials according to local policy. Marigold Consultants may assist municipal library boards in reviewing the information and making a decision.

Community Libraries handle all challenges to collection materials according to the Collection Management Policy for Library Service Points – Community Libraries.

Cataloguing and Processing

Marigold provides a database of the current records of catalogued and on order materials.

Headquarters staff catalogue~~s~~ items according to the Dewey Decimal System, using Library of Congress subject headings.

Headquarters staff catalogue~~s~~ and process~~es~~ library material in accordance with Marigold's Resource Sharing Policy and the TRAC Operational Guidelines for Member Libraries.

Headquarters staff catalogue and process eligible items purchased by, or donated to, member libraries that meet the Conversion Guidelines for Member Libraries and the Criteria for Selection (see Schedule D).

Agreements for preparing shelf-ready library material, including cataloguing and processing, may be negotiated with a member library board for project work (i.e., opening day collections). Agreements for project work are contingent upon Headquarters staffing and workflow capacity and will not impact service delivery to member libraries.

Collection Maintenance

Collection maintenance involves the addition of material and the removal of material (weeding). Marigold Consultants work collaboratively with library managers on collection maintenance strategies, including training, providing reports, and weeding.

Collections are weeded a minimum of every three to five years to ensure the number of insured items is accurate and for database maintenance purposes. Criteria for weeding are located in the Marigold Member Library Procedures Manual and Schedule D of this policy.

Procedures for accessing and circulating library resources are located in the Marigold Member Library Procedures Manual and the TRAC Operational Guidelines for Member Libraries.

SCHEDULE A: Statement on Intellectual Freedom and Libraries

Marigold Board affirms the Canadian Federation of Library Associations' "Statement on Intellectual Freedom and Libraries" which reads:

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Approved History: June 27, 1974
Amended November 17, 1983; November 18, 1985; and September 27, 2015

SCHEDULE B: Distribution of Material 2019

COLLECTION MANAGEMENT POLICY
SCHEDULE B
2019 Distribution of Materials
This schedule determines the minimum number of collection items each member library will receive in the fiscal year.

Libraries	Official Municipal Affairs Population 2018	% of Marigold Population (entire Marigold service area population)	Corresponding Counties	Assigned County Population Based on % of Total Municipality Memberships	Adjusted Population Including Proportional County Membership	2019 Distribution Formula by Population Range or Base Amount (# of items)
Airdrie	68,091	21.78%	Rocky View County	5158	73,249	10,100
Okotoks	29,022	9.28%	Foothills County	15764	44,786	5,500
Cochrane	27,960	8.94%	Rocky View County	17607	45,698	5,500
Chestermere	20,732	6.63%	Rocky View County	13849	34,581	4,500
Canmore	13,992	4.48%	Bighorn MD	327	14,540	2,800
High River	13,584	4.35%	Foothills County	2714	16,298	2,800
Strathmore	13,528	4.33%	Wheatland County	5011	18,539	2,800
Banff	8,875	2.84%	ID 9	1013	9,888	1,475
Drumheller	7,982	2.55%	Starland County	447	8,621	1,475
Sheep River	5,259	1.68%	Foothills County	2448	7,707	850
Crossfield	3,308	1.06%	Rocky View County	1976	5,284	700
Three Hills	3,212	1.03%	Kneehill County	2104	5,316	700
Hanna	2,559	0.82%	Special Areas	1092	3,651	550
Irricana	1,216	0.39%	Rocky View County	591	1,807	240
Trochu	1,058	0.34%	Kneehill County	659	1,717	240
Oyen	1,022	0.33%	Special Areas	565	1,587	240
Linden	828	0.26%	Kneehill County	701	1,529	240
Beiseker	819	0.26%	Rocky View County	226	1,045	160
Consort	729	0.23%	Special Areas	1032	1,761	240
Acme	653	0.21%	Kneehill County	687	1,340	160
Carbon	500	0.16%	Kneehill County	849	1,349	160
Acadia	493	0.16%	MD of Acadia (0 here as counted in column B)	0	493	140
Standard	353	0.11%	Wheatland County	874	1,227	160
Rockyford	316	0.10%	Wheatland County	384	700	140
Longview	307	0.10%	Foothills County	313	620	140
Morrin	240	0.08%	Starland County	333	573	140
Delia	216	0.07%	Starland County	987	1,203	160
Hussar	190	0.06%	Wheatland County	485	675	140
Empress	155	0.05%	Special Areas	127	282	140
Youngstown	154	0.05%	Special Areas	140	294	140
Cereal	111	0.04%	Special Areas	144	255	140
* Berry Creek			Special Areas			140
* Bighorn			Bighorn MD			140
* Carseland			Wheatland County			140
* Gleichen			Wheatland County			140
* Millarville			Foothills County			140
* Rumsey			Starland County			140
Totals	227,464	312582.73				**43,710**
					Total Budget	**$ 786,780**

Minimum Allocation Based on "Adjusted Population" Column:

*Community Library = 140 Items	Population 8,000 - 9,999 = 1,475 Items	Population 40,000 - 49,999 = 5,500 Items
Population 0 - 999 = 140 Items	Population 10,000 - 12,999 = 2,200 Items	Population 50,000 - 59,999 = 7,600 Items
Population 1,000 - 1,499 = 160 Items	Population 13,000 - 19,999 = 2,800 Items	Population 60,000 - 69,999 = 9,700 Items
Population 1,500 - 2,999 = 240 Items	Population 20,000 - 24,999 = 3,300 Items	Population 70,000 - 84,999 = 10,100 Items
Population 3,000 - 4,999= 550 Items	Population 25,000 - 29,999 = 3,500 Items	Population 85,000 - 99,999 = 11,112 Items
Population 5,000 - 6,999 = 700 Items	Population 30,000 - 39,999 = 4,500 Items	Population 100,000 - 119,999 = 12,125 Items
Population 7,000 - 7,999 = 850 Items		

Budget = Number of Items x $18 (average cost of materials)

Note:

The distibution formula is based on combined population which includes the municipal population where the library is located and a portion of nearby county population (determined by the number of registered patrons).
The populations of Ghost Lake (82) and Waiparous (49) were added to Cochrane's population.
The population of Kananaskis ID (221) was added to Canmore's population.
The population of Munson (192) was added to Drumheller's population.

SCHEDULE C: Shared Collections and Bestseller Program 2019

COLLECTION MANAGEMENT POLICY
SCHEDULE C
SHARED COLLECTIONS & BESTSELLER PROGRAM

The Shared Collections Library Schedule determines the minimum number of collection items each member library will receive in the fiscal year from this budget line. The Bestseller & High Demand Program ensures popular collection materials arrive each month at member libraries and for the Library to You service. The Book Deposit Service provides popular and community-focused collection materials to rural deposit locations across Marigold.

Populations living in the following participating Marigold municipalities are able to access library collections from any member library across Marigold and TRAC: ID 9; Kananaskis ID; Kneehill County; MD of Bighorn; Foothills County; Rocky View County; Special Areas Board # 2, 3, 4; Starland County; Summer Village of Ghost Lake; Summer Village of Waiparous; Village of Munson; Wheatland County.

SHARED COLLECTIONS

Libraries	Official Municipal Affairs Population 2018	Corresponding Municipalities	Adjusted Population Including Proportional County Memberships	Distribution Formula by Population Range or Base Amount (# of items)
Airdrie	68,091	Rocky View County	73,249	1,200
Okotoks	29,022	Foothills County	44,786	624
Cochrane	27,960	Rocky View County	45,698	624
Chestermere	20,732	Rocky View County	34,581	425
Canmore	13,992	Bighorn MD	14,540	390
High River	13,584	Foothills County	16,298	390
Strathmore	13,528	Wheatland County	18,539	390
Banff	8,875	ID 9	9,888	325
Drumheller	7,982	Starland County	8,621	325
Sheep River	5,259	Foothills County	7,707	210
Crossfield	3,308	Rocky View County	5,284	210
Three Hills	3,212	Kneehill County	5,316	210
Hanna	2,559	Special Areas	3,651	160
Irricana	1,216	Rocky View County	1,807	104
Trochu	1,058	Kneehill County	1,717	104
Oyen	1,022	Special Areas	1,587	104
Linden	828	Kneehill County	1,529	104
Beiseker	819	Rocky View County	1,045	61
Consort	729	Special Areas	1,761	104
Acme	653	Kneehill County	1,340	61
Carbon	500	Kneehill County	1,349	61
Acadia	493	MD of Acadia	493	61
Standard	353	Wheatland County	1,227	61
Rockyford	316	Wheatland County	700	61
Longview	307	Foothills County	620	61
Morrin	240	Starland County	573	61
Delia	216	Starland County	1,203	61
Hussar	190	Wheatland County	675	61
Empress	155	Special Areas	282	61
Youngstown	154	Special Areas	294	61
Cereal	111	Special Areas	255	61
* Berry Creek		Special Areas		61
* Bighorn		Bighorn MD		61
* Carseland		Wheatland County		61
* Gleichen		Wheatland County		61
* Millarville		Foothills County		61
* Rumsey		Starland County		61
			Total Number of Items	**7,162**

POPULATION RANGES

0 - 1,499 = 61	5,000 - 7,999 = 210	30,000 - 39,999 = 425	
1,500 - 2,999 = 104	8,000 - 9,999 = 325	40,000 - 54,999 = 624	
3,000 - 4,999 = 160	10,000 - 29,999 = 390	55,000 - 99,999 = 1,200	

Total Shared Collections	Budget = Total Number of Items x $7.50 (average cost of materials)		**$ 53,715**

BESTSELLER PROGRAM

Bestseller Program for member libraries and Library to You service			**$ 45,000**
Book Deposits			**$ 4,875**
		Total Budget	**$ 103,590**

SCHEDULE D: Criteria for Selection, Weeding and Disposition

CRITERIA FOR SELECTION

To build collections of merit and significance, materials are considered according to the following objective guidelines:

- Suitability of physical format for library use.
- Suitability of format, durability and ease of use.
- Suitability of the subject, style and level for the intended audience.
- Reputation, skill and competence of the originator or publisher of the work.
- Relation to existing collection and other material on the subject.
- Relation to existing resources and availability of material in other TRAC libraries.
- Interests and composition of the community served.
- Representation of important movements, genres or trends.
- Insight into the human and social condition.
- Representation of Canadian and/or local perspectives.
- Artistic presentation.
- Creativity and originality.
- Recommendations from critics, reviewers and other authorities.
- Popular demand and current trends.
- Budget priorities.
- Space priorities.

Selection will not be made on the basis of any anticipated approval or disapproval, but on the merits of the work in relation to the building of the collections and to serving the interests of readers.

Marigold will not exclude an item from its collection solely because of:

- The author's/creator's race, religion or nationality, or their sexual, social or political views.
- Frankness or coarseness of language.
- Controversial content.
- Endorsement or disapproval of an individual or group.
- Language of the text.
- Graphic images.

Marigold does not purchase or acquire illegal materials.

CRITERIA FOR WEEDING

In a well-run library, "weeding," or the deselection of materials from the collection, is a normal part of collection development. Weeding takes place regularly throughout the library and is based primarily on the following three criteria:

1. Condition
   Materials are reviewed to ensure that they are in good physical condition. Items that have mold or water damage, insects, rips or tears and are in general disrepair are selected for removal.

2. Age/Relevancy
   It is important that books and other items being circulated are accurate and current. The following timeframes can be used to determine whether a book is still relevant and adheres to the Conversion Guidelines:
   - Paperbacks (mass market) – 3 years or newer
   - Hardcover fiction and trade paperback/softcover fiction – 5 years or newer
   - Children's books – 5 years or newer
   - Computer-related topics – 2 years or newer
   - Government, science, medical, law – 3 years or newer
   - History and literature – 5 years or newer
   - Annual travel guides or annual publications (e.g. Guinness Book of World Records) – current year
   - Cookbooks – 10 years or newer
   - Other non-fiction topics (including biographies and memoirs) – 5-10 years or newer

   Local histories or books with local interest/importance have lasting relevance and should be considered for weeding on an item by item basis.
3. Circulation
   Materials should be considered for weeding if they have not circulated for two or more years, have not been used in the library for reference purposes and are not standard titles. Even Classics, if unused because of unattractive appearance, should be replaced with topical material.

DISPOSITION OF MATERIALS

Items will be withdrawn from the ILS during the weeding process. Recycling for weeded materials is available through Marigold, provided that hardcovers and coils are removed.

POLICY: INFORMATION TECHNOLOGY
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: October 13, 2018 (Governance Committee approved)
Board Approved: January 26, 2019
Review Date: September 2020

STATEMENT OF INTENT

Marigold Library System maintains and supports information technology hardware, software and networked services to enhance and support the delivery of public library services to member libraries and Marigold's service population through online access.

CONDITIONS

This policy applies to Marigold headquarters, member libraries and other service locations.

The community has access to the Internet either through stationary public access computer(s) or wireless devices, at all times.

Users are responsible for the information they access. The library does not monitor and has no control over the information accessed through the Internet and is not responsible for online content.

Parents or legal guardians are solely responsible for the information accessed by minor children or dependents and for minor children or dependent's use of the Internet.

PROCEDURES

Marigold will maintain and support the IT systems and infrastructure used by member libraries as follows:

- Ensure current software, services and equipment are available to member libraries
- Maintain the central hardware and software in good working order
- Respond to support requests within a reasonable time frame and resolve issues in an appropriate and timely manner
- Provide notice of known system interruptions due to scheduled maintenance or updating procedures
- Aid member libraries in creating hardware replacement/upgrade plans
- Collaborate with vendors or partners to provide the most seamless and effective service possible to member libraries

Member libraries must comply with the following Marigold-wide infrastructure and services:

- SuperNet
- Network and domain infrastructure
- Integrated Library System (ILS)
- Internet access
- Wireless network access
- Videoconference network and support
- Software for headquarters and member library computers
- IT Capacity Fund
- Backup and recovery
- Email hosting and cloud-based file storage
- Website administration and hosting

- Additional Marigold-supported services, subject to Marigold's budget affordability, include:
- Print management software
- Public computer management software
- Document management software
- Minecraft servers
- Mobile laptop labs
- Interlibrary loan lockers

IT support for other service locations in Marigold (e.g. paperback deposits) will be negotiated as required.

Marigold is not able to provide support for:

- Any non-library owned hardware or software (equipment set up in the library by and for another organization)
- Wide area networks other than SuperNet
- Legacy hardware and software (more than five years old or past "end of life" vendor support)
- Non-Windows operating systems (Apple, Unix/Linux)
- Wireless equipment other than equipment provided by Marigold
- Custom website development or hosting beyond what is offered by Marigold
- Custom computer programming or software development beyond what is contracted by TRAC
- Personal computer systems or devices (GPS, game consoles, cell phones, camcorders, digital cameras, photocopiers, etc.)
- Electrical and cable installations requiring an electrician

Software and/or hardware that is being used for illegal purposes will not be supported by Marigold.

Marigold IT staff will provide support whenever possible. Support may be denied if:

- IT system problems are caused by using equipment, software or services in an unauthorized manner
- Member library staff or third parties have made unauthorized changes to the configuration or set up of equipment, software or services
- IT staff are not allowed access to the library to perform required maintenance and/or updates
- Hardware and/or software was purchased without consultation with and agreement of Marigold IT staff
- Unplanned network cabling changes or network infrastructure alterations have been made by someone other than Marigold IT staff

If an IT visit is required as a result of actions taken at a local library that are not supported or endorsed by Marigold IT, Marigold may bill the member library for IT staff time and travel expenses (see Schedule A – Fee Schedule).

IT staff will make every possible effort to rectify and keep member libraries informed of network downtime related to power outages, upgrades and other unforeseen circumstances.

Marigold collaborates with member library staff to determine IT priorities at each member library by providing purchasing advice and annual technology reports.

Member libraries will use Marigold's IT systems and infrastructure as intended. Additionally they will:

- Provide a point of contact to whom Marigold IT staff can forward notices and information
- Notify Marigold IT staff of issues or problems in a timely manner
- Provide Marigold IT staff with access to equipment, software and services
- Keep Marigold IT staff informed about potential changes to the library's IT infrastructure
- Distribute Marigold IT updates to affected staff members and patrons

- Consult with Marigold IT staff prior to purchasing any equipment, or making any changes to the current infrastructure configuration, whether these changes are made by library staff or a third-party provider
- Create and maintain IT policies related to computer use and security
- Work with Marigold to arrange for hardware and software replacement according to the local upgrade schedule as the local budget and the IT Capacity Fund allow
- Ensure that only authorized staff or volunteers are permitted to use the staff workstations and access staff resources
- Keep all passwords and access methods secure

Schedule A: Fee Schedule

The fee schedule may be charged at the discretion of the CEO following the investigation of a situation where the local library has taken actions not supported or endorsed by Marigold IT. The member library board and library manager will be advised when the fee schedule will apply.

FEES

Description	Notes	Charge
Travel	Mileage will be billed at the current provincial guidelines per kilometre, to a maximum of $100 per visit.	$100.00
Labour	This is an onsite hourly fee.	$80.00

POLICY: INTEGRATION OF MEMBERS INTO MARIGOLD
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: November 21, 2017 (Standards & Services)
Board Approved: January 27, 2018
Review Date: January 2020

STATEMENT OF INTENT

Marigold welcomes and integrates new or returning jurisdictions within Marigold's boundaries.

CONDITIONS

Jurisdictions include, but are not limited to, Municipalities, Special Areas, Improvement Districts, First Nations and the Townsite of Redwood Meadows.

Any jurisdiction that falls within the geographic boundaries of Marigold Library System is eligible to become a member by complying with the terms of the Libraries Act and Regulation and signing the Marigold Agreement. Marigold's boundaries are defined by the Province of Alberta Libraries Act and Regulation (Library Regulation 34(1) Library System Boundaries).

The plan for integrating Marigold Library System services and resources is determined by a funding agreement that is the shared responsibility of Marigold, the jurisdiction and the local library.

Changes to existing municipal relationships require new approval and agreements with the Marigold Board and the municipality.

Marigold Board approval is required for the provision of library services to communities that fall under federal legislation or are located in hamlets.

The establishment of a community library in a hamlet requires an agreement between the Marigold Board and the community library's incorporated society.

PROCEDURES

The Executive Committee develops a plan for integrating a jurisdiction into Marigold.
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POLICY: IT CAPACITY FUND
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: November 2018
Board Approved: January 26, 2019
Review Date: November 2019

STATEMENT OF INTENT

Through an IT Capacity Fund, Marigold assists municipal library boards and community library incorporated societies with hardware and software purchases for local library use and access.

CONDITIONS

The availability of the IT Capacity Fund is subject to annual approval of the Marigold budget.

The IT Capacity Fund is intended to supplement IT expenditures by local library boards and community library incorporated societies.

The allotment for each member library is a spending account. There will be no reimbursements and no money will be issued to the library to cover local expenditures.

PROCEDURES

Schedule A is reviewed annually.

The IT Capacity Fund is available in February of each year, pending Board approval of the annual budget.

A list of suggested purchases will be prepared by Marigold IT when the IT Capacity Fund is available. Consumables such as paper or ink are not eligible.

Marigold IT will arrange for and manage all purchasing in consultation with the member libraries.

Eligible IT Capacity Fund purchases must be placed on order by Marigold IT by November 1 each year.

No unspent funds will be carried over into the next fiscal year.

SCHEDULE A: IT Capacity Fund Amounts

Library	2019 Funds
Airdrie	$1,000
Okotoks	$1,000
Cochrane	$1,000
Chestermere	$1,000
High River	$1,000
Strathmore	$1,000
Canmore	$1,000
Banff	$1,000
Drumheller	$1,000
Sheep River	$1,000
Three Hills	$1,000
Crossfield	$1,000
Hanna	$1,000
Irricana	$1,000
Trochu	$1,000
Oyen	$1,000
Beiseker	$1,000
Linden	$1,000
Consort	$1,000
Acme	$1,000
Carbon	$1,000
Acadia	$1,000
Standard	$1,000
Rockyford	$1,000
Longview	$1,000
Morrin	$1,000
Empress	$1,000
Delia	$1,000
Youngstown	$1,000
Hussar	$1,000
Cereal	$1,000
Community Libraries	
Berry Creek	$1,000
Bighorn	$1,000
Carseland	$1,000
Gleichen	$1,000
Millarville	$1,000
Rumsey	$1,000
TOTAL	**$37,000**

POLICY: PROGRAMS
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: May 30, 2017
Board Approved: August 26, 2017
Review Date: August 2019

STATEMENT OF INTENT

Marigold programs provide cultural, educational, recreational, and community enrichment, and have a positive impact on library use at member libraries. System-initiated library programs complement member library services.

CONDITIONS

Marigold programs will be offered free of charge to member libraries, except in circumstances where fees may be charged to recoup Marigold's costs of program supplies.

PROCEDURES

Marigold develops programs in consultation with member libraries to serve member libraries' needs and interests.

Marigold strives to provide quality programs and may use a variety of delivery methods, such as the Internet, videoconference, and in person. When technology such as videoconferencing is used, Marigold is not responsible for any unforeseen technical difficulties.

Program planning is a part of Marigold's annual budget process, as the operating budget includes funds to provide and promote programs.

Library managers are responsible for coordinating, promoting, and executing system-initiated program(s) at the member library if they choose to participate.

Marigold provides a variety of programming tools, supplies and kits which may be booked and borrowed by member libraries. The kits can be borrowed for up to four weeks at a time and are intended for in-house library programs, special events or display.

Marigold provides mobile laptop labs for loan. These labs may be booked in advance for up to two weeks at a time on a first come, first served basis. A library may not book more than one lab at the same time, except when availability allows, by written request. In between bookings, the labs must be returned to Marigold headquarters for equipment maintenance.

Programs are evaluated regularly by Marigold. The library manager is responsible for completing and returning program evaluation forms that may be distributed by Marigold.

POLICY: PROVISION OF SERVICES
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: October 30, 2012
Board Approved: November 17, 2012
Review Date: November 2014

STATEMENT OF INTENT

Marigold believes that access to library services should be equitable and universal.

CONDITIONS

This policy applies to participating Marigold municipalities and the residents of those municipalities.

Marigold recognizes that different types of municipalities have varying service requirements. (Schedule A)

PROCEDURES

Marigold provides system services to and through municipal library boards. (Schedule B)

Marigold provides system services to residents of municipalities without library boards through community libraries, paperback deposits, and/or Library to You. (Schedules B, C, D)

Marigold provides services to member libraries through:

- the Marigold Agreement (municipality)
- the Marigold IT Service Agreement (municipal library board and community library advisory board)
- the Agreement for the Provision of Library Service (community library advisory board)
- the Marigold website.

Marigold provides services through vendors, contracts, memberships in consortia, and partnerships.

Marigold provides remote access to Marigold services and direct access to libraries outside Marigold.

Services provided to community libraries are the same as those provided to municipal libraries within Marigold.

Marigold provides books to paperback deposits in participating villages or hamlets (Schedule D).

Access to library material is available through Library to You service for people who are unable to use a public library, or who live far from a public library.

SCHEDULE A: Description of Service Delivery

Municipal Library	Library established under a by-law passed by the council of a municipality.
Community Library	(Library service point). Library located in a hamlet not receiving funds directly from the province. Functions like a municipal library through a local advisory board, with Marigold as the Board of Management.
Paperback Deposit	A book deposit operating on an honour system, located in a hamlet or village unable to support a community library.
Library to You	Remote library service to patrons registered at Marigold headquarters through books-by-mail and e-resources.

SCHEDULE B: Municipal Libraries

Municipal Library Boards operate under the Province of Alberta Libraries Act and Libraries Regulation.

"The municipal board, subject to any enactment that limits its authority, has full management and control of the municipal library and shall, in accordance with the regulations, organize, promote and maintain comprehensive and efficient library services in the municipality and may co-operate with other boards and libraries in the provision of those services."

- The Alberta Libraries Act Chapter L-11 2000: Guide to the Legislation

Municipal governments are responsible for maintaining a relevant public library service for their communities. Library boards are accountable to the citizens and funding authorities.

Regardless of the population base, each local municipal government:

- establishes library board by bylaw
- appoints library board members in accordance with legislation
- may appoint up to two council members to the municipal library board
- approves municipal portion of library board's budget
- joins system, pays system levy and appoints one representative to library system board

The library board is responsible for:

- reports to Minister and council
- Plan of Service
- written budget and estimate of funds
- policies and bylaws
- governance
- financial reporting
- personnel (library manager)
- collection management
- facilities
- hours of opening
- agreements (compliance with agreements)
- fundraising and advocacy
- resource sharing

- from *Standards and Best Practices for Public Libraries in Alberta* (2010)

Marigold provides an annual Services Grant to each member library to assist with the cost of resource sharing (see Transfer Payment policy), subject to annual Marigold budgetary considerations.

The Services Grant is contingent upon the receipt of the library board's approved annual report, budget for the operating year, and financial statement for the year preceding the current year.

Marigold insures the library collection.

Ownership of the collection is defined in accordance with the Marigold Agreement.

SCHEDULE C: Community Libraries

Any community library within a member municipality of Marigold that wishes to set up an advisory board recognized by Marigold shall apply to Marigold Board for approval of their application.

Marigold will operate a rural community library only if there is a registered local library society prepared to enter into an Agreement with Marigold to operate the library.

When established by the municipality, a community library advisory board shall be known as "The (name of the library) Community Library Advisory Board". The advisory board and Marigold sign the Agreement for the Provision of Library Service which outlines roles and responsibilities.

The Marigold Board member for the municipality in which the community library exists shall act as a liaison with the community library advisory board.

The community library advisory board is responsible for:

- local policies and operational procedures
- compliance with the policies and bylaws of Marigold Board
- written budget and estimate of funds
- financial reporting
- personnel (library manager)
- collection management
- facilities and operational costs
- hours of opening (recommended minimum open hours of 15 per week)
- agreements (compliance with agreements)
- fundraising and advocacy
- resource sharing

- from *Standards and Best Practices for Public Libraries in Alberta* (2010)

The community library advisory board shall:

- consist of not fewer than 3 and not more than 7 members appointed by the sponsoring body
- remain a society in good standing under the Societies Act
- receive and account for funds from Marigold, the province, municipality or any governing body on behalf of the community library
- strive to meet the *Standards and Best Practices for Public Libraries in Alberta* (Municipal Affairs, 2010)
- abide by Marigold policies and bylaws

The term of office for a community library advisory board member shall be three years or subject to local policies. The library manager employed by the board shall act as secretary (non-voting member) to the board.

As the Board of Management, Marigold is responsible for:

- policies required under the Libraries Act for library service points/community libraries
- collection development
- reports to Minister and council
- Plan of Service

Marigold provides an annual Services Grant and a Community Library Grant to each community library to assist with the cost of resource sharing (see Transfer Payment policy), subject to annual Marigold budgetary considerations.

The Services Grant and Community Library Grant are contingent upon the receipt of the community library advisory board's approved annual report, budget for the operating year, and financial statement for the year preceding the current year.

Marigold insures the library collection, 1 staff computer, 2 public computers, 1 printer, and 1 videoconferencing unit (monitor, codian, camera), as identified in the Marigold IT Service Agreement.

Ownership of the collection is defined in accordance with the Marigold Agreement.

In the event that a local society dissolves, or can no longer operate the community library, Marigold will negotiate the disposition of the library assets and re-direction of the rural services funding.

SCHEDULE D: Paperback Deposits

The local council or organization wishing to set up the paperback deposit shall submit a letter to Marigold stating the sponsoring body and naming a local contact person to operate the deposit. The Marigold Standards & Services committee reviews the request and advises the Executive Committee whether or not approval can be provided.

Paperback deposits are established in an appropriate location, taking into consideration population and other library service(s) available in the area.

The local council or organization houses the paperback deposit in a facility that is easily accessible, maintained, well lit, and open to the public. The local council or organization establishes guidelines for accessibility.

The sponsoring organization is responsible for:

- facilities and maintenance
- informing Marigold of changes to the deposit location or contact person
- confirming continuation of service in writing to Marigold every 3 years
- accessibility (Marigold recommends a minimum 10 public open hours per week)

The contact person is responsible for:

- displaying collection materials and Marigold promotional materials
- communicating with Marigold headquarters staff about deposit collection needs
- weeding the collection
- managing donations
- providing Marigold headquarters staff with feedback on use of the deposit and community trends

Marigold is responsible for:

- providing collection materials
- visiting each deposit at least once per year
- assisting with weeding
- providing promotional materials
- providing assistance and guidelines for contact person
- reporting to Marigold Board

SCHEDULE E: Library to You (Books-by-Mail)

Library to You service provides books-by-mail to patrons registered at Marigold headquarters.

Library to You service is intended for use by people who are unable to access a public library, or who live far from a public library.

Headquarters will issue the TRAC/TAL Card for Library to You patrons who do not have a card from a member library. Patrons with cards issued by member libraries may also be eligible for this service.

Marigold Library to You patrons have access to other Marigold and TRAC materials through books-by-mail and e-resources.

Library to You service may be extended to other Alberta library systems subject to contractual arrangements. The CEO negotiates terms of agreement for provision of this service.

POLICY: RESOURCE SHARING
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: May 22, 2018
Board Approved: April 25, 2018
Review Date: May 2020

STATEMENT OF INTENT

Each member library's collection, as part of the Marigold collection, is available to all members of Marigold and the provincial resource sharing network, which includes TRAC (The Regional Automation Consortium), TAL (The Alberta Library) and Alberta Wide Borrowing (ME Libraries). Marigold is committed to full and immediate reciprocity which benefits all member libraries and patrons.

CONDITIONS

Marigold is a member of the provincial resource sharing network as outlined in the *Public Library Network Policy* (Alberta). Key points from the *Public Library Network Policy* are:

- The network provides equitable access to public library resources for Albertans.
- Albertans' user experience of the network will be seamless.
- Alberta's public library boards are autonomous and remain responsible for local service delivery.
- Sharing and reciprocity are integral to the success of the public library network.
- Network participants shall support a philosophy of collaboration and sharing.
- Participation in the public library network is voluntary; only public library boards that are network participants shall receive the benefits of the network.

Marigold headquarters and member libraries will participate in province-wide borrowing initiatives as outlined in the Marigold Agreement, Marigold's TRAC Card – Operational Bylaw and the *Public Library Network Policy*.

Marigold agrees, on behalf of its member libraries, to abide by the rules and procedures set out in the *Resource Sharing Operational Policy for Public Libraries* (Alberta).

PROCEDURES

Marigold endeavours to fill member library interlibrary loan requests from within Marigold first, then within TRAC, TAL, other province-wide borrowing initiatives and beyond. New items sent to Marigold member libraries should be checked in promptly and transferred for any holds immediately.

Marigold headquarters staff train member library staff in the policies and procedures of resource sharing.

Marigold headquarters provides resource sharing service to Marigold headquarters patrons, including those participating in the Library to You (L2U) service.

A member library shall not charge another member library for the interlibrary loan service.

Procedures for resource sharing are outlined in the TRAC Operational Guidelines for Member Libraries.

BYLAW: TRAC Card – Operational Bylaw
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: May 22, 2018
Board Approved: August 25, 2018
Review Date: May 2020

STATEMENT OF INTENT

Marigold's membership in TRAC allows TRAC cardholders to access eResources, borrow library resources, place holds and renew items through the TRAC website, TRAC member libraries and the four TRAC library system headquarters.

The TRAC card provides full and equal access to residents of member municipalities. TRAC cardholders can borrow materials in person from all libraries participating in Alberta Wide Borrowing.

CONDITIONS

Anyone living in a Marigold member municipality is eligible for a TRAC card and may obtain the card at the library of their choice or Marigold headquarters.

TRAC cardholders can use TRAC cards at any Marigold or TRAC member library.

Patrons agree to abide by the rules and regulations of the member library.

PROCEDURES

All member libraries and Marigold headquarters issue TRAC cards to anyone residing within Marigold boundaries.

Local boards determine local fees.

Individuals from non-participating municipalities may obtain a library card at their local library with restricted access:

- No ability to place holds on TRACpac
- No ability to renew items on TRACpac
- No access to managing their account on TRACpac
- No access to databases or eResources

Marigold headquarters issues TRAC cards to Library to You (L2U) patrons and to regular patrons who require a card (Schedule A).

Procedures for accessing and circulating library resources are located in the TRAC Operational Guidelines for Member Libraries.

DEFINITIONS

TRAC: The Regional Automation Consortium
Marigold Library System, Northern Lights Library System, Peace Library System and Yellowhead Regional Library share databases and automated service named TRAC: The Regional Automation Consortium. The shared database, interlibrary loan and circulation system are used by the system member libraries and headquarters. TRAC also collaborates to provide access to downloadable media, eResources, and software to the members of each of the libraries in each of its member systems. TRAC is a not-for-profit society with the legal name of The Regional Libraries Computer Automation Systems Consortium (TRAC) Society.

Non-participating Municipalities
Municipalities within Marigold that are not in an agreement with Marigold to provide library service and that do not participate in the provincial Public Library Network~~)~~.

Library to You (L2U)
Access to library material is available through Library to You mail service for people who are unable to use a public library, or who live far from a public library.

Databases
Online reference resources, eResources, and downloadable media.

SCHEDULE A: Terms and Conditions for TRAC Cards Issued from Marigold Headquarters

LOAN OF LIBRARY RESOURCES
No fees are charged for TRAC cards issued by Marigold headquarters.

PENALTY PROVISIONS
Marigold does not charge fines or fees for late return of library resources to Marigold headquarters.

Lost or damaged library resources will be paid for at the value set in the ILS (Integrated Library System).

Patrons are automatically notified of overdue library resources by the ILS. If a patron refuses to replace or return library resources, borrowing privileges may be suspended at the discretion of the CEO.

Borrowing privileges may be suspended when a patron damages or loses material exceeding $50 in value.

RESPONSIBILITIES OF A PATRON
A patron will notify Marigold headquarters of any change of address, telephone number or email.

A patron will return any library item on or before the due date set by the ILS.

Services Grant

STATEMENT OF INTENT

Marigold assists municipal library boards and community library incorporated societies with a services grant.

CONDITIONS

The issuing of services grants to member libraries is subject to annual budgetary allocations.

The services grant is contingent upon the receipt of the local library board's or community library's incorporated society approved annual report, budget for the operating year and financial statement for the year preceding the current year.

PROCEDURES

The services grant (Schedule A) is paid in installments.

Schedule A is reviewed annually.

Marigold Board determines how the money from the (rural) library services grant is redistributed.

Marigold Board recommends that the local board or community library's incorporated society allocate the services grant to resource sharing and interlibrary loan support.

The local board or community library's incorporated society is responsible for all decisions regarding the disposition of grants, including the services grant.

Community Library Grant

STATEMENT OF INTENT

Marigold assists community library incorporated societies with a community library grant.

CONDITIONS

The community library grant is subject to annual budgetary allocations.

The community library grant is equal to the provincial operating grant for communities under 1,200 population from the Ministry responsible for public libraries.

The issuing of the community library grant occurs upon the receipt of the library's approved annual report, confirmation that the library is in good standing with its incorporated society, the library's budget for the operating year and its financial statement for the year preceding the current year.

PROCEDURES

The community library grant is paid annually, prior to June 30.

Schedule B is reviewed annually.

The community library's incorporated society is responsible for all decisions regarding the disposition of grants, including the community library grant.

SCHEDULE A: Services Grant 2019

SCHEDULE A: Services Grant 2019

Library	Official Municipal Affairs Population 2018	2019 Services Grant
Airdrie	68,091	$170,228
Okotoks	29,002	$72,505
Cochrane	27,960	$69,900
Chestermere	20,732	$51,830
Canmore	13,992	$34,980
High River	13,584	$33,960
Strathmore	13,528	$33,820
Banff	8,875	$22,188
Drumheller	7,982	$19,955
Sheep River	5,259	$13,148
Crossfield	3,308	$8,270
Three Hills	3,212	$8,030
Hanna	2,559	$6,398
Irricana	1,216	$3,500
Trochu	1,058	$3,500
Oyen	1,022	$3,500
Linden	828	$3,300
Beiseker	819	$3,300
Consort	729	$3,300
Acme	653	$3,200
Carbon	500	$3,200
Acadia	493	$3,200
Standard	353	$3,100
Rockyford	316	$3,100
Longview	307	$3,100
Morrin	240	$3,100
Delia	216	$3,100
Hussar	190	$3,100
Youngstown	154	$3,100
Empress	155	$3,100
Cereal	111	$3,100
TOTAL	227,444	
Community Libraries		
Berry Creek		$3,100
Bighorn		$3,100
Carseland		$3,100
Gleichen		$3,100
Millarville		$3,100
Rumsey		$3,100
TOTAL		**$621,710**

Services Grant = Population x $2.50/Capita

Base levels are established for smaller municipalities and community libraries in hamlets.
Community Library = $3,100
Population 100 - 399 = $3,100
Population 400 - 699 = $3,200
Population 700 - 999 = $3,300
Population 1,000 - 1,999 = $3,500

Supports resource sharing and ensures redistribution of the rural library services grant.

SCHEDULE B: Community Library Grant 2019

Schedule B - Services Grant
Community Libraries

Policy - Transfer Payments

Community Library Grant 2019	Community Library	Community Library Grant
	Berry Creek	$ 6,660.00
	Bighorn	$ 6,660.00
	Carseland	$ 6,660.00
	Gleichen	$ 6,660.00
	Millarville	$ 6,660.00
	Rumsey	$ 6,660.00
	TOTAL	$ 39,960.00

Library boards that serve municipalities with populations of 1,200 or less will receive a base operating grant of $6,660.00

BYLAW: PUBLIC ADMITTANCE AND USE OF LIBRARY SYSTEM FACILITY
SECTION F: Building

Committee responsible: Building
Committee approved: September 30, 2017 (Governance)
Board Approved: November 18, 2017
Review Date: November 2019

STATEMENT OF INTENT

Marigold headquarters building is accessible to the public.

CONDITIONS

Library system personnel, member library personnel, vendors of service and equipment, and guests will have access to headquarters during regular operating hours.

Meeting room space within headquarters is available for use by community organizations at the discretion of the CEO.

Marigold will collaborate with the local Municipalities to offer Headquarters as a resource for emergency planning and response.

POLICY: Finance
SECTION G: Finance

Committee responsible: Finance
Committee approved: October 11, 2018
Board Approved: November 17, 2018
Review Date: November 2019

STATEMENT OF INTENT

Marigold ensures and practices responsible financial management.

CONDITIONS

Marigold Board ensures that the operating budget is funded.

The Executive Committee must present a balanced budget to the Board. Budget practices shall be consistent with Marigold Board`s priorities, Marigold Library System's long-term strategic plan and ensure the financial stability of Marigold Library System.

Marigold investment earnings are maximized through investment activities, which at the same time minimize exposure and risk. The security of the principal invested must be the first consideration in any investment, and must be invulnerable by all reasonable credit tests.

The operating and/or capital reserves may be used to offset operating expenses before taking out operating loans.

The Board may approve a loan, a line of credit or overdraft protection to cover an operating shortfall. Section 17 (a) (RSA 2000) of the Libraries Act states that a System Board may*: "borrow from time to time for the purpose of defraying its operating expenses an amount not exceeding 50% of the amount expended by it during its immediately preceding fiscal year.*

Marigold follows Canadian Accounting Standards for Not-for-Profit Organizations (ASNFPO).

Marigold's fiscal year is January 1 – December 31, inclusive.

PROCEDURES

The Executive Committee must approve all transfers to and/or from reserves. Any surplus funds generated at year end will be transferred to reserves.

The Executive Committee must approve all capital expenditures exceeding $5,000 which are not outlined in the approved budget.

Marigold capitalizes assets with a useful life of more than one year and a value of $2,000 or greater.

The Budget is developed by the CEO, incorporating recommendations from Marigold's Auditor. The Executive Committee presents the Budget to the Marigold Library Board for approval.

Budget Estimates are presented to the Board at the August meeting and sent to Marigold member municipal councils by September 15.

Marigold Board appoints the auditor at the Annual General Meeting. Members of the Executive Committee act as the Audit Committee. The financial records of Marigold shall be audited no later than April 30 of the year following the year under audit. The draft audited financials are presented to the Executive prior to the Annual General Meeting. A copy of the audited financial statement shall be forwarded to Bank of Canada and Marigold`s current financial institution.

Marigold requires access to banking services in Strathmore. The Board may ask for RFPs (Requests for Proposals) from financial institutions from time to time.

The performance of the investment portfolio will be reported at each meeting of the Executive Committee, which will approve withdrawals and deposits.

A registered charity information return will be completed by Marigold's Auditor, signed by the CEO or Treasurer, and filed with Canada Revenue Agency within six months of the fiscal year-end.

Signing Officers are:

Board Chair, OR
Board Vice Chair, OR
Board Treasurer

AND

CEO, OR
Deputy CEO, OR
Director of Service Delivery

The Treasurer sits on the Executive Committee and is available for cheque and document signing.

Marigold's financial data shall be backed up daily. Weekly back-up copies shall be kept in safe offsite storage.

Except in exceptional cases when only one known source exists or one single supplier can fulfil the requirements that best suits Marigold's needs, a minimum of three quotes will be acquired from vendors for purchases greater than $50,000. The quotes may be acquired in the form of an RFP (Request for Proposal).

REVIEW

The Executive Committee shall review this policy each year.

Other documents that may be referred to include:

Marigold Library System Agreement
Constitution and Procedural Bylaws
Operational Governance Policy

SCHEDULE A: Accounting policies and reporting practices

When choices are allowed or required under accounting standards for not-for profit organizations, the following policies and practices will apply:

FUND ACCOUNTING

- Marigold Library System follows the restricted fund method of accounting for contributions

FINANCIAL INSTRUMENTS

A financial instrument is a contract that creates a financial asset for one party and a financial liability or equity instrument for the other. "Financial" means that the contract will settle for cash either directly or indirectly. Financial instruments include cash, trade receivables and payables, loans and notes receivable and payable, investments in equities and debt instruments. Classification determines how each instrument is measured and how gains and losses are recognized.

- Marigold Library System will automatically classify all financial instruments as "Held for Trading", presenting these instruments at fair market value in the financial statements, recognizing gains or losses immediately in net income. (per CICA Handbook, Section 3855).

- The date of the valuation of the Financial Instruments will be based on the trade date as opposed to the date of settlement.

PLAN: COMMUNICATION PLAN
SECTION B: Advocacy

Committee responsible: Advocacy
Committee approved: July 23, 2008
Board Approved: January 22, 2009
Review Date: January 2011 (**under review**)

GOAL

Marigold Library System will have the support of and participate fully in the library community.

OBJECTIVE

To improve communication with groups as identified in Marigold's Target Statement.

COMMUNICATION PLAN

The Communication Plan ensures relevant, valid, cost-efficient communications with target groups.

MARIGOLD USES COMMUNICATION TOOLS TO

- provide information about Marigold
- request specific action
- impart specific knowledge through an education process
- acknowledge special events and specific contributions (protocol)

TARGET GROUPS

Member municipalities
Member libraries
Marigold Board
Marigold headquarters
Consortia
Other libraries
Municipal governments and their representatives
Provincial Government and its representatives
Federal Government and its representatives
Library Associations
Library educational institutions
Partners

Four "messages" to be communicated to each target group have been identified.

The communication tools used to deliver each message appear in chart form.

Communication Tool	Information about Marigold	Requests for Action	Training & Continuing Education	Protocol	Explanatory notes
Advertisements	X	X		X	In the media and the library press
Annual Report	X				
Birthday Cards				X	To member library personnel from the Board and staff
Clippings	X				Photocopies of newspaper and periodical articles
Credit Information	X				For suppliers
Displays/Exhibits	X		X		To market Marigold and regional library system values throughout the province
Documents - copies	X	X	X		Printed material such as letters, articles, policy statements, either delivered, mailed or routed; as a courtesy to someone who may find them useful or interesting
Documents - policy	X				In draft or final form to facilitate decision-making or to inform about decisions made
Email	X	X	X	X	For short, fast communications when a hard copy is not essential
Forms		X			Such as purchase orders, grant applications
Invitations				X	To meetings and special events; for tours
Invoices		X			For municipal levies
Letters/Memos	X	X	X	X	Letters to external target groups; letters and/or memos within Marigold
Manuals	X		X		Compilation of guidelines, advice, procedures, records and other pertinent material
Marigold e-Consult	X	X	X		A closed discussion list for library managers and consultants
Meetings/ Conference calls	X	X			Face-to-face meeting or telephone meeting of two or more people
Minutes of Meetings	X				A record of the conduct of a meeting that is distributed to those who were present and those absent and to any other interested party
News Conferences	X				For media and library press
News Releases	X				To the media, library press and electronic lists
Newsletters	X	X	X	X	Marigold Report for Board members; Marigold Newsletter for member libraries; Notes to Councils and Special Areas Board; www@ your library; Advocacy!@ your li*brary*

Orders		X			To suppliers
Orientation	X		X		For new staff and Board members
Performance Evaluations			X		For staff
Photographs	X				For publicity or souvenir purposes
Presentations	X	X	X		Using displays, maps, promotional materials in a formal situation such as council meetings or community groups
Promotional Material	X				Brochures, fact sheets, posters, pens, buttons, etc
Staff Development			X		Continuing education and training
Statistics/Reports	X				Financial statements, circulation records, staff reports, etc
Teleconferencing			X		A formal education session through telephone interconnections in established centres
Telephone /Intercom	X	X			Local and long-distance calls, toll free number and headquarters intercom system
Thank You				X	A formal, typed letter; a handwritten note; flowers; or whatever gift is appropriate to the occasion
Tours	X		X	X	Tours of headquarters and member libraries for interested individuals and groups
TRACpac	X				Information as to the holdings and location of all member library materials (in an electronic database with Yellowhead, Peace and Northern Lights library systems)
Visits	X	X	X		Visits to other libraries and systems for information and consultative purposes
Videoconferencing	X	X	X		Formal education, consultation tool, meetings
Website	X		X	X	www.marigold.ab.ca
Workshops/Conferences	X		X		Speak about Marigold in a continuing education format such as a workshop at a conference

PLAN: LOBBYING PLAN FOR PROVINCIAL GOVERNMENT
SECTION B: Advocacy

Committee responsible: Advocacy
Committee approved: February 14, 2008
Board Approved: April 22, 2008
Review Date: January 2011 (**under review**)

Lobbying is well-organized, on-going communications with government, which attempts to influence government in favor of the library.

This plan provides direction for the Board, committees and staff in initiating lobbying activities or reacting to news or situations.

What	Response	By Whom	When
General Lobbying	Letter writing issues and targets identified by Advocacy	Board members	Board meetings or following Calls to Action
Groups seeking input	Briefs	Advocacy or appropriate committee	—
	Letters	Chair, Director	—
	Phone calls	A committee Chair	—
Good news	Immediate thanks (letter)	Chair	Within 3 days
	Inform Board & Committees	Director	Within 1 week
	Press release	Director, Communications Officer	Within 1 week
Cuts in grants	Letter	Chair, Director	Immediately by fax, email
	Consult with Libraries Branch	Director	Phone within 3 days
	Contact Minister, Standing Policy committees, Treasury Board, MLA's	Board and Committee Members	Within 3 weeks
Response from MLA's, Minister	Consult with Libraries Branch	Director, Chair	—
	Personal and direct telephone followed by letter	Committee Chairs	—
New Minister	Letter of introduction	Chair	Within 1 week
	Inform Board	Director	Within 1 week

What	Response	By Whom	When
Government involved in internal affairs	Consult with Libraries Branch	Director	Within 3 Days
	Inform Chair and appropriate committee	Director	Within 3 days
Bad press	Response by one designated person - written statement	Chair or Director	ASAP
	Ignore it	—	—
Censorship issue	As for bad press	Director/Assistant Director	Within 3 days
	Notify LAA Intellectual Freedom Committee	Director/Assistant Director	Within 3 Days
Municipality withdraws	Develop Plan	Advocacy	First mtg after notice
	Meeting	S & S, Advocacy, Director, Rep from Municipality	In accordance with Agreement
	Demonstrate importance & costs to municipality if not in System	Director, S & S, Advocacy, & Rep. from municipality	According to plan developed by committee

EVALUATION

The Advocacy Committee will evaluate the response made by the Board member, committee, or Director at the first regular meeting held after action is taken. The Plan will be reviewed by the Advocacy Committee.

Marigold also has a Communication Plan which covers the full range of communications with all target groups.

PLAN: CONTINGENCY PLAN FOR FINANCE
SECTION G: Finance

Committee responsible: Finance
Committee approved: October 11, 2018
Board Approved: November 17, 2018, 2018
Review Date: November 2019 (annually)

Marigold Board ensures funding to support the services and operation of Marigold Library System. This means that funds are available for the services and programs as outlined in the budget.

This plan provides direction for the Board, committees, and staff in case of drastic revenue cuts or changes.

What	Response	Responsible	When
Cuts to the provincial operating grant	Special budget meeting	Executive Committee CEO	Within 3 days
Withdrawal of municipality/ Dissolution into non-participating municipality	Budget discussions include both municipality in and municipality out scenarios/implications	Executive Committee Standards & Services Committee CEO	Within 3 days
Emergency or Disaster not covered by insurance	Telephone/fax/email discussion and decision	CEO Chair	Within 24 hours
Extra funds come into the System	Discussion at Executive/Board meeting	Chair Executive Committee CEO	Next scheduled meeting

On all the above issues, the CEO or Board Chair may consult with the Ministry responsible for public libraries, the auditor, a lawyer, the insurance agent and/or the Board member closest to the issue (in the case of a municipality withdrawing).

The Executive Committee will review this plan annually. It is recommended that all standing committees ensure that their annual budget discussions include discussion of financial cuts or increases.

RESERVES
Maintaining reserves is recommended by the Ministry responsible for public libraries and by the auditor.

The Marigold Board must have monies in reserve for operating costs and for capital expenditures.

Operating reserves will not exceed the value of three months of the operating expenditures

Collection Reserves (operating reserves) are funds that may be set aside for future collection development projects:

Collection Reserve - Airdrie	$100,000 [1]

Capital reserves will be built up for replacement of same to the totals indicated below:

Vehicle replacement	$100,000
Computer – Hardware/Software upgrade	$100,000
Building, Equipment & Furniture	$9,000,000
Videoconferencing equipment	$250,000

[1] Up to $25,000 per year to a maximum amount of $100,000 as per the Collection Reserve Agreement.

PLAN: APPOINTMENT PLAN FOR MARIGOLD BOARD MEMBERS
SECTION C: Governance

Committee responsible: Governance
Committee approved: October 13, 2018
Board Approved: November 17, 2018
Review Date: October 2020

PROGRAM

Participating member municipalities appoint Marigold Board members.

Marigold will advise each member council of their obligation to appoint a Board member in accordance with the Marigold Agreement and applicable legislation.

Marigold will provide councils with background information necessary for finding suitable representation.

Marigold Board members contribute to Marigold Board appointments by:
- Providing suggestions for prospective Board members
- Cultivating prospective Board members
- Mentoring new members

Members of the Marigold Board-contribute to Board composition by:
- Providing suggestions for filling Chair, Vice Chair and Committee positions
- Considering letting their own name stand for election

PROCEDURES

Marigold requires written confirmation from the municipal council of the appointment or reappointment of a Board member, including date of appointment and length of term.

An information package will be sent to each council when there is a Board vacancy, explaining the selection and appointment process.

The information package may include:
- Marigold Board Member Roles and Responsibilities
- Marigold Overview
- Marigold Agreement with appointment clause flagged

When a new Board member is appointed, the program outlined in the Orientation for Marigold Board Members Policy will be followed.

PLAN: **TECHNOLOGY PLAN 2016 - 2018**
SECTION E: **Standards & Services**

Committee responsible: Standards & Services
Committee approved: March 1, 2017
Board Approved: April 22, 2017
Review Date:



Introduction

The Technology Plan identifies strategies and products to achieve the expected outcomes and goals of *Vision 2018: A Plan of Service for Marigold Library System*. The Technology Plan provides a cost-effective foundation and direction to deliver responsive technology, infrastructure and expert staffing.

Marigold Library System helps communities connect with information, services and culture through the provision of a robust and comprehensive information technology infrastructure for its member libraries and consortia partners. Marigold takes an innovative approach to information access and technology, and integrates technology in a way that complements the physical and virtual public library and supports community connection and engagement.

Developments in technology will impact how Marigold member libraries operate, deliver services and interact with communities in the future. There will be increasing community demand for seamless computer access, online tools, remote services and digital collections. Libraries deliver service to varying demographics with distinct information and communication needs. Marigold will support member libraries by delivering a blended platform of IT services to anticipate and respond to these varied needs through innovative technology.

As a place where the community connects through and with technology, libraries are change agents. Proactive investigation, assessment and investment in technological innovation will be central to Marigold's ability to effectively respond to community needs and to maximize relevant technological developments.

MISSION

Marigold cultivates a collaborative library community to support a range of responsive, quality library services

VISION

Leaders in library service and innovation

VALUES

Leadership, Respect, Responsiveness, Communication, Integrity, Inclusiveness, Accountability

The Technology Plan will drive a period of significant change where Marigold leverages the power of technology to enhance and support 21st century libraries. Marigold will continue to set aside available resources in two capital reserves – *Computer – Hardware/Software upgrades* and *Videoconferencing equipment* – to plan for future investments. Through the Technology Plan, Marigold will continue to grow a culture of technology that supports problem solving, exceptional customer service, collaboration and innovation.

Cost estimates for the Technology Plan are detailed in the Appendix.

Service Area: Headquarters

Goal: Marigold will invest in its operational assets and capacity to allow for service expansion.

Objectives	Action	Completion Date	Status	Appendix
Conduct a feasibility study to determine space needs, building options and costs for expanded Marigold Headquarters facility	• Provide information on IT requirements and space needs for the Marigold Library System Feasibility Study Committee, including feedback on the Facility Assessment and site planning	4th quarter 2016	✓	1.1
Develop a short-term strategy for managing the space limitations at Headquarters facility	• Reorganize server room to improve work space for current Headquarters operations	1st quarter 2017	2017	1.2
	• Investigate vehicle inspection software to eliminate paperwork and automate statistics for reporting Marigold vehicle use	3rd quarter 2017	2017	1.3
	• Replace Pitney Bowes postage meter with online or electronic Canada Post shipping option	2nd quarter 2017	✓	1.4
Maintain and build on Marigold's position as an employer of choice by strengthening recruitment, retention and succession practices for Marigold Board and staff	• Improve security for Marigold staff and facility: ○ Investigate card swipe in/out for Headquarters external doors	4th quarter 2017	2017	1.5
	○ Install security camera system	3rd quarter 2016	✓	1.6
	○ Install working alone monitoring service or call-in service	4th quarter 2017	2017	1.7
	• Position Headquarters staff for maximum efficiency when working offsite or travelling: ○ Provide laptops or tablets with remote access to Library Services Platform, email, shared documents and drives for management team to use while on Marigold business	4th quarter 2017	2017	1.8

Objectives	Action	Completion Date	Status	Appendix

	• Automate Human Resources processes for improved tracking and reporting:
	  ○ Implement TimeOff Manager software to record employee time accumulated and time off
	  ○ Investigate Occupational Health & Safety software for tracking training schedules and performance goals
		2nd quarter 2016
		
		2nd quarter 2017
			✓
			
			2017
				1.9
				
				1.10

Complete development and implementation of the IT component of Business Continuity Plan for Marigold Headquarters	• Establish IT requirements and space needs for Business Continuity Plan:
	  ○ Develop the IT plan to resume standard service operations after disaster recovery
	  ○ Provide an inventory of required IT hardware and software for disaster recovery and for resuming daily operations to Agility Recovery service (provided by Marigold's insurer)
		1st quarter 2017
		
		2nd quarter 2016
			2017
			
			✓
				1.11
				
				1.12

Service Area: Service Delivery

Goal: Marigold will increase its services to member libraries, as space at Headquarters and staff time permit.

Objectives	Action	Completion Date	Status	Appendix
Position Marigold to implement innovative technologies and programs	• Upgrade software to enhance service to and for member libraries:			
	○ Office 365 roll-out	4th quarter 2016	In progress	2.1
	○ Network tracking software	4th quarter 2016	In progress	2.2
	○ Public computer tracking and monitoring system (Cybrarian)	4th quarter 2016	✓	2.3
	• Implement wireless printing at Headquarters and member libraries:	2nd quarter 2016	✓	2.4
	○ Wireless printing training	1st quarter 2017	2017	2.5
	• Provide Mobile/WiFi hotspot solutions for library staff to use web-based Library Services Platform offsite	4th quarter 2017	2017	2.6
	• Purchase a "pop-up library kit" of mobile technology (laptops, extra barcode scanners) for library staff to access the web-based Library Services Platform during outreach and programs in the community	4th quarter 2017	2017	2.7
	• Implement automated tools for acquisitions and for collection development staff to reduce time from order placement to items showing on-order for patrons:			
	○ Develop Automatic Release Plans for collection purchasing	4th quarter 2017	2017	2.8
	○ Expand the use of existing or new automated selection tools to reduce use of paper catalogues for selection of library material	2nd quarter 2017	2017	2.9
	○ Investigate predictive purchasing technology	4th quarter 2018	2018	2.10

Objectives	Action	Completion Date	Status	Appendix

	• Provide library staff with accurate statistics and reporting to improve collection maintenance and performance:
	  ○ Launch collectionHQ software
	  ○ Train library staff on collectionHQ reports and tools
	  ○ Review and edit Polaris Custom Reports in Library Services Platform to verify accuracy
		
		3rd quarter 2016
		1st quarter 2017
		2nd quarter 2017
			
			✓
			✓
			In progress
				
				2.11
				2.12
				2.13

	• Improve workflow efficiency in delivery of Library To You (L2U) and Paperback Deposit (PBD) service:
	  ○ Automate production of L2U print catalogue for library patrons
	  ○ Integrate material selection for L2U and PBDs into acquisitions workflow
		
		3rd quarter 2017
		4th quarter 2017
			
			2017
			2017
				
				2.14
				2.15

	• Launch Inn-Reach product to improve interlibrary loan and resource sharing	3rd quarter 2017	2017	2.16
	• Explore options for the provision of non-traditional library services in areas without library service points or libraries requiring expansion: ○ Collaborate with vendors and local boards or local contacts to cost and implement hardware or software tools to support non-traditional local services	 Ongoing	 In progress ✓ Hussar remote locker launched March 2017	 2.17
Provide redesigned websites for Headquarters and member libraries	• Research, assess and launch a new website template that meets Marigold Headquarters and member library needs	4th quarter 2017	2017	2.18
Enhance Marigold's technological infrastructure	• Launch pilot project to increase Supernet and Internet bandwidth capacity to meet demand and plan for growth:	4th quarter 2017	2017	2.19

Objectives	Action	Completion Date	Status	Appendix
	○ Expand service past pilot libraries to rest of Marigold with direction from PLSB	2nd quarter 2018	2018	2.20
	○ Monitor Internet bandwidth use during Supernet upgrades and increase as necessary	4th quarter 2018	2018	2.21
	• Launch new HelpDesk platform to improve efficiency, monitoring and reporting	4th quarter 2017	2017	2.22
	• Review Fibre Channel Internal Infrastructure	4th quarter 2018	2018	2.23
	• Increase physical server capacity at Headquarters ○ Add Exchange server	2nd quarter 2017	In progress	2.24
	• Investigate and implement new overall backup solution including off-site secure backup: ○ Install private Cloud Backup Solution hosted at a member library	2nd quarter 2017	2017	2.25
	○ Replicate Virtual Machines to off-site server	1st quarter 2017	2017	2.26
	• Maintain internal desktop infrastructure at Headquarters: ○ Upgrade and/or replace staff workstations as necessary	4th quarter 2018	2018	2.27
	○ Maintain printing/scanning infrastructure	4th quarter 2018	2018	2.28
	• Implement virtual document management system and high-tech solution for storing administrative files (software filing)	4th quarter 2016	In progress	2.29
	• Investigate alternatives for high definition, secure group videoconferencing, or means to upgrade/maintain RISE: ○ Set end of life date for RISE and options for meeting software	4th quarter 2016	✓	2.30

Objectives	Action	Completion Date	Status	Appendix
Ensure eResources are appealing and has value for the Marigold Community	• Improve eResource visibility in the library catalogue for patrons to discover and access digital collections: ○ Integrate TRAC common eResources into library catalogue	Ongoing	In Progress	2.31
	• Explore how Marigold can use RDA cataloguing standards to further expose library holdings for patron discovery, including non-display items and community profiles on the web	2nd quarter 2017	2017	2.32

	• Determine ways that Marigold and TRAC can use linked data functionality to improve discovery of library holdings and content:
	  ○ Complete Zepheira linked data training
	  ○ Explore ways to measure the value of linked data (metrics and statistics)
		1st quarter 2016
		4th quarter 2016
			✓
			In progress
				2.33
				2.34

	• Improve analytics for eResource use by exploring solutions with vendors to inform eBook and eMagazine collection selection and budgets	2nd quarter 2018	2018	2.35
	• Integrate selection and ordering of eBook collections with print collections in Marigold Acquisitions department to improve eResource breadth and relevance	4th quarter 2016	In progress	2.36

Service Area: Advocacy & Communication

Goal: The Marigold Community will better understand the purpose and value of Marigold.

Objectives	Action	Completion Date	Status	Appendix
Implement strategies to inform stakeholders and decision-makers about Marigold	• Identify tools to automate Value of Your Investment: ○ Investigate time tracking software that can track Consultation visits, IT visits, training, programs and other services provided to member library staff and stakeholders	3rd quarter 2017	2017	3.1
	• Research options to edit and navigate the Marigold Board Policy Manual	2nd quarter 2017	2017	3.2
	• Implement data visualization tools that take into consideration more than statistics to enhance advocacy initiatives	2nd quarter 2018	2018	3.3

Provide resources to educate stakeholders to be able to articulate the value of being a member of Marigold	• Launch internal collaboration software:
	  ○ Implement OneDrive for Headquarters staff
	  ○ Provide remote access for external stakeholders (Marigold Board, library staff) to meeting or training documents and provide opportunities to go paperless
		1st quarter 2016
		4th quarter 2017
			✓
			2017
				3.4
				3.5

	• Provide accurate and relevant advocacy data on library service and resources:
	  ○ Review Polaris Custom Reports to verify data is consistent and comprehensive
	  ○ Improve accuracy of patron end-user statistics per library (enabled through collectionHQ software and upgrading patron paper library cards to plastic cards)
		2nd quarter 2017
		4th quarter 2017
			In progress
			2017
				3.6
				3.7

Objectives	Action	Completion Date	Status	Appendix

	• Provide advocacy and reporting tools for libraries to increase the number of library cardholders in the community:
	  ○ Develop a tool or procedure to provide member libraries with an accurate count of individual cardholders for institutional memberships and programs
	  ○ Promote the use of web-based Polaris functionality that allows libraries to sign up patrons anywhere using WiFi
		4th quarter 2016
		
		1st quarter 2017
			2016
			
			2017
				3.8
				
				3.9

Service Area: Training & Professional Development

Marigold will capitalize upon and nurture the knowledge, skills, and abilities of its Community.

Objectives	Action	Completion Date	Status	Appendix

Investigate core skills and training requirements for member library staff	• Develop a strategic training schedule and training documents for library staff on:
	  ○ eResources
	  ○ Polaris desktop and web-based platform Q&A
	  ○ Website templates
	  ○ collectionHQ
	• Provide training on collaboration software and tools for Board members and library staff
		
		Annually
		Annually
		1st quarter 2018
		1st quarter 2017
		
		2nd quarter 2018
			
			Ongoing
			Ongoing
			2018
			✓
			
			2018
				
				4.1
				4.2
				4.3
				4.4
				
				4.5

Provide training opportunities in management skills and applied technologies for the Marigold Community	• Research technology-focused conferences and technology training to maximize professional development opportunities for Headquarters staff: ○ Advanced Polaris training for IT and Public Services staff • Institute annual technology training opportunities for member library staff • Launch a resource promotion tool with ready-to-use tutorials for training library staff and patrons • Build a mobile tab-lab that may be borrowed by library staff for group staff training	Annually 4th quarter 2017 Annually 2nd quarter 2017 4th quarter 2016	Ongoing 2017 2017 Ongoing In progress	4.6 4.7 4.8 4.9 4.10
Extend reach of eResources through targeted training for patrons and stakeholder groups	• Develop a strategic training schedule for patrons and stakeholder groups on eResource content and access to promote eResource use • Develop patron programming and training documents to promote Marigold's complement of eResources	Annually Annually	Ongoing Ongoing	4.11 4.12

Technology Plan 2016-2018 Appendix

3-Year Cost Projections

Description	2016	2017	2018	Appendix
Provide information on IT requirements and space needs for Marigold Library System Feasibility Study Committee	Staff time	N/A	N/A	1.1
Reorganize server room	Staff time	Staff time	N/A	1.2
Investigate vehicle inspection software	N/A	$1500	$1500	1.3
Replace Pitney Bowes postage meter with online or electronic option	$2363	$2363	$2363	1.4
Card swipe in/out for Headquarters external doors	N/A	$20,000	$5,000	1.5
Security camera system	$5,000	N/A	N/A	1.6
Work alone monitoring or call-in service	$514	$514	$514	1.7
Laptops or tablets with remote access to LSP, email and shared drives for management team (two replaced per year)	$2000	$2000	$2000	1.8
TimeOff Manager software	$504	$504	$504	1.9
Occupational Health & Safety software	$1800	$1800	$1800	1.10
Develop IT plan to resume operations after a disaster	N/A	Staff time	N/A	1.11
Provide Agility Recover with IT hardware and software inventory	Staff time	Staff time	Staff time	1.12

Description	2016	2017	2018	Appendix
Office 365 for Headquarters and member libraries	$3,500	$10,000	$10,000	2.1
Network tracking software	N/A	$5,000	$5,000	2.2
Public computer tracking and monitoring system (Cybrarian)	$8,500	$2,000	$2,000	2.3
Wireless printing at Headquarters and member libraries	Included in existing costs (Papercut)	Included in existing costs (Papercut)	Included in existing costs (Papercut)	2.4
Wireless printing training	Staff time	Staff time	Staff time	2.5
Provide cost estimate to supply mobile/WiFi hotspots for library staff to use web-based Library Services Platform	Staff time	Staff time	Staff time	2.6
Pop-up loanable library kit (laptops, extra barcode scanners)	N/A	$2,000	$2,000	2.7
Automatic Release Plans for collection purchasing	Staff time	Staff time	Staff time	2.8
Expand use of automated selection tools to eliminate paper catalogues	Staff time	Staff time	Staff time	2.9
Investigate predictive purchasing technology	Staff time	Staff time	Staff time	2.10
collectionHQ software	$28,500	$23,500	$23,500	2.11
Train library staff on collectionHQ software	Staff time	Staff time	Staff time	2.12
Review and edit Polaris Custom Reports	N/A	Staff time	Staff time	2.13
Automate production of L2U print catalogue	N/A	Staff time	N/A	2.14
Integrate L2U and Paperback Deposit selection into acquisitions workflow	N/A	Staff time	Staff time	2.15
Launch Inn-Reach resource sharing product	N/A	TRAC budget	TRAC budget	2.16

Description	2016	2017	2018	Appendix
Collaborate with vendors and local boards to support local service options for non-traditional library services	Staff time	Staff time	Staff time	2.17
Website templates	N/A	$50,000	$5,000	2.18
Increase SuperNet and bandwidth capacity	N/A	$15,000	$15,000	2.19 2.20 2.21
New HelpDesk platform	N/A	$2,000	$2,000	2.22
Fibre Channel internal infrastructure	N/A	N/A	$25,000	2.23
Increase physical server capacity at Headquarters	$20,000	$15,000	N/A	2.24
Cloud backup solution	N/A	$10,000	$10,000	2.25
Replicated backup virtualized site	N/A	$30,000	$5,000	2.26
Staff workstations	$1,000	$5,000	$5,000	2.27
Maintain printing/scanning infrastructure	Staff time	Staff time	Staff time	2.28
Virtual document management system	$4,000	$25,000	$25,000	2.29
Videoconferencing software to upgrade/maintain RISE	$10,000	N/A	N/A	2.30
Integrate common TRAC eResources into library catalogue	Staff time	Staff time	Staff time	2.31

Description	2016	2017	2018	Appendix
Maximize use of RDA cataloguing to improve patron discovery of library materials in the library catalogue	Staff time	Staff time	Staff time	2.32
Complete Zepheira Linked Data training modules	Staff time	Staff time	Staff time	2.33
Explore ways to provide Linked Data metrics and statistics	Staff time	Staff time	Staff time	2.34
Work with vendors to improve analytics for eResource use	Staff time	Staff time	Staff time	2.35
Integrate selection and ordering of eBook collections with print collections	Staff time	N/A	N/A	2.36
Description	2016	2017	2018	Appendix
Time tracking software for Value of Your Investment	N/A	$1,800 (combined with 1.1.9)	$1,800 (combined with 1.1.9)	3.1
Tools/software for Board Manual edits	N/A	$500	$500	3.2
Data visualization software	N/A	$500	N/A	3.3
Implement OneDrive collaboration software for Headquarters staff	Staff time	N/A	N/A	3.4
Provide remote access to meeting and training documents for stakeholders	Staff time	Staff time	Staff time	3.5
Review Polaris Custom Reports to verify reporting data	N/A	Staff time	Staff time	3.6
Generate patron end-user statistics per library	N/A	Staff time	Staff time	3.7
Provide tools for accurate reporting of cardholders for non-traditional memberships (e.g. institutional) and for programs	Staff time	Staff time	Staff time	3.8
Promote use of web-based library software to provide library service anywhere with WiFi	Staff time	Staff time	Staff time	3.9

Description	2016	2017	2018	Appendix
eResource training	Staff time	Staff time	Staff time	4.1
Polaris desktop and web-based platform training	Staff time	Staff time	Staff time	4.2
Website template training	Staff time	Staff time	Staff time	4.3
collectionHQ training	Staff time	Staff time	Staff time	4.4
Collaboration software training	Staff time	Staff time	Staff time	4.5
Research technology-focused professional development opportunities for Headquarters staff	Staff time	Staff time	Staff time	4.6
Advanced Polaris training for IT and Public Services staff	TRAC budget	TRAC budget	TRAC budget	4.7
Provide annual technology training opportunities for member library staff	Area Forums line in Marigold budget	Area Forums line in Marigold budget	Area Forums line in Marigold budget	4.8
Launch video tutorial software	N/A	$5,000	$5,000	4.9
Mobile tab-lab quote	N/A	$3,000	N/A	4.10
Develop strategic training schedule for eResource content and access	Staff time	Staff time	Staff time	4.11
Develop eResource patron programming and training documents	Staff time	Staff time	Staff time	4.12

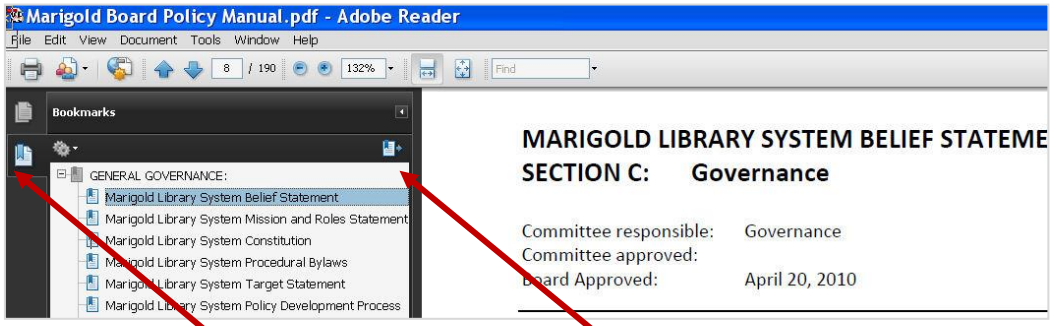
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In the Table of Contents hover over information and click on text.

you can also:

Navigate by scrolling through the bookmark pane on the left side of the PDF. Click on the policy, schedule or plan that you want to review and you will be taken to that point in the document.



If the bookmark pane does not open, click on the ***bookmark icon***. You may have to ***expand current bookmark*** to see all of the information under a particular heading.

Please report any, errors, corrections or concerns to the communications officer carleep@marigold.ab.ca
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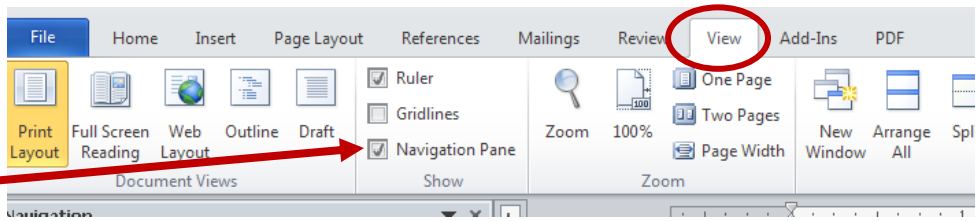
BEFORE YOU PRINT:

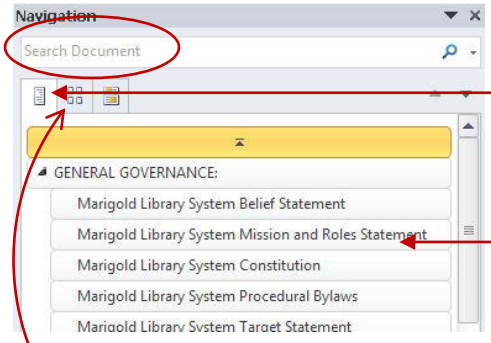
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Ways to find a policy:

(other than using Table of Contents)

In WORD, click on ***view*** then ***Navigation Pane***:





Icons for browsing the navigation pane:

- 'browse the headings in your document'
- 'browse pages'

- The navigation pane (with a list of policies) should appear on the left side of this document — make sure you click ***browse the headings in your document*** icon
- Scroll down the navigation pane and click on the policy, schedule or plan that you want to review — you will be taken to the first page of that policy

Or …

- Type a key word in the ***search box*** of the navigation pane — pages that have your key word will be highlighted in yellow in the navigation pane and within the document, depending on which browse method you choose.

Or …

- clicking the ***find*** function in the home tab will also take you to the search box of the navigation pane

REMINDER: To get back to the table of Contents from anywhere in this document ***CTRL G*** page **4**

Also: for those feel more comfortable viewing the Table of Contents using **gridlines** — While in the Table of Contents go to ***table tools*** on the ribbon (top menu bar) and click on ***layout***, then ***view gridlines***



Note for headquarters staff – you can PDF single or multiple pages of this WORD document if you need to email an agenda package that includes a specific policy for committee members to review or print. Please be careful to not disturb section breaks in this document – turn formatting on to see breaks

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