

Marigold Library Board Policy Manual



The *Libraries Act & Regulation R.S.A. 2000 Chapter L-11*, as amended, and the *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).

- *Policy Development Policy, Statement of Intent*



TABLE OF CONTENTS and POLICIES CHECK LIST		Last Board Approved Date	Next Committee Review Date
General Governance			
	Mission and Values.....	Apr. 18, 2020	Affirmed at AGM
	Constitution.....	Jan. 28, 2023	2024
	Marigold Library System Procedural Bylaws.....	Jan. 28, 2023	2024
Committee Mandate Statements			
Standing	Executive Committee Mandate Statement.....	Apr. 22, 2023	Annually
As required	Building Committee Mandate Statement	Aug. 28, 2010	As required
Standing	Finance Committee Mandate Statement.....	Apr. 22, 2023	Annually
Standing	Human Resources (HR) Committee Mandate Statement	Apr. 22, 2023	Annually
Adhoc - Exec	CEO Contract and Performance Review Committee Mandate	As required	Annually
Adhoc - Exec	CEO Recruitment Committee.....	Apr. 30, 2022	As required
Adhoc - Exec	Schedule C Committee Mandate Statement	Apr. 23, 2016	As required
Adhoc - Governance	Nominating Committee – Mandate Statement	Apr. 22, 2023	Annually
Standing	Advocacy Committee Mandate Statement.....	Apr. 22, 2023	Annually
Standing	Governance Committee Mandate Statement.....	Apr. 22, 2023	Annually
Standing	Standards & Services Mandate Statement	Apr. 22, 2023	Annually
SECTION A Executive			
	Executive Committee Job Description	Apr. 22, 2023	Annually
SECTION B Advocacy — Policies			
	Communication and Advocacy.....	Jan. 30, 2021	2022
	Website	Jan. 30, 2021	2023
SECTION C Governance — Policies			
	Board Meetings	Aug. 28, 2021	2023
	Board Member Compensation.....	Aug. 27, 2022	Annually
	• Schedule A: meals, mileage, accommodation, fees	Aug. 27, 2022	Annually
	Continuing Education for Board Members	Aug. 27, 2022	2025
	Freedom of Information and Protection of Privacy Bylaw.....	Aug. 27, 2022	2025
	Governance	Aug. 27, 2022	2025
	• Schedule A: Community Library List / Location	Aug. 27, 2022	2025
	Operational Governance	Apr. 22, 2023	2025
	Orientation for Marigold Board Members	Oct. 22, 2022	2024
	• Schedule A: Board Member Roles & Responsibilities	Oct. 22, 2022	2024

TABLE OF CONTENTS and POLICIES CHECK LIST		Last Board Approved Date	Next Committee Review Date
CONT'D	Policy Development	Apr. 22, 2023	Annually
	Records Management	Apr. 22, 2023	2022
	• Schedule A: list by subject, description, years, action	Apr. 22, 2023	2022
	Service Recognition	Apr. 30, 2022	2025
	Governance — Plans		
	Appointment Plan for Marigold Board Members	Oct. 22, 2022	2024
SECTION D	Library Service Points – Community Libraries		Responsible: Governance ⁹ Committee
	Bylaws – Safety & Use		
	1. Definitions	Apr. 24, 2021	2023
	2. Library Facility	Apr. 24, 2021	2023
	3. Acquiring a Library Card	Apr. 24, 2021	2023
	4. Responsibilities of a Patron	Apr. 24, 2021	2023
	5. Loan of Library Resources	Apr. 24, 2021	2023
	6. Penalty Provisions	Apr. 24, 2021	2023
	7. Revoking a Library Card	Apr. 24, 2021	2023
	8. Prosecution	Apr. 24, 2021	2023
	9. Confidentiality of Patron Records	Apr. 24, 2021	2023
	10. Freedom of Information & Protection of Privacy Bylaw	Apr. 24, 2021	2023
	Schedule A: Patron Code of Conduct	Apr. 24, 2021	2023
	Schedule B: Library Cards	Apr. 24, 2021	2023
	Schedule C: Room Rental Fees	Apr. 24, 2021	2023
	Policies:		
	Accessibility for All Persons	Aug. 27, 2022	2025
	Collection Management	Aug. 28, 2021	2023
	• Schedule A: Statement on Intellectual Freedom	Aug. 28, 2021	as required
	• Schedule B: Criteria for Selection, Weeding, Disposition	Aug. 28, 2021	2023
	• Schedule C: Request for Reconsideration of Library Mat	Aug. 28, 2021	2023
	Finance	Apr. 30, 2022	2024
	• Schedule A: Expense Claim Guidelines	Aug. 24, 2019	2021
	Grievance Appeal Policy	Aug. 27, 2022	Annually
	Hours of Service	Aug. 28, 2021	2023
	Personnel	Apr. 24, 2021	2023
	1. Definitions	Apr. 24, 2021	2023
	2. Exceptions to Policy	Apr. 24, 2021	2023
	3. Code of Ethics	Apr. 24, 2021	2023
	4. Working Hours and Conditions of Employment	Apr. 24, 2021	2023
	5. Recording of Time Worked	Apr. 24, 2021	2023
	6. Wages and Salaries	Apr. 24, 2021	2023
	7. Hiring	Apr. 24, 2021	2023

TABLE OF CONTENTS and POLICIES CHECK LIST		Last Board Approved Date	Next Committee Review Date
Section D Library Service Points, cont'd	8. Orientation.....	Apr. 24, 2021	2023
	9. Probationary Period.....	Apr. 24, 2021	2023
	10. Personal Appearance	Apr. 24, 2021	2023
	11. Leave of Absence	Apr. 24, 2021	2023
	12. Performance Appraisals.....	Apr. 24, 2021	2023
	13. Resignation	Apr. 24, 2021	2023
	14. Termination.....	Apr. 24, 2021	2023
	15. Working Alone in the Workplace.....	Apr. 24, 2021	2023
	16. Accident Reporting	Apr. 24, 2021	2023
	17. Public Statements	Apr. 24, 2021	2023
	18. Library Volunteers.....	Apr. 24, 2021	2023
	Schedule A: Background.....	Apr. 24, 2021	2023
	• Appendix A: Sample Orientation Checklist	Apr. 24, 2021	2023
	• Appendix C: Sample Employee Timesheet.....	Apr. 24, 2021	2023
	• Appendix D: Sample Job Description.....	Apr. 24, 2021	2023
	• Appendix E: Sample Performance Appraisal Report	Apr. 24, 2021	2023
	• Appendix F: Sample Volunteer Time Log	Apr. 24, 2021	2023
	• Appendix G: Sample Volunteer Job Description.....	Apr. 24, 2021	2023
	• Appendix H: Sample Volunteer Task Sheet.....	Apr. 24, 2021	2023
	Public Access to the Internet.....	Apr. 30, 2022	2024
	• Schedule A: Responsible, ethical use of Internet	Apr. 30, 2022	2024
	Records Management	Apr. 22, 2026	2024
	• Schedule A: list by subject, description, years, action	Apr. 22, 2026	2024
	Social Media	Aug. 27, 2022	2025
	Unattended Children.....	Apr. 24, 2021	2023
	Use of Work Issued Technologies	Jan. 29, 2022	2023
	Workplace Harassment Prevention	Aug. 27, 2022	Annually
	Workplace Violence Prevention.....	Aug. 27, 2022	Annually
SECTION E Standards & Services — Policies and Bylaws			
	Access and Acceptable Use of Information Technology.....	Aug. 28, 2021	2023
	• Schedule A: Access and Acceptable Use of Information Technology Agreement	Aug. 28, 2021	2023
	Collection Management.....	Jan. 28, 2023	Annually
	• Schedule A: Statement of Intellectual Freedom	Jan. 28, 2023	Annually
	• Schedule B: Distribution of Materials	Jan. 28, 2023	Annually
	• Schedule C: Shared Collections & Bestseller Program	Jan. 28, 2023	Annually
	• Schedule D: Criteria for Selection, Deselection, Disposition	Jan. 28, 2023	Annually
	Information Technology (IT) Services.....	Nov. 26, 2022	2024
	• Schedule A: Fee Schedule.....	Nov. 26, 2022	2024
	Integration of Members into Marigold	Aug. 27, 2022	2024
	IT Capacity Fund	Jan. 28, 2023	2024

TABLE OF CONTENTS and POLICIES CHECK LIST			Last Board Approved Date	Next Committee Review Date
Section E S & S cont'd	• Schedule A: IT Capacity Fund Amounts.....		Jan. 28, 2023	Annually
	Programs		Aug. 28, 2021	May 2023
	Provision of Services.....		Aug. 27, 2022	2024
	Resource Sharing Policy		Aug. 27, 2022	2024
	TRAC Card – Operational Bylaw		Apr. 22, 2023	2025
	• Schedule A: TRAC cards issued from Headquarters		Apr. 22, 2023	2025
	Transfer Payments Policy		Apr. 22, 2023	2024
	• Schedule A: Services Grant		Apr. 22, 2023	Annually
	• Schedule B: Community Library Grant		Apr. 22, 2023	Annually
	Withdrawal or Termination of Library Services		Aug. 27, 2022	2024
SECTION F Building — Policies and Bylaws				
	Public Admittance and Use of Library System Facility Bylaw.....		Nov. 18, 2017	2019
SECTION G Finance — Policies & Plans				
	Finance Policy		Nov. 26, 2022	2023
	• Schedule A: Accounting policies, reporting practices		Nov. 26, 2022	2023
	Finance — Plans			
	Contingency Plan for Finance.....		Jan. 28, 2023	Annually
SECTION H HR (Human Resources)				

MARIGOLD LIBRARY SYSTEM MISSION AND VALUES

SECTION C: Governance

Committee responsible: Governance

Committee approved: New in 2023

Board Approved: April 22, 2023

Review Date: Annually, AGM

page 1 of 1

Mission Statement

Empowering communities through exceptional library service and support.

Values

Stewardship
Responsiveness
Connection
Sharing

MARIGOLD LIBRARY SYSTEM CONSTITUTION

SECTION C: Governance

Committee responsible: Governance

Committee approved: October 22, 2022

Board Approved: January 28, 2023

Review Date: 2024 (every 2 years by Governance)

page 1 of 4

ARTICLE 1: ESTABLISHMENT

- 1.1 The Board of management of the Marigold Library System is established by virtue of the *Libraries Act and Regulation R.S.A. 2000 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 its Strategic Plan.

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 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 those persons appointed yearly at the Annual General Meeting.

ARTICLE 6: EXECUTIVE COMMITTEE (LAST APPROVED BY MARIGOLD BOARD APRIL 22, 2023)

- 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 one-year term. Terms are served from the Annual General 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:
- a) To elect the Chair,
 - b) To appoint Executive and Standing Committee members;
 - c) 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 meetings 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:
- a) 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;
 - b) Planning, presenting and implementing policies, standards, procedures and practices relating to the delivery of public library system services for Marigold and for TRAC;
 - c) Setting measurable standards and targets, and ensuring that service quality standards are maintained and consistently delivered;
 - d) Developing and implementing accurate financial control procedures for system revenue and expenditures;
 - e) Negotiating, managing and overseeing service contracts and vendor negotiations for Marigold Headquarters;
 - f) 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;
 - g) Ensuring appropriate communication processes are in place to provide accurate and timely information to Member Councils, Boards and member library staff;
 - h) Providing leadership and oversight of development of Marigold staff and maintaining a viable succession framework within Marigold Headquarters;

- i) Providing development opportunities and engaging Marigold members in a collaborative environment to enhance value for Marigold members;
- j) Expanding the understanding of Marigold's value to stakeholders including municipal councils, local library boards, TRAC, community organizations and library organizations, and
- k) 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 there is quorum and 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, June 2, 2020, October 2, 2022

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, April 13, 2019, August 29, 2020, January 28, 2023

MARIGOLD LIBRARY SYSTEM PROCEDURAL BYLAWS

SECTION C: Governance

Committee responsible: Governance

Committee approved: October 22, 2022

Board Approved: January 28, 2023

Review Date: 2024 (every 2 years by Governance)

page 1 of 2

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 General Meeting.
- 3.2 Standing committees of the Marigold Board are: Advocacy, 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 is defined in Article 6 of the Marigold Library System Constitution. 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 General 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 General Meeting.
- 4.3 The Chairs of standing committees will be elected by committee members and ratified by the Board at the Annual General Meeting. The Chair of the Executive Committee will be elected at the Annual General 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.

6. AMENDMENTS

- 6.1 Amendments to any of the above bylaws may be made at any regular Board meeting.
- 6.2 The amendment is passed by a simple majority.

7. GENERAL

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

MANDATE STATEMENT – EXECUTIVE COMMITTEE**SECTION A: Executive**

Committee responsible: Executive

Committee approved: February 16, 2023

Board Approved: April 22, 2023

Review Date: Annually, AGM

page 1 of 2

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 an action plan 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.

Section A: Executive

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 a 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.

APPROVAL AND REVIEW DATE

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

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

page 1 of 1

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 CEO and Chief Operating Officer are non-voting members of the Committee. The CEO 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 6, 2022

Board Approved: April 22, 2023

Review Date: Annually

page 1 of 1

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 Chief Operating Officer 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. Meetings may take place in a variety of formats.

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 30, 2023
Board Approved: April 22, 2023
Review Date: Annually – before the AGM

page 1 of 2

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.

Recommend adjustments to the job description, performance review process and compensation package for the CEO. Review the CEO Performance Report form and report to the Executive Committee.

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 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.

Section H: Human Resources

The CEO, Chief Operating Officer and Executive Assistant & HR Specialist are non-voting members of the committee. The CEO or delegate acts as a secretary to the Committee.

MEETINGS

Committee meets as required, but no fewer than two times a year. Meetings may take place in a variety of formats.

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 16, 2022

page 1 of 1

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 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 three 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 – CEO Recruitment Committee

SECTION A: EXECUTIVE

Committee responsible: Executive

Committee approved: February 24, 2022

Board Approved: April 30, 2022

Review Date: As required

page 1 of 2

NAME OF COMMITTEE: CEO Recruitment Committee

TYPE OF COMMITTEE: Ad Hoc

GENERAL PURPOSE: To recruit and onboard a CEO for Marigold Library System

KEY DUTIES AND RESPONSIBILITIES:

Establish CEO position expectations and an updated job description with input from the Executive Committee. List demands of the CEO job as well as opportunities and challenges for Marigold.

Recommend compensation and contract terms for the new CEO to the Executive Committee

Recommend to the Executive how recruitment will be handled (e.g., an in-house process or contracting with a recruitment agency)

Lead recruitment, including developing or approving the job ad and posting the job; recruiting applicants; evaluating applications; deciding on the interview process; developing questions, discussions & demonstrations; interviewing; and doing reference checks

Based on the interview process, recommend a candidate for hiring to the Executive

Under the direction of the Executive, negotiate contract terms with the candidate who may be offered the job; make a job offer and prepare an offer letter with key performance expectations; and ensure that the criminal record check is satisfactory

Prepare a hiring announcement to be released to Marigold staff and Board, Marigold member municipalities and member libraries, partner organizations, and the media

Direct onboarding activities, including orientation

Ensure that the Board approves motions for the CEO's TRAC and TAL duties

Recommend a transitional arrangement should the CEO recruitment take longer than expected, or there is an internal candidate who accepts the CEO position

COMPOSITION AND APPOINTMENT:

The preferred composition is four Board members and former Board members, including the Marigold Chair and two other members of 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

page 1 of 1

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 – NOMINATING COMMITTEE

SECTION C: Governance

Committee responsible: Governance

Committee approved: February 25, 2023

Board Approved: April 22, 2023

Review Date: Annually before AGM

page 1 of 1

NAME OF COMMITTEE: Nominating

TYPE OF COMMITTEE: Ad Hoc as established by Marigold Library System Procedural Bylaws.

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

CONDITIONS

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

Board members may volunteer for any of the standing committees at any time of the year.

KEY DUTIES AND RESPONSIBILITIES

Confirms and submits the nominations for Chair, standing committee Chairs and standing committee members to the Marigold Board for a vote at the Annual General Meeting.

Follows 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 meets as required. Meetings may take place in a variety of formats.

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

TERM OF APPROVAL

The Committee is appointed at the November Board meeting and is automatically dissolved 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 – ADVOCACY COMMITTEE

SECTION B: Advocacy

Committee responsible: Advocacy

Committee approved: March 2, 2023

Board Approved: April 22, 2023

Review Date: Annually – AGM

page 1 of 2

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 Advocacy 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.

Section B: Advocacy

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 or delegate 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 take place in a variety of formats.

APPROVAL 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: February 25, 2023

Board Approved: April 22, 2023

Review Date: Annually - AGM

page 1 of 1

NAME OF COMMITTEE: Governance

TYPE OF COMMITTEE: Standing as established by Marigold Library System 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.

Oversee the recruitment and orientation policies and plans of the Marigold Board to facilitate the operation of the Board and System.

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 in the Marigold Board Policy Manual.

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

COMPOSITION AND APPOINTMENT

The Committee is re-established at the Annual General Meeting in April using procedures outlined in the Marigold Library System Constitution and Procedural 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 or delegate 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.

APPROVAL AND REVIEW DATE

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

MANDATE STATEMENT – STANDARDS & SERVICES COMMITTEE

SECTION E: Standards & Services

Committee responsible: Standards & Services

Committee approved: February 21, 2023

Board Approved: April 22, 2023

Review Date: Annually

page 1 of 2

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 areas 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 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.

Review and maintain Marigold plans, including:

- Technology Plan
- Business Continuity Plan
- Vehicle Replacement 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 and plans 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 five Board members representing a variety of System members.

Section E: Standards & Services

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 (or delegate) 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 take place in a variety of formats.

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.

Job Descriptions – Executive Committee

SECTION A: Executive

Committee responsible: Executive

Committee approved: February 16, 2023

Board Approved: April 22, 2023

Review Date: Annually

page 1 of 2

Chair

- Represents Marigold's mission and beliefs throughout the province
- Provides leadership to the Board
- Sets the tone for Board action
- Is elected annually at the Annual General 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 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
- Is a member of the Condo Corporation Board for the Marigold/WID joint facility.

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
- Collaborates with Chair for ex officio representation on Committees
- May lead and participate in Board activities such as orientation and Board recruitment
- Has signing authority for Marigold accounts
- Participates in the CEO's annual performance review and contract negotiations
- Is a member of the Condo Corporation Board for the Marigold/WID joint facility.

Treasurer

- Is elected annually at an Executive meeting before the Annual General Meeting
- Oversees Marigold Board's financial responsibilities and functioning

Section A: Executive

- Presents reports and financial recommendations and motions to the Board
- Acts as a signing authority/officer for Marigold accounts and exercises an account control function for disbursements
- 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
- 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: COMMUNICATION AND ADVOCACY
SECTION B: Advocacy

Committee responsible: Advocacy

Committee approved: November 5, 2020

Board Approved: January 30, 2021

Review Date: 2022

page 1 of 2

STATEMENT OF INTENT

Marigold Library System will communicate and advocate to sustain and extend responsive, quality public library services throughout the Marigold region.

Marigold will strive to be viewed as a reliable, responsive organization that is committed to providing quality public library services and to be an innovator in the library field.

Marigold Community and stakeholders will better understand the purpose and value of Marigold.

CONDITIONS

Marigold's communication and advocacy activities and initiatives will be in step with the goals and objectives in the current Strategic Plan.

Marigold will advocate for Marigold's best interests, which includes raising awareness and affinity for Marigold's mission, value and importance.

Marigold will participate in province-wide and local advocacy initiatives to inform, inspire and influence government decisions.

Target groups for Marigold communication and advocacy will include one or more of the following stakeholders: Marigold Board, Marigold Headquarters staff, member municipalities; member library board members and staff; consortial and community partners; Alberta's library systems; municipal governments in Marigold member municipalities; Public Library Services Branch; Alberta Library Associations; Library Educational Institutions in Alberta; vendor partners; library associations; media.

PROCEDURES

Marigold will collaborate with Alberta library systems, Marigold member municipalities, library boards and library staff, and library associations to communicate and advocate for resources, sustainable services and supportive relationships with elected officials, stakeholders, patrons and residents.

Marigold will use various communication tools, mediums and approaches to seek and to provide information about Marigold, request specific actions, acknowledge special events and specific contributions, and to lobby for support and resources.

Marigold will provide stakeholders with information and key messages to articulate Marigold's value to the community.

Marigold will monitor and respond to government announcements and legislation and will advise government officials on the impact of current and proposed legislation and government decisions.

Marigold will project a positive and professional image in all communication and advocacy.

Marigold will develop a Communication Plan with key messages and initiatives that are reviewed and adjusted on an annual basis by the Advocacy Committee.

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

Committee responsible: Advocacy
Committee approved: March 11, 2016
Board Approved: January 30, 2021
Review Date: 2023

page 1 of 1

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.

PLANS – ADVOCACY COMMITTEE:

POLICY: BOARD MEETINGS
SECTION C: Governance

Committee responsible: Governance
Committee approved: June 5, 2021
Board Approved: August 28, 2021
Review Date: 2023

page 1 of 2

STATEMENT OF INTENT

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

Board meetings provide:

- opportunity for developing consensus among the membership on the beliefs, values and issues that affect the work of the System.
- a process for deciding and clarifying the direction of the Board and maintaining fiscal stewardship.
- support for advocacy and lobbying campaigns.
- opportunity to enhance awareness of the needs of the participating municipalities.

CONDITIONS

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

Board meetings shall be open to the public.

Voting privileges are extended only to appointed Board members. Guests are invited to contribute to discussion at the discretion of the Chair.

PROCEDURES

Notices of meetings are distributed no fewer than 21 days prior to the date of the meeting. The meeting 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.

Annual General Meeting

Invitations to the Annual General Meeting, with an RSVP, are extended 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; the presentation of the audited financial statement and the Annual Report; appointment of the auditor and confirmation of signing authority.

The Annual General Meeting includes a review of the Framework Statements (Belief, Mission, Values and Strategic Plan Goals) 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 on a motion is 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 to:

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

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

Special Meetings

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 shall have one agenda item only.

The meeting shall be in person, 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 CEO or designate will be the Secretary as provided for in the Agreement unless there are extenuating circumstances.

The Chair of the Special Meeting implements the decision and ensures all parties of the Agreement are notified of the decision.

POLICY: BOARD MEMBER COMPENSATION
SECTION C: Governance / Executive

Committee responsible: Governance

Committee approved: June 4, 2022

Board Approved: August 27, 2022

Review Date: Annually before AGM

page 1 of 2

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" and "Treasurer's stipend," are paid by Marigold to the Board Chair and the Treasurer, respectively.

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.

Marigold Board members will be provided with the Board Member Compensation Policy upon appointment.

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

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 a rate of \$0.60 per kilometer for travel to and from authorized Marigold meetings. The mileage rate will be reviewed annually.

Board members are encouraged to carpool when feasible.

Receipts for commercial transportation are required for reimbursement.

Travel to and from the Alberta Library Conference may 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 \$75.00 for all committee meetings attended.

"CHAIR'S STIPEND"

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

"TREASURER'S STIPEND"

The "Treasurer's stipend" is \$750.00 annually.

POLICY: CONTINUING EDUCATION FOR BOARD MEMBERS
SECTION C: Governance

Committee responsible: Governance
Committee approved: June 4, 2022
Board Approved: August 27, 2022
Review Date: 2025

page 1 of 1

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 relevant professional development opportunities. The number of Board members sponsored to attend will depend on budget affordability.

The Chair of the Board will attend 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 provide funding for workshops sponsored by other agencies or organizations.

Marigold encourages voluntary attendance at Board Development workshops that are provided by the province.

COURSES

Marigold promotes and may sponsor relevant courses 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: June 4, 2022
Board Approved: August 27, 2022
Review Date: 2025

page 1 of 1

STATEMENT OF INTENT

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 the *Alberta Freedom of Information and Protection of Privacy Act and Regulation R.S.A. 2000 Chapter F-25, as amended (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 *FOIP 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 *FOIP 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(1) of the *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 *FOIP Act*. Marigold may also disclose personal information for statistical or research purposes in accordance with section 42 of the *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 *FOIP Act*.

POLICY: GOVERNANCE
SECTION C: Governance

Committee responsible: Governance
Committee approved: June 4, 2022
Board Approved: August 27, 2022
Review Date: 2025

page 1 of 2

STATEMENT OF INTENT

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

CONDITIONS

Marigold Board is a policy governing board authorized, under the *Libraries Act and Regulation R.S.A. 2000 Chap. L-11*, as amended, and established bylaws, to direct and govern the System's work.

Marigold Board members shall exercise their duties as outlined in *Schedule A: Board Member Roles & Responsibilities of the Orientation for Marigold Board Members Policy*.

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 is governed by a written body of policy, bylaws and plans that is available on the Marigold website.

Board committees bring forward recommendations to the Executive Committee and Marigold Board. The Executive Committee reviews all recommendations.

Robert's Rules of Order shall be the final authority on parliamentary procedure, where they do not conflict with any of Marigold's governance process.

Marigold Board acts as the Governing Board for municipalities that do not have a library board. Marigold Board as the Governing Board oversees and provides support through incorporated societies representing libraries in unincorporated communities within these municipalities (Community Libraries). A list of Community Libraries is set out in Schedule A.

PROCEDURES

Marigold Board establishes standing committees and approves membership.

Marigold Board or the Executive Committee establishes ad hoc committees and approves membership.

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

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

SCHEDULE A: Community Libraries List / Location

<u>Municipality</u>	<u>Society Name</u>	<u>Address</u>	<u>Library Name</u>
MD of Bighorn	Exshaw Library Society	#2 Heart Mountain Drive Exshaw, Alberta Box 157, Exshaw, AB (mailing)	Bighorn Library
Foothills County	Millarville Community Library Association	Millarville Community School 130 Millarville Road, Millarville, Alberta Box 59 Millarville, AB (mailing)	Millarville Community Library
Rocky View County	Langdon Library Society	344 Centre Street Langdon Alberta	Langdon Community Library
Special Area #2	Cessford Home and School Society	Berry Creek School Cessford, Alberta RR#2, Brooks, AB (mailing)	Berry Creek Community Library
Starland County	Rumsey and District Agricultural Society	Main Street Rumsey, Alberta Box 113, Rumsey, AB (mailing)	Rumsey Community Library
Wheatland County	Carseland and District Community Association and Agricultural Society	Carseland Community Hall 330 Railway Avenue W. Carseland, Alberta Box 187, Carseland, AB (mailing)	Carseland Community Library
Wheatland County	Gleichen and District Community Library Society	404 Main Street, Gleichen, AB Box 160, Gleichen, AB (mailing)	Gleichen & District Community Library

POLICY: OPERATIONAL GOVERNANCE
SECTION C: Governance

Committee responsible: Governance
Committee approved: February 25, 2023
Board Approved: April 22, 2023
Review Date: March 2025

page 1 of 2

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 the best possible service through a plan of service process in compliance with legislation.

Marigold Library Board owns the headquarters building located at

- 1000 Pine Street Strathmore, Condominium 2210602 Unit 1 and 2.

Property tax on 1000 Pine Street has been waived by the Town of Strathmore.

Marigold provides insurance coverage that fully protects its assets, including inventory, employees, volunteers, visitors, contractors 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 strategic leadership and direction, oversight and management of the facility and operations. The COO (Chief Operating Officer) provides support to the CEO for the smooth operations and strategic direction of Marigold Library System and assumes the duties of the CEO in his/her absence.

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 for which it is eligible.

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

INSURANCE

The CEO and COO 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 physical collection in member 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.

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.

POLICY: ORIENTATION FOR MARIGOLD BOARD MEMBERS
SECTION C: Governance

Committee responsible: Governance
Committee approved: October 22, 2022
Board Approved: January 28, 2023
Review Date: 2024

page 1 of 3

APPOINTMENT

Board members are appointed by member municipalities in accordance with *Libraries Act and Regulation R.S.A. 2000 Chap. L-11* as amended (hereinafter referred to as *The Act*), the Marigold Library System Agreement and the Appointment Plan for Marigold Board Members.

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

The new participating Board member will receive an information package and Board member orientation.

ORIENTATION

A group orientation session will be held once each year.

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 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 *“Where a Municipality is a Party to this Agreement, it shall appoint one member to Marigold Board. The preference for an appointment will be an individual who has an active involvement in the library community such as membership on the Local Library Board.”* Marigold Library Board members do not necessarily have to be Councillors for Municipalities. The Municipality may 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 Act* and the Marigold Library System Agreement (signed by the participating municipality). 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 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.
- Know the purpose of Marigold Library Board policies, bylaws and plans, and The Act as well as where and how to access them.
- Understand 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.
- Report to Municipal Council on information and business arising at Marigold Board meetings.
- 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 Executive Committee, which has the responsibility to hire a CEO and do regular CEO performance reviews.
- 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.

POLICY: POLICY DEVELOPMENT
SECTION C: Governance

Committee responsible: Governance
Committee approved: February 25, 2023
Board Approved: April 22, 2023
Review Date: Annually before AGM

page 1 of 2

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 its Community Libraries.

Marigold Board:

- Oversees the creation and 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 Board, as the Governing Board for municipalities without library boards, will apply current policies to Community Libraries when possible. "Governing Board" is defined in the Marigold Agreement.

Policies specify who will implement the policy.

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

PROCEDURES

Suggestions for 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 Board committee and if accepted, the committee members will draft a policy. Any recommendations for a new or changed policy will be approved by a simple majority.

Discussion of proposed changes to Marigold Board policies shall allow time for input by the CEO, Marigold staff, Board committee members, the Executive Committee and the Board.

Policies shall reflect 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 whether to approve the policy. If this vote does not result in approval of the policy, Marigold Board shall return the policy 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: February 25, 2023

Board Approved: April 22, 2023

Review Date: 2026

page 1 of 5

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 R.S.C 1985 c.1*, *Province of Alberta Freedom of Information and Protection of Privacy Act and Regulation R.S.A. 2000 Chapter F-25, as amended* (FOIP Act), 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.

Permanent the original records shall be preserved and never destroyed.

Permanent records are held as

Hardcopy the original document retained.

Electronic original document maintained online

Records dealing with the business of the library system are covered by the *FOIP Act* 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 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: Retention Schedule
List by subject, description, years, action

Building and Facility	Description	Retention Period	Action
Architectural Drawings		P	H & E
Certificates of Title		P	H & E
Real Property Report		P	H & E
Utilities	Location of utilities	P	H & E
Owner Manual (Electrical, Mechanical, Architectural)		P	H & E

Marigold Board	Description	Retention Period	Action
Board Meeting Documents	Agendas, minutes	P	E
Committee Meeting Documents	Agendas, minutes	P	E
Marigold Agreement & Schedule C	Filed after superseded	P	H & E
Annual Report	To AB Municipal Affairs	P	E
Annual Report	Marigold Annual Report to Stakeholders	P	H & E
Policies & Bylaws	Filed after superseded	P	E
Legal Opinions		P	H & E
Correspondence	Deemed historical	P	E
Licenses	Expired	P	H & E
Alberta Library Trustees Association	Appointments	P	H & E

Communications & Marketing	Description	Retention Period	Action
Media Releases	Deemed historical	P	E
Photographs	Deemed historical	P	H & E
Publications	Filed after superseded	10	De
Publications	Deemed historical	P	E

MLS Community	Description	Retention Period	Action
Alberta Government	Correspondence	10	De
Alberta Government	Deemed historical	P	E
Alberta Municipal Affairs	Correspondence	10	De
Alberta Municipal Affairs	Deemed historical	P	E
Canadian Government	Correspondence	10	De
Canadian Government	Deemed historical	P	E
Municipalities	Correspondence	10	De
Municipalities	Deemed historical	P	E
Value of Your Investment (Municipalities)		P	E

Consultation	Description	Retention Period	Action
Member Library Annual Reports	Required by MLS policy	10	De
Member Library Audited Financial Statements & Disbursements	Required by MLS policy	10	De
Value of Your Investment (Libraries)		P	E
Agreements & MOUs (Ex. Collection Reserve)	After superseded	P	H & E

Finance	Description	Retention Period	Action
Accounts Payable	Including cheque stubs, POs, correspondence, invoices, receipts, requisitions, etc..	10	De
Accounts Receivable	Including invoices, payment verification	10	De
Assets	Permanent files	P	H & E
Audited Financial Statements	Final	P	H & E
Banking	Including statements, debit & credit memos, cancelled cheques, etc	10	De
Budgets (Operating, Capital)	Final	P	E
Contracts	Filed after superseded	10	De
Donation receipts	Charitable donations	10	De
General Ledger		10	De
Grant Applications		10	De
Grant Reports		P	H & E
GST		10	De
Insurance	Claims	P	H & E
Insurance	Filed after superseded	10	De
Payroll	Record of Employment	P	H & E
Payroll	Other records including deductions, director's fees, garnishes, T4 slips, etc	10	De
Tenders/RFPs		10	De

Human Resources	Description	Retention Period	Action
Applications (not hired)	Resumes, references	10	De
Benefits	Benefit plan, claims	P	E
Personnel File	General information on employees including personal data, job application, performance management, training, commendations, etc	P	E
Pension Plan		P	E
HR & OHS Policies & Procedures	Filed after superseded	P	E
WCB Claims		10	De

Shipping & Receiving	Description	Years	Action
Vehicle Records	Maintenance etc	10 after replaced	De
Vehicle Inspections		10 after replaced	De

POLICY: SERVICE RECOGNITION
SECTION C: Governance

Committee responsible: Governance
Committee approved: April 6, 2022
Board Approved: April 30, 2022
Review Date: 2025

page 1 of 1

STATEMENT OF INTENT

Marigold Board recognizes Marigold Board members, headquarters staff and local library managers for their contributions 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 at the nearest library and a letter of appreciation from the Chair of the Board. An additional or more expensive gift may be presented to a Committee member retiring from the Board.
10+ years	Appropriate gift, up to \$200, a lifetime TRAC library card and a letter of appreciation from the Chair of the Board.

Staff members

1 to 4 years	Letter of appreciation from the Chair of the Board.
5 to 9 years	Appropriate gift, up to \$100 and a letter of appreciation from the Chair of the Board.
10+ years	Appropriate gift, up to \$200, a lifetime TRAC library card and a letter of appreciation from the Chair of the Board.

Long service recognition:

Board and Staff members

5 th anniversary	Recognition and an appropriate gift, up to \$100.
10 th anniversary	Recognition and an appropriate gift, up to \$200.
15 th , 20 th , 25 th 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.

Confirmation of the lifetime TRAC library card will be included in the letter of appreciation from the Chair of the Board for the long-serving board or staff members.

Local library managers are recognized for their service at the Marigold Library System Conference with flowers or another appropriate gift.

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

Committee responsible: Governance
Committee approved: March 16, 2021
Board Approved: April 24, 2021
Review Date: 2023

page 1 of 7

The Marigold Library System Board enacts the following bylaws pursuant to the *Libraries Act and Regulation R.S.A. 2000 Chap. L-11*, Section 36.

1. DEFINITIONS

For the purposes of this bylaw the expression:

- a) **The Act** refers to the *Libraries Act and Regulation R.S.A. 2000 Chap. L-11*, as amended.
- 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 or who enters a library facility.
- 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 C 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 not to disturb others.
- 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 will be liable to a charge under the Act.
- 2.2.4 All patrons shall follow the Code of Conduct (Schedule A). Copies of the Code of Conduct will be posted and available to be given to patrons if the need arises.

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 MELibraries 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 MELibraries borrowing privilege (registered online with a valid TRAC library card) is for patrons wishing to borrow from a public library outside of Marigold but within Alberta.
- 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 provide accurate information for the purpose of registering for a library card.
- 4.2 A patron will notify the Library of any change of residential address, telephone number or email address.
- 4.3 A patron will care for any borrowed library item.
- 4.4 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 borrowing library resources are listed in Schedule B.
- 5.3 Library resources may be placed on hold in accordance with the *TRAC Card Operational Bylaw*.
- 5.4 Library resources may be renewed in accordance with the *TRAC Card Operational Bylaw*.

6. PENALTY PROVISIONS

- 6.1 The fines for late return of library resources for the Community Libraries are listed in Schedule B.
- 6.2 The policy and practice for damaged or lost library resources are set by each Community Library 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 and in accordance with the Act, Section 42.

9. CONFIDENTIALITY OF PATRON RECORDS

- 9.1 The Board requires confidentiality of library patron records. Confidentiality must be protected by all staff members who have access to patron records. This 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 may be collected to recoup the costs for staff time spent fulfilling the request as well as copying and printing information. Fees are payable in accordance with Sections 93 and 95(b) of the FOIP Act.

Chair's Signature: (original signed by Chair)

SCHEDULE A: Patron Code of Conduct

The library is proud to provide a welcoming, safe and clean facility to all our patrons for their enjoyment and access to our services and collections. The Code of Conduct has been established to ensure a positive library experience for everyone. We ask that everyone be:

- Respectful of others in the library: patrons, visitors, staff and volunteers
- Careful and considerate of library property
- Lawful
- Responsible

We expect every patron to:

- Dress appropriately; shoes and shirts must be worn
- Attend to and supervise children in their care
- Attend to personal belongings
- Use library furniture, equipment, washrooms and property properly and for their intended purposes only
- Leave the library promptly at closing time and when requested to do so in emergency situations

Examples of behaviours that are NOT permitted include:

- Threatening, abusive, or harassing language, behaviour or actions
- Behaviour that disturbs others' use of the library or damages library property
- Being under the influence of intoxicating or illegal substances
- Selling, using, or possessing intoxicating or illegal substances
- Carrying weapons or implements which can be used as weapons
- Damage or theft of library materials
- Sleeping
- Offensive body odour or offensive clothing odour
- Use of cell phones, pagers, headphones and other communication devices which disturb others' use of the library
- Taking library materials into washrooms
- Bringing large bags into the library (maximum of two small bags)
- Entering non-public areas

Violation of any provisions of the Patron Code of Conduct may result in charges for damage or misuse, suspension of library privileges, exclusion from the library location and/or criminal prosecution

SCHEDULE B: Library Cards

1. **MEMBERSHIP FEES:** 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 child; \$10 for an adult; \$15 for a family.
Millarville Community Library	\$5 for a single; \$10 for a family
Rumsey Community Library	\$5 for a single; \$10 for a family

2. **MINORS GETTING A LIBRARY CARD:** Parental consent is required to obtain a library card until the patron is 14 years of age.
3. **LATE FINES:** Patrons will be charged fines for the late return of library resources as follows:

Library:	Fees:
Berry Creek Community Library	\$0.10 per item, per day.
Bighorn Library	No fines.
Carseland Community Library	No fines.
Gleichen & District Community Library	No fines.
Millarville Community Library	No fines.
Rumsey Community Library	\$0.10 per item, per day.

4. **LOST OR DAMAGED ITEMS:** Patrons may be charged for the replacement of lost or damaged items at the discretion of the Community Library. The replacement charge for lost or completely damaged items will be the cost listed in the bibliographic record on the TRAC database.
5. **LIBRARY BORROWING SUSPENSION:** A patron's library card may be revoked or suspended for the following reasons until the outstanding charges have been resolved:
- Borrowing privileges will be automatically suspended when replacement costs for lost or completely damaged items exceeds \$50.
 - If a patron neglects or refuses to return or pay for long overdue items, borrowing privileges may be suspended at the discretion of the Library Manager.
6. **NOTICES:** Patrons may choose to receive notices by mail, e-mail, telephone or text message. Notices regarding overdue library resources are sent out according to the following schedule:
- An item is almost overdue – 2 days prior to due date, an Almost Overdue notice is sent.
 - An item is 10 days past due date - 1st Overdue Notice is sent.
 - An item is 21 days past due date - 2nd Overdue Notice is sent.
 - An item is 45 days past due date – a Billing Notice is sent, and the items is considered lost.

SCHEDULE C: 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 President of the Community Library Incorporated Society.

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.

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

Committee responsible: Governance
Committee approved: June 4, 2022
Board Approved: August 27, 2022
Review Date: 2025

page 1 of 1

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

Libraries strive to accommodate the library needs of persons unable to use library resources. The provision of accessible services will be determined by demand and take into consideration the limitations of budget and human resources.

Library services will be offered in a supportive environment and in a manner that acknowledges the independence, dignity and inclusion of all persons.

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;
- c) Encouraging the inclusion and access of support persons accompanying people with disabilities;
- d) Providing access to library material including online services and tools for the print disabled 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 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
Committee approved: June 5, 2021
Board Approved: August 28, 2021
Review Date: 2023

page 1 of 6

STATEMENT OF INTENT

Marigold is the Board of record for municipalities in which Community Libraries are located. Marigold staff select 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.

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 Master of Library and 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 professional librarians provide direction and support for Community Library staff to maintain Community Library collections.

Marigold supports the Canadian Federation of Library Associations 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 Marigold procedures and regulations.

Deselection (Weeding)

Marigold Consultants collaborate with the library manager to ensure collections are weeded and inventoried 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 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 by Executive Council June 27, 1974
Amended November 17, 1983; November 18, 1985; and September 27, 2015

SCHEDULE B: Criteria for Selection, Deselection 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 DESELECTION (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 four 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 deselection 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 C: 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?

.....
.....
.....
.....

3. What is your objection? Please provide specific examples.

.....
.....
.....
.....

4. In your opinion, does it contain anything of value?

.....
.....
.....

Member's signature _____ Date _____

(Please use back of form if you require more space)

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

Committee responsible: Governance
Committee approved: March 5, 2022
Board Approved: April 30, 2022
Review Date: 2024

page 1 of 4

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 Community Library Incorporated Society (the Library 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 Library Society, but not serving on the Library Society, shall conduct the audit.

3. BANKING

Each Library Society must have its own bank accounts pertaining only to library funds. Payments from Marigold Library Board will be deposited into bank accounts maintained by each Library Society.

4. BUDGET

A budget for the upcoming calendar year will be prepared by each Library Society. This budget will be sent to Marigold Library System by February 15 each year, at the same time the Annual Report is submitted. The budget shall be submitted to the municipal council.

5. EXPENSES

The Library Society will budget within its means for continuing education expenses and travel expenses for staff to attend library meetings, conferences, workshops and courses.

Library staff and Library Society members may claim and be reimbursed for reasonable expenses incurred while on sanctioned library business. The Library Society will decide what expenses are paid. Library staff and Library Society members may claim compensation for their expenses on an expense claim form at rates established by the Library 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 Library Society prepares and submits regular financial statements to the Library Society and the municipal council.

A financial statement for a completed calendar year will be sent to 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, less depreciation.

Should a Community Library close, the Library Society, in compliance with applicable legislation, will refer to the documentation submitted to the provincial government to become a Society in terms of the disposition of assets. Marigold owns the real and personal property (including intellectual property) paid for by Marigold in Community Libraries.

All books, periodicals and library materials transferred to a Marigold Community Library remain the property of the Member Municipality unless they are sent to Marigold for withdrawal or other disposition.

9. GENERAL PURCHASING OF SUPPLIES AND SERVICES

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

Community Libraries may participate in Marigold's Purchasing Program for cost-savings and efficiencies. Purchases made through Marigold's Purchasing Program will be reimbursed by the Library 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 in accordance with government regulations and distributes the funding to the Community Libraries each year. Marigold may apply for all grants for which it is eligible 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

A Community Library 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 manner.

14. SIGNING OFFICERS

Two signatures shall be required on all cheques. The signing officers shall be appointed by motion of the Library Society, and may include the President, Vice-President, Treasurer, Secretary-Treasurer or other members of the Society. For a school-housed public library, signing officers shall not be employees of the school.

15. INSURANCE

Marigold insures:

- The materials collection at member libraries

The Library Society will ensure adequate liability and property insurance coverage is in place for building and furnishings and other library properties/equipment. Proof of insurance must be provided each year.

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.

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 activities.

Receipts for commercial transportation are required for reimbursement.

ACCOMMODATION

Receipts are required for reimbursement for accommodation.

POLICY: GRIEVANCE APPEAL PROCESS
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: June 4, 2022
Board Approved: August 27, 2022
Review Date: Annually

page 1 of 3

Policy

An employee grievance is defined as any difference arising out of the interpretation, application, administration or alleged violation of any policy affecting employees. A grievance arises when an employee perceives that something has happened or is happening to them which they interpret as unfair, unjust or inequitable.

A grievance can result from a workplace harassment or violence situation. Please refer to the *Library Service Points Workplace Violence Prevention Policy* and *Library Service Points Workplace Harassment Prevention Policy* for definitions of workplace violence and harassment.

A grievance appeal is a formal review process for dispute resolution. An earnest effort shall be made to settle grievances fairly and promptly in the manner described below.

General

1. Any current employee may file a grievance related to conditions of employment, workplace harassment from other employees, occupational health and safety issues or other employment related issues.
2. The purpose of the procedure described is to ensure that any grievance is processed in an expeditious manner; therefore, compliance with these procedures is mandatory. Requirements:
 - a. The grievant 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 grievant.
 - c. If the grievant 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.
3. Formal grievances will not be accepted, reviewed or adjudicated under this Policy until the matter is informally and verbally discussed with the grievant's immediate supervisor. If the matter is resolved at this stage by the involved parties, no further action will be taken.
4. A former employee who has resigned, or whose employment has been terminated by the Community Library Incorporated Society (hereinafter referred to as the Library Society), is not permitted to file a grievance under this Policy.
5. Nothing in this Policy prohibits an employee, or former employee, from seeking remedies available under the *Employment Standards Code*, the *Alberta Human Rights Act*, the *Occupational Health and Safety Act* or any other employee related legislation, or by commencing Court proceedings.
6. All matters related to a grievance shall be kept confidential to the extent reasonably possible. However, to allow sufficient and proper investigation into a grievance when required, absolute confidentiality cannot be

Section D: Library Service Points – Community Libraries

guaranteed. Investigation into a grievance shall involve the parties to, and those named in, the grievance, as well as others who may have relevant information regarding the grievance.

7. The involvement of witnesses will be at the discretion of the parties to the grievance.
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.
9. An employee who files a grievance in good faith under this Policy shall not be subjected to any adverse or negative treatment as a result of filing the grievance. No employee shall take retaliatory action against a grievant, and/or other individual(s), or attempt to dissuade, deter or punish the grievant, and/or other individual(s) from participating in the grievance process. Disciplinary action, up to and including termination of employment, may result for such retaliatory actions.
10. An employee who files a frivolous or vexatious grievance, or a grievance in bad faith, (as determined by the Library Society) may be subject to disciplinary action, up to and including termination of employment.
11. Maintaining confidentiality, impartiality, and fairness in respect to, and during, the grievance process is important. Accordingly, when an employee files a grievance, it is important and expected that the employee submits their grievance only to the individuals expressly identified in the Procedures section of this policy. An employee who fails to strictly comply with the above may be subject to disciplinary action, up to and including termination of employment.
12. If the CEO of Marigold Library System is, or will be, absent from work for an extended period, a designate may be appointed for the purpose of administering this Policy during such absence from work.

Procedure

1. If the grievance is not or cannot reasonably be resolved (as per #3 above) between the grievant and their immediate supervisor, a formal grievance may be initiated by the grievant with the President of the Library Society within ten (10) working days from the day the incident comes to the attention of the grievant.
2. The grievant will contact the President of the Library Society in writing for action with regards to resolving the grievance. The grievance must include a statement of the following:
 - a. The name(s) of the grievant;
 - b. The nature of the grievance and the circumstances from which it arose.
3. Upon receipt of a written grievance, the President of the Library Society (or designate) will review the grievance, consult with the membership of the Society and decide what remedy or correction is appropriate given the circumstances and respond in writing to the grievant within seven (7) working days.
 - a. When a grievance or complaint is lodged by an employee at a Marigold Library System Community Library, the CEO of Marigold Library System (or designate) must be informed by the President of the

Library Society as soon as possible after the grievance or complaint is received and updated throughout the grievance appeal process.

4. If the grievant is not satisfied with the response of the President of the Library Society on behalf of the members of the Society, the grievance may be escalated for decision to the CEO of Marigold Library System in writing by both the grievant and the President of the Library Society. The decision of the CEO will be returned in writing to the grievant and the President of the Society within ten (10) working days.
5. If the matter is not resolved within ten (10) working days of receipt of the written response from the CEO of Marigold Library System, the CEO will call a meeting of the Executive Committee of the Marigold Board for a decision. The decision of the Executive Committee will be returned in writing to the grievant and the President of the Society within ten (10) working days. The decision of the Executive Committee is final.

Resolution of Grievance

1. If the grievant agrees with a written grievance decision, they shall sign the written grievance decision, indicating that they agree with the grievance decision and that they consider the grievance resolved.
2. A copy of the grievance and the written grievance decision(s) will be sealed and remain in the employee(s) personnel file indefinitely.
3. If a grievant files a formal grievance, but it is resolved prior to a written decision being rendered, a copy of the grievance will be placed in the grievant's personnel file along with a written acknowledgment from the grievant that the grievance was satisfactorily resolved.

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

Committee responsible: Governance
Committee approved: June 5, 2021
Board Approved: August 28, 2021
Review Date: 2023

page 1 of 1

STATEMENT OF INTENT

Each Community Library encourages library use by all residents of the community it serves by providing open hours throughout the year at times the community can make the most convenient and effective use of library services.

CONDITIONS

Community Libraries may be closed during statutory holidays, civic holidays, community celebrations, in cases of infrastructure failure, extreme weather conditions and/or disaster.

All Community Libraries must be open to the public a minimum of twelve hours per week.

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

PROCEDURES

Community Libraries must report changes to their regular hours, including unexpected or emergency closures, to Marigold Library System to maintain functionality in the integrated library system (Polaris) and ensure current information in Marigold systems and member library websites.

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

Committee responsible: Governance
Committee approved: March 6, 2021
Board Approved: April 24, 2021
Review Date: 2023

page 1 of 23

The Marigold Library Board and the Community Library Incorporated Societies are committed to protecting the health and safety of library staff, volunteers, patrons and visitors at Community Libraries. Marigold will develop policies and procedures in accordance with Occupational Health and Safety (OHS) legislation.

This policy shall apply to all employees and volunteers of a local organization responsible for library service in a Marigold Library System service point hereinafter known as a Community Library.

For resources, templates and further background information for the following policy statements, refer to Schedule A. Where this policy is silent, Alberta's *Employment Standards Code and Regulation R.S.A 2020 Chap. E-9*, as amended (hereinafter referred to as "*the Code*"), will be followed as mandated by law.

1. DEFINITIONS

For this Policy, the following definitions shall apply:

- a) **Board** shall refer to the Marigold Board, which is comprised of appointed Trustees of the Marigold Library System. The Marigold Board serves as the governing board for municipalities in Marigold that do not have a library board, and as such is the library board responsible for community libraries.
- b) "**Community Library Incorporated Society**" a Society incorporated or continued under the *Societies Act and Regulation R.S.A 2000 Chap. S-14*, as amended, that oversees the day-to-day operations and supervision of a library in a member municipality that does not have its own Library Board.
- c) **Employee** shall refer to those paid, 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.
- d) **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.

2. EXCEPTIONS TO POLICY

Requests for any exceptions regarding the application of the Personnel Policy must be submitted to the President of the Community Library Incorporated 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, volunteers, Community Library Incorporated Society members, patrons 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 shall proactively consult his/her supervisor.

General Obligations

- a) An employee shall, in the course of his/her duties, uphold the laws.
- b) An employee shall ensure that his/her conduct, whether in a personal or official capacity, does not bring Marigold or the Community Library Incorporated Society into disrepute or damage public confidence.
- c) An employee shall act responsibly in the performance of his/her public duties.
- d) An employee shall behave professionally, respectfully and courteously, 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.
- e) An employee shall ensure his/her position is not used improperly for personal advantage.
- f) 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 Incorporated Society 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 record 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.

- a) All employees have an obligation to conduct business to avoid actual, potential or perceived conflict of interest.
- b) An employee shall not accept a bribe, favour or fringe benefit from anyone who conducts business with the Community Library.
- c) If an employee has any influence in a business transaction involving a purchase or contract, full disclosure must be made to the Community Library Incorporated Society President so that safeguards can be established and recorded.
- d) An employee shall not use his/her influence to obtain advantage on behalf of a family member or relative of the employee.

Library Property

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

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

Penalty for Non-compliance

Any employee who contravenes any section of this policy may be subject to disciplinary action:

- a) Verbal or written warning,
- b) Suspension,
- c) Dismissal Termination, OR
- e) Such other action or penalty as may be appropriate and permitted by law under the circumstances.

4. WORKING HOURS AND CONDITIONS OF EMPLOYMENT

Each Community Library sets the regular hours of work based on local needs and the *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.

In accordance with *the Code*, an employee must be paid for a minimum of 3 hours of work if they are called to work. Employees are entitled to a minimum of a 30-minute break (paid or unpaid) **within every 5 hours** of consecutive employment.

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 President of the Community Library Incorporated Society within a reasonable period on the day of the absence. An absence of a period of three consecutive days without contacting a supervisor may be considered justification for termination.

5. RECORDING OF TIME WORKED

The Employee, in consultation with the Community Library Incorporated Society, shall record the time worked by him/herself. This may entail filling out a timesheet (see Schedule A for a template).

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 also required to record their hours on a time log (see Schedule A for a template).

6. WAGES AND SALARIES

Employees shall be paid according to the decision of the Community Library Incorporated Society. Wages must meet the minimum set by *the Code*.

The payroll deductions required by law, including Income Tax, Canada Pension Plan and Employment 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 and supports fair employment practices consistent with legislation. The President of the Community Library Incorporated 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.

When an applicant is offered a position, they will be provided with an employment offer letter and a current job description. Employment offer letters will outline the terms of employment and probationary period (see Schedule A for a template).

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

8. ORIENTATION

The Library Manager and/or the President of the Community Library Incorporated Society will give new employees an orientation to the library (see Schedule A for a template).

9. PROBATIONARY PERIOD

All newly hired employees should have a six (6) month probationary period. 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 may be terminated without cause in accordance with *the Code*.

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

10. PERSONAL APPEARANCE

All Community Library employees are expected to present themselves in a manner which represents a positive work image, is task appropriate and supports a safe work environment.

11. LEAVES OF ABSENCE

The granting of sick leave, personal and family responsibility leave, long term illness and injury leave and bereavement shall be at the discretion of the Community Library Incorporated Society, in accordance with *the Code* (see Schedule A for details about types of leaves of absence).

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:

- a) Current spouse, adult interdependent partner or common-law partner.
- b) Children (and their partner/spouse).

- c) Parents, stepparents and/or current or former guardians (and their partner/spouse).
- d) Siblings, half-siblings, stepsiblings (and their partner/spouse).
- e) Grandchildren, step-grandchildren (and their partner/spouse).
- f) Grandparents, step-grandparents.
- g) Aunts, uncles, step-aunts, step-uncles (and their partner/spouse).
- h) Nieces, nephews (and their partner/spouse).
- i) Current or former foster children (and their partner/spouse).
- j) Current or former foster parents.
- k) Current or former wards.
- l) A person the employee is not related to but considers to be a close relative.

Additional time with or without pay may be granted at the discretion of the Community Library Incorporated Society.

12. PERFORMANCE APPRAISALS

An appraisal of each employee's performance will be conducted annually at a time and date agreed upon by the Community Library Incorporated 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 A for a 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 consider 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) A sample performance appraisal document is included in Schedule A.
- b) A copy of the signed performance appraisal shall be placed in the employee's confidential personnel file.
- c) Marigold can provide further assistance with performance appraisals.

13. RESIGNATION

An employee is required by *the Code* 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.

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

An employee must receive a completed Record of Employment (ROE) and all monies owing, in accordance with *the Code*.

14. 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 Code* and in consultation with Marigold.

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.

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:

- a) Serious criminal code violation such as drug abuse.
- b) Serious infraction of the FOIP regulations.
- c) Unreliability and/or dishonesty.
- d) Disloyalty or insubordination.

- e) Mistreatment of library patrons or fellow staff.
- f) Workplace violence or harassment.
- g) Poor job performance or work habits.
- h) Unexplained absences.

Prior to terminating an employee, consultation with legal counsel is advised.

15. WORKING ALONE IN THE WORKPLACE

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

Occupational Health and Safety Code requires employers to conduct a hazard assessment to identify existing or potential hazards in the workplace associated with working alone.

- a) Implement safety measures to reduce the risk to employees from the identified hazards.
- b) Provided with PPE by the Community Library Incorporated Society.
- c) Ensure that employees have effective means of communicating with their employer, immediate supervisor or another designated person in case of an emergency.
- d) Ensure employees receive sufficient training and are educated so they can perform their jobs safely.

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.

16. ACCIDENT REPORTING

All employees of Community Libraries need to have worker's compensation coverage. This is a legal requirement and a responsibility of the Community Library Incorporated Society as per the *Worker's Compensation Act and Regulation R.S.A 2000 Chap. W-15*, as amended. It is at the discretion of the Community Library Incorporated Society whether the volunteers are covered under WCB.

All employees are expected to conform to WCB Regulations regarding accident reporting.

If a WCB claim is submitted, a copy must be sent to the CEO of Marigold Library System.

17. PUBLIC STATEMENTS

The President of the Community Library Incorporated Society or the Library Manager, with the Society's approval, shall be responsible for public statements or news releases on behalf of the community library.

Employees and volunteers who speak or write about the library publicly are responsible for ensuring that they do not release confidential information.

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

18. LIBRARY VOLUNTEERS

Volunteers will be provided with an orientation to the library premises, services, safety procedures, policies, and personnel with a focus on the areas relating directly to their assigned tasks by the library manager. A written hazard assessment and job description must be provided during orientation (see Schedule A for sample volunteer documents).

Schedule A: Background

This Schedule provides advice, best practices, procedures, examples, and sample documentation to ensure that Community Libraries are equipped to fulfill the requirements of the policies listed above.

PERFORMANCE MANAGEMENT

For policy statements regarding performance management, see the *Library Service Points Personnel Policy*, section 12.

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.

It is advisable to approach performance discussions with the expectation that performance is a shared responsibility (supervisor and employee) and that both parties aspire to deliver the best performance possible. The supervisor assumes that the employee is capable of and will do his or her best to achieve clearly stated performance expectations, and that the supervisor and employee can communicate openly and work together to make that happen.

Employee Conduct and Disciplinary Action

Where there are performance problems that remain unresolved after supervisor/employee discussions, a process for progressive discipline can be followed. Each consultation should clearly state the expectations and progress as well as the potential consequences if the undesirable behavior continues or recurs. The following are suggested courses of action only:

- Caution Notice - clear communication describing undesirable behaviors, expected behaviors and outcomes, and potential consequences. There needs to be a timeline for resolution and a follow-up plan.
- Verbal Warning - a direct notice to cease and discontinue undesirable activity, along with communication as above.
- Written Warning - a formal discipline notice placed in an employee's personnel file, along with communication as above.

It is recommended that written documentation be kept of all the notices and warnings.

The Community Library Incorporated Society may seek legal counsel if needed. The CEO of Marigold Library System may be consulted at any time during the action and must be consulted regarding termination if legal counsel is obtained.

HIRING, PROBATION, TERMINATION

For policy statements regarding hiring, probation and termination, see the *Library Service Points Personnel Policy*, sections 7 - 9, 13 and 14.

During the first three months of employment, an employee should meet with the Community Library Incorporated Society President or Library Manager to receive updates on performance and learning progress on a regular basis.

Prior to the end of the first three months, the supervisor should prepare a written summary of observations and work samples (if appropriate) for discussion with the employee. The performance review report will be signed by the immediate supervisor and be placed in the employee's personnel file.

Employees need to receive a formal performance review evaluation before the end of six months. An employee will be notified by the Supervisor of the President of the Society when he or she has successfully completed the probationary period.

LEAVES OF ABSENCE

For policy statements leaves of absence, see the *Library Service Points Personnel Policy*, section 11.

A written request must be presented in advance of the date of leave except in emergencies. The granting of paid leave to employees shall be at the discretion of the Community Library Incorporated Society. If needed, advice may be sought from the Administrative Assistant and HR Coordinator at Marigold.

The following types of leave shall be granted in compliance with the *Employment Standards Code* and relevant federal statutes.

- a) Citizenship Ceremony Leave.
- b) Compassionate Care Leave - The granting of paid compassionate care leave to employees shall be at the discretion of the Community Library Incorporated Society.
- c) Critical Illness Leave - Critical illness leave provides job-protected leave to provide care and support for a critically ill child or family member.
- d) Death or Disappearance of a Child Leave.
- e) Domestic Violence Leave.
- f) 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 Community Library Incorporated Society Local Society. Upon being served with notice to appear in court, the employee shall immediately notify the Chair President of the Community Library Incorporated Society Local Society.
- g) Long-term Illness and Injury Leave - Eligible employees shall be granted up to 16 weeks of leave due to illness, injury or quarantine.
- h) Maternity and Parental Leave.
- i) Personal and Family Responsibility Leave - Personal and family responsibility leave provides job-protected, unpaid leave provides up to 5 days of job protection per year for personal sickness or short-term care of an immediate family member. This leave includes attending to personal emergencies and caregiving responsibilities related to education of a child.
- j) Reservist Leave.
- k) Sick Leave - Sick leave means the period 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.

Leave of Absence

Leave of absence without pay may be granted at the library manager's discretion provided satisfactory arrangements can be made for the performance of an employee's duties. A leave of absence may be granted following the use of:

- a) Accumulated overtime hours.
- b) Vacation days/hours.

ABSENTEEISM

For policy statements regarding absenteeism, see the *Library Service Points Personnel Policy*, section 4.

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

WORKING ALONE IN THE WORKPLACE

****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.****

For policy statements regarding working alone, see the *Library Service Points Personnel Policy*, section 15.

To determine whether assistance is readily available, three conditions must be met:

- a) **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.
- b) **Willingness** – Persons expected to aid 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.
- c) **Timeliness** – The required assistance will be provided in a reasonable period of time. What 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.

The following applies to the employee's choice of Designate:

- 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 Community Library Incorporated Society Local Society shall be informed as to the identity of the employee's selected designate.
- f) The Community Library Incorporated 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.

CONTINUING EDUCATION

The Community Library Incorporated 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.

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

ACCIDENT REPORTING

For policy statements regarding accident reporting, see the *Library Service Points Personnel Policy*, section 16.

All employees and volunteers of community libraries need to have worker's compensation coverage. This is a legal requirement and a responsibility of the Community Library Incorporated Society as per the *Worker's Compensation Act* of Alberta. Please note: It is at the discretion of the Community Library Incorporated Society whether the volunteers are covered under the Worker's Compensation Board (WCB).

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 President of the Community Library Incorporated Society. If the employee must leave work because of the accident/injury, a Workers Compensation report must be filed by the President of the Community Library Incorporated Society according to the requirements.

It is the Community Library Incorporated Society President's responsibility to see that the employee and volunteer 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 WCB. For further information see the [WCB website](#).

If a volunteer is injured, the accident is reported, and the volunteer's time log and the accident report is submitted immediately to the President of the Community Library Incorporated Society.

All serious incidents require immediate reporting to Government of Alberta, Occupational Health and Safety by calling 1-866-415-8690.

Serious incidents occur if:

- a) There is a fatality.
- b) An injury requires an employee to be admitted to the hospital.
- c) Any part of the building collapses.
- d) There is an unplanned explosion, fire or flood that causes serious injury or may cause serious injury.

Potentially Serious Incidents (PSI) must be reported online. A PSI is any incident where a reasonable and informed person would determine that:

- a) the injury sustained requires medical attention beyond first aid, or
- b) the incident could have caused serious injury and:
 - the hazard was not identified in the hazard assessment, or
 - the identified hazard had not been reasonably controlled.

PERSONAL APPEARANCE

For policy statements regarding personal appearance, see the *Library Service Points Personnel Policy*, section 10.

The Library Manager is responsible for modeling appropriate dress and advising employees on clothing appropriate to the conditions, location and type of work being done.

LIBRARY VOLUNTEERS

For policy statements regarding library volunteers, see the *Library Service Points Personnel Policy*, section 18.

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

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 matched to a suitable assignment. Ideally the volunteer will have the opportunity to develop new skills relating to library operations as they gain experience. It is advisable that all volunteer positions have a job description that is shared with the volunteers prior to the commencement of their volunteer work (See Schedule A for a sample volunteer job description).

Although volunteers are essentially non-paid staff members, they must be treated with respect, appreciation and with understanding that they are not being compensated. Volunteers are expected to meet their commitments to the library, but they may also warrant some consideration and flexibility in scheduling. Volunteers should advise the library manager or supervising staff member immediately if any difficulties are encountered in meeting their obligations, and to schedule absences well in advance.

If a trial or probationary period is appropriate, the volunteer will be advised of how this will work and when the period is over.

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

Volunteers should be recognized and appreciated for their assistance and publicly acknowledged in a way that honours and respects the volunteer

Appendix A – Sample Orientation Checklist for Employees and Volunteers

This training checklist is intended for a new Library Manager but can be adapted for other staff members or volunteers. Training should be done by the previous Library Manager (if possible) or the Community Library Incorporated Society President or designate. The Library Manager will also receive orientation and training from staff from Marigold headquarters over the course of four or five 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

Community Library Incorporated Society/Staff Relationships

- Community Library Incorporated Society as employer
- Marigold Library System Board as the governing board.
- 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:
 - Marigold Library System
 - Name of Consultant and who to contact at headquarters
 - MeLibraries
 - 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 Federation of Library Association's (CFLA) Statement on Intellectual Freedom (located in the *Library Service Points Collection Management Policy*).

Health and Safety Training

- Emergency Procedures and evacuation
- Hazard Assessment
- Musculoskeletal Injuries and Prevention
- First Aid
- Emergency Equipment
- Personal Protective Equipment
- WHMIS (if applicable)
- General Housekeeping (Prevention of slips, trips and falls)
- OHS legislation

Appendix B – Sample Offer Letter

[Library Society name]

Address

Date

Name (full name)

Address

Dear [name],

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

During your employment with Anytown Library, your job duties, responsibilities, position and salary outlined in this employment offer letter may change. If that happens, you will be consulted and if you agree, these changes will be documented in writing.

Please take the time to read the conditions set in this letter before signing 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

cc. P. File

New Employee [Name]

Date

Library

Pay Period:

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

Supervisor

Appendix D – Sample Job Description

POSITION TITLE: Library Manager
REPORTS TO: Community Library Incorporated Society
POSITION SUMMARY: Responsible for managing all aspects of library operations

MAJOR RESPONSIBILITIES:

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.
- 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.
- Participates in all Community Library Incorporated Society meetings and is invited to all committee meetings.
- Liaises with stakeholders: The Municipality, the community, the Community Library Incorporated Society, 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, manages the budget and keeps accurate financial records.
- Completes required documents including the Annual Report (needed for Provincial operating grant funding)
- Ensures the library is compliant with the Alberta Libraries Act and Regulations.
- Supervises the library to ensure that patrons follow the Code of Conduct while in the Library, takes action to curb disruptive behaviors and contacts the authorities when risky situations arise
- Participates in other activities as assigned.

Circulation

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

Library Promotion

- Plans and delivers a variety of programs for the residents of the community
- 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

Section D: Library Service Points – Community Libraries

- Assists in the planning, implementation and evaluation of library services and programs
- Uses programming resources available from Marigold to provide programming experiences for library patrons

Reference, Readers' Advisory and Resource Services

- Assists library patrons in the use of the library and resources by answering patron questions and providing guidance in the use of library tools.
- Assists library patrons with the use of computer applications and the use of eResources
- Assists library patrons with the use of equipment in the library, such as wifi and the photocopier

Collection Management

- Consults with the Marigold Consultant to cooperatively select library materials with the express intent of supplying the community with a collection that prioritizes community needs, interests and standards
- Conducts inventories of the library's holdings and weeds collections on a regular basis
- Adds local information to the ILS (Integrated Library System) as instructed by Marigold staff

POSITION REQUIREMENTS:

This position involves extensive use of computers and technology.

- Grade 12 education and office experience
- Customer service experience and a proven track record for working collaboratively and respectfully with all ages and groups
- Training and/or experience in office procedures, including familiarity with accounting and bookkeeping procedures.
- Library training and/or experience is desirable
- Knowledge of Internet and Microsoft Office applications
- 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 troubleshooting for the electronic resources provided by Marigold;
- the ability to assist patrons to access a broad range of electronic information resources

Appendix E – Sample Performance Appraisal Process for Staff of Marigold Library System Community Libraries

January to February	Goal setting for the Community Library organization
February to April	Goal setting for individual employees, led by the work unit supervisor
October to December	Employee Feedback (see below for sample feedback questions) <ul style="list-style-type: none">a. Distribute questions to employee two weeks before annual performance interviewb. Employee will complete and return their answers to the supervisor at least 4 days before the performance interview
October to December	Employer Feedback (see below for sample feedback questions) <ul style="list-style-type: none">a. Supervisor will provide employee with written feedback at least 4 days before the annual performance interview
October to December	Performance Review <ul style="list-style-type: none">a. Review of Community Library and individual goalsb. Discussion of written feedback, including growth and development goalsc. Compliments and thanksd. Discussion of any concernse. Discussion of performance expectationsf. Review of Hazards Assessmentg. Review of Job Descriptions
October to December	Interview Follow-up <ul style="list-style-type: none">a. Supervisor, who conducted the performance interview, will write a summary of the interview including meeting details such as date, time, place and attendees (see below for sample questions)b. Supervisor lists no more than 5 performance expectations for the upcoming year based on interview discussion and review of Community Library goals and individual goalsc. Summary and expectations will be shared with the employeed. Employee may respond in writinge. Supervisor and employee sign summary and expectationsf. Documentation is placed in the employee's personnel file

Employee Feedback

1. How have I met the goals set by myself and my supervisor this year?
2. What went well this year? How have I expanded my skills?
3. What could I use some help with?
4. What growth and development goals would I like to focus on in the coming year?
5. How do I feel about working at the Community Library?

Employer Feedback

6. How has [name] met the goals set for him or her this year? How was this goal achievement aided by the supervisor and/or by the Community Library Incorporated Society?
7. Comment on [name]'s skills and work? What went well this year?
8. What growth and development goals would the supervisor recommend for [name] in the coming year?
9. Are there any other comments about [name]?

Employer Summary after the Performance Interview

1. In summary, what did the supervisor learn during the performance interview discussion with [name]?
2. What performance expectations were agreed to by the Supervisor/Manager and by the Employee?
3. What work unit planning goals are recommended for the coming year?
4. Are there any other comments?

Appendix F – 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

Appendix G – Sample Volunteer Job Description

Volunteers are often important in the operation of the local library, allowing the library to better serve customers and to ensure the smooth operation of the library.

What the library expects of its volunteers:

Volunteers are as important as library staff members. Volunteers have the same responsibility to complete assigned tasks with care and attention to detail, and to 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.

Volunteers are expected to maintain confidentiality about patron information and borrowing preferences; library operations; staff and board concerns that come to their attention.

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; tidy and dust shelves
- Cover or repair books as trained by the library manager
- Aid 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
- Assist with other duties, such as preparing displays and greeting patrons

Volunteers will not:

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

Appendix H – 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: _____

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

Committee responsible: Governance
Committee approved: March 5, 2022
Board Approved: April 30, 2022
Review Date: 2024

page 1 of 2

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 public access computer(s) or wireless devices, during open hours of the library.

Users are responsible for the information they access. Marigold and the library have no control over the information accessed through the Internet and are 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 library society, a nominal charge may be made for printing and saving devices.

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

For more information see the *Marigold IT Services Policy*.

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.

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: February 25, 2023

Board Approved: April 22, 2023

Review Date: 2024

page 1 of 5

STATEMENT OF INTENT

The Community Library shall keep orderly and timely records of the business of the library and the community library incorporated society. This policy ensures that procedures are followed that comply with federal rules and regulations, provincial legislation, Marigold Library System reporting requirements for member libraries, and with the needs of the library.

CONDITIONS

The *Income Tax Act of Canada R.S.C 1985 c.1*, *Province of Alberta Freedom of Information and Protection of Privacy Act and Regulation R.S.A. 2000 Chapter F-25, as amended* (FOIP Act), Canada Pension Plan and Administrative Records Disposition Authority (ARDA) are used as authority for the retention of records.

The library shall retain and dispose of records as applicable, as outlined in Schedule A.

Records, as set out in Schedule A, are

Destroyed the records shall be destroyed without any copy being retained.

Permanent the original records shall be preserved and never destroyed.

Permanent records are held as

Hardcopy the original document retained.

Electronic original document maintained online with original maintained online as a template

Records dealing with the business of the library are covered by the *FOIP Act* 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: Retention Schedule
 List by subject, description, years, action

Building and Facility	Description	Retention Period	Action
Architectural Drawings		P	H & E
Certificates of Title		P	H & E
Real Property Report		P	H & E
Utilities	Location of utilities	P	H & E
Owner Manual (Electrical, Mechanical, Architectural)		P	H & E

Library Society	Description	Retention Period	Action
Society Meeting Documents	Agendas, minutes	P	E
Committee Meeting Documents	Agendas, minutes	P	E
Marigold Agreement & Schedule C	Filed after superseded	P	H & E
Annual Report	To AB Municipal Affairs	P	E
Annual Report	Annual Report to Stakeholders	P	H & E
Policies & Bylaws	Filed after superseded	P	E
Legal Opinions		P	H & E
Correspondence	Deemed historical	P	E
Licenses	Expired	P	H & E
Alberta Library Trustees Association	Appointments		

Communications & Marketing	Description	Retention Period	Action
Media Releases	Deemed historical	P	E
Photographs	Deemed historical	P	H & E
Publications	Filed after superseded	10	De
Publications	Deemed historical	P	E

Community	Description	Retention Period	Action
Alberta Government	Correspondence	10	De
Alberta Government	Deemed historical	P	E
Alberta Municipal Affairs	Correspondence	10	De
Alberta Municipal Affairs	Deemed historical	P	E
Canadian Government	Correspondence	10	De
Canadian Government	Deemed historical	P	E
Municipalities	Correspondence	10	De
Municipalities	Deemed historical	P	E
Value of Your Investment (Municipalities)		P	E

Consultation	Description	Retention Period	Action
Member Library Annual Reports	Required by MLS policy	10	De
Member Library Audited Financial Statements & Disbursements	Required by MLS policy	10	De
Value of Your Investment (Libraries)		P	E
Agreements & MOUs	Filed after superseded	P	H & E

Finance	Description	Retention Period	Action
Accounts Payable	Including cheque stubs, POs, correspondence, invoices, receipts, requisitions, etc..	10	De
Accounts Receivable	Including invoices, payment verification	10	De
Assets	Permanent files	P	H & E
Audited Financial Statements	Final	P	H & E
Banking	Including statements, debit & credit memos, cancelled cheques, etc...	10	De
Budgets (Operating, Capital)	Final	P	E
Contracts	Filed after superseded	10	De
Donation receipts	Charitable donations	10	De
General Ledger		10	De
Grant Applications		10	De
Grant Reports		P	H & E
GST		10	De
Insurance	Claims	P	H & E
Insurance	Filed after superseded	10	De
Payroll	Record of Employment	P	H & E
Payroll	Other records including deductions, director's fees, garnishes, T4 slips, etc	10	De
Tenders/RFPs		10	De

Human Resources	Description	Retention Period	Action
Applications (not hired)	Resumes, references	10	De
Benefits	Benefit plan, claims	P	E
Personnel File	General information on employees including personal data, job application, performance management, training, commendations, etc...	P	E
Pension Plan		P	E
HR & OHS Policies & Procedures	Filed after superseded	P	E
WCB Claims		10	De

Shipping & Receiving	Description	Years	Action
Vehicle Records	Maintenance etc...	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: June 4, 2022
Board Approved: August 27, 2022
Review Date: 2025

page 1 of 2

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, social bookmarking services, user rating services and any other online collaboration, sharing or publishing platforms.

PROCEDURES

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

A. Organizational Account Use

“Organizational Account Use” refers to social media sites affiliated with the library and the staff administering those sites. Social media sites facilitate an environment for library staff and library users to engage, share opinions and information about library related subjects or community issues. The same standards, policies and guidelines apply to online and social media as all other forms of Library communication. Library staff will strive to create a social media presence that is consistent with the Library’s vision, mission and core values.

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. The Community Library reserves the right to edit or modify submissions when reposting or providing comment.
4. 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.
5. 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)
6. An employee will uphold any laws governing copyright, intellectual property or official trademarks by citing and linking to sources whenever possible.
7. 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.

8. 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.
9. 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.
10. The library is not responsible for the content on the pages of friends, fans, or followers of the library. The library does not endorse or review content of third-party sites.

B. Personal Account Use

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 POLICY
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: March 6, 2021
Board Approved: April 24, 2021
Review Date: March 2023

page 1 of 1

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 Library Manager or designate.

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: October 30, 2021

Board Approved: January 29, 2022

Reviewed date: 2023

page 1 of 1

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, bylaws and applicable legislation.
2. Community Library staff shall 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 passwords with anyone unless there is no other alternative to conduct library business or to troubleshoot computer devices.
5. Community Library staff who have been issued email addresses by Marigold are required to complete cyber security training sessions provided by Marigold.
6. Use of technologies for personal reasons is permissible provided that the use of technology does not interfere with work-related duties and responsibilities.
7. Material covered by copyright or license will not be shared in any format without the explicit permission of the owner of the copyright or license.
8. 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 Marigold IT for further instructions.

POLICY: WORKPLACE HARASSMENT PREVENTION
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: June 4, 2022
Board Approved: August 27, 2022
Review Date: Annually

page 1 of 2

Marigold Library System recognizes its legal and moral responsibility to ensure that employees can pursue their duties in an environment free from harassment.

Definitions

1. Harassment:

A single or repeated incident of objectionable or unwelcome conduct, comment, bullying or action by a person that would cause offence or humiliation intended to intimidate, offend, degrade or humiliate a person or group or adversely affects the employee's health and safety.

Harassment includes conduct, comments, bullying or actions because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation.

The behaviour need not be intentional to be considered harassment. If a behavior is offensive or it intimidates others, it is considered harassment.

2. Sexual harassment:

Sexual harassment is any unwelcome behavior that is sexual in nature. This includes unwanted sexual advances, unwanted requests for sexual favours or any other form of sexual solicitation.

Obligations

1. Marigold is committed to providing an abuse-free work environment in which all people respect one another and work together. Any act of harassment committed by or against any individuals affiliated with the Community Library is unacceptable conduct and will not be tolerated.
2. The Community Library Manager will adhere to and enforce the *Workplace Harassment Prevention Policy*.
3. Employees and/or volunteers of the Community Library shall not subject any other person or group to workplace harassment or allow or create conditions that support workplace harassment.
4. Library patrons, visitors or other individuals contracted to work for/at the Community Library shall not subject any other person or group to workplace harassment or allow or create conditions that support workplace harassment.

5. Harassment is considered a workplace hazard and must be addressed in all employee hazard assessments. Marigold provides procedures to protect employees from the hazard of harassment and a process for employees to report incidents and to raise concerns.
6. All complaints of harassment will be investigated in a confidential manner, in accordance with the *Library Service Points Grievance Appeal Process Policy*.
7. Reports will be submitted for permanent retention to the President of the Community Library Incorporated Society (hereinafter referred to as the Library Society) and a copy will be sent to the CEO of Marigold Library System.
8. The President of the Library Society will provide a copy of the investigation report to Alberta Occupational Health and Safety (OHS) upon request and will fully cooperate with Alberta OHS officers if they are involved in a harassment investigation.
9. Anyone engaging in workplace harassment, bullying or sexual harassment will be subject to disciplinary action, up to and including termination of employment.
10. For acts of harassment by individuals outside of the organization, action taken may include temporary or permanent withdrawal of services or legal action.
11. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.
12. An employee has the right to exercise any other legal rights, including addressing complaints to the Alberta Human Rights Commission.
13. Employees harmed by harassment will be advised of support or treatment options and are entitled to wages and benefits while attending treatment.
14. Reasonable action taken by the employer or supervisor relating to the management and direction of workers at a worksite is not considered workplace harassment.

President, Library Society

CEO, Marigold Library System

Date: _____

POLICY: WORKPLACE VIOLENCE PREVENTION
SECTION D: Library Service Points – Community Libraries

Committee responsible: Governance
Committee approved: June 4, 2022
Board Approved: August 27, 2022
Review Date: Annually

page 1 of 2

Marigold Library System is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety and recognizes its legal and moral responsibility to ensure that employees can pursue their duties in an environment free from violence.

Definitions

1. Workplace Violence:

Violence, whether at a work site or work related, is the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical or psychological injury. Workplace violence can include:

- physical attack, aggression or any unwanted touching
- threatening behaviour
- verbal or written threats

2. Domestic Violence:

Domestic violence is a pattern of behaviour used by one person to gain power and control over another with whom a person has or has had a personal relationship. This can range from subtle, coercive forms to violent acts that result in physical harm or death. Examples of this behaviour may include physical violence, sexual abuse, financial control, emotional and psychological intimidation, verbal abuse, stalking and using electronic devices to harass and control. Domestic violence becomes a workplace hazard, and is no longer limited to a personal issue, when it occurs or spills over into the workplace. It may put the targeted worker at risk and may pose a threat to co-workers. Domestic violence can occur between, but is not limited to:

- current or former intimate partners
- people of all ages
- family members
- people of all racial, economic, educational and religious backgrounds
- people in heterosexual and same-sex relationships. The nature of the relationships could be:
 - living together or separately
 - married or unmarried
 - short or long-term relationships

3. Sexual Violence:

Sexual violence is a workplace hazard that refers to any sexual act, attempt to obtain a sexual act, or other act directed against a worker's sexuality using coercion, by any person regardless of their relationship to the victim, in a workplace or work-related setting. Sexual violence exists on a continuum from obscene name calling to rape and/or homicide and includes on-line forms of sexual violence (e.g. Internet threats and harassment) and sexual exploitation.

Obligations

1. Marigold Library System is committed to eliminating or, if that is not reasonably practicable, controlling the hazards of violence.
2. All employee hazard assessments will include workplace violence, domestic violence and sexual violence as hazards.
3. The Community Library Manager will adhere to and enforce the *Workplace Violence Prevention Policy*.
4. Employees and/or volunteers of the Community Library shall not subject any other person or group to workplace violence or allow or create conditions that support workplace violence.
5. Library patrons, visitors or other individuals contracted to work for/at the Community Library shall not subject any other person or group to workplace violence or allow or create conditions that support workplace violence.
6. All complaints of violence will be investigated in a confidential manner in accordance with the *Library Service Points Grievance Appeal Process Policy*.
7. Reports will be submitted for permanent retention to the President of the Community Library Incorporated Society (hereinafter referred to as the Library Society) and a copy will be sent to the CEO of Marigold Library System.
8. The Library Society President will provide a copy of the investigation report to Alberta Occupational Health and Safety (OHS) upon request and will fully cooperate with Alberta OHS officers if they are involved in a violence investigation.
9. Anyone engaging in any form of workplace violence will be subject to disciplinary action, up to and including termination of employment.
10. For acts of violence by individuals outside of the organization, action taken may include temporary or permanent withdrawal of library services or legal action.
11. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.
12. An employee has the right to exercise any other legal rights, including addressing complaints to the Alberta Human Rights Commission.
13. Employees harmed by workplace violence will be advised of support or treatment options and are entitled to wages and benefits while attending treatment.

President, Library Society

CEO, Marigold Library System

Date: _____

POLICY: ACCESS AND ACCEPTABLE USE OF INFORMATION TECHNOLOGY

SECTION E: Standards & Services

Committee responsible: Standards & Services

Committee approved: May 25, 2021

Board Approved: August 28, 2021

Review Date: 2024

page 1 of 4

STATEMENT OF INTENT

Marigold Library System provides access to information technology and networked services (the “Marigold network”) for Headquarters staff, member library staff and member library volunteers to assist in achieving library goals and objectives.

CONDITIONS

Networked services are maintained, monitored and supported by Marigold for the delivery of public library service, as defined in Marigold’s Information Technology (IT) Services Policy.

Users are authorized Headquarters staff, member library staff and member library volunteers who need network access through a user ID and password.

Users are responsible for understanding compliance requirements in accordance with this policy. Users must sign a compliance statement prior to issuance of a user ID.

Users who have been issued email addresses by Marigold are required to complete cyber security training sessions provided by Marigold. Audits will be conducted from time to time to confirm compliance, and users who have not completed most of the sessions may lose their email privileges through Marigold.

Authorized users are expected to make use of the Marigold network in a manner consistent with Marigold’s bylaws and policies, and in compliance with federal, provincial and municipal legislation.

PROCEDURES

Cyber Security Training

Marigold provides information and resources on cyber security awareness and training.

Confidentiality and Protection of Patron Records

To ensure confidential data and patron information is appropriately protected and preserved, users will:

- Only access systems, applications, files and data that are necessary to conduct library business
- Log out of or lock workstations if a workstation must be left unattended
- Immediately upon discovery, report the theft, loss or unauthorized disclosure of any confidential information to their direct supervisor, who will then report to Marigold’s CEO

- Adhere to the highest professional and ethical standards when accessing the Marigold network. Users will not make unauthorized copies of confidential information or distribute confidential information to any unauthorized person
- Delete any confidential information inadvertently received (do not read, save or share it).

Access and Passwords

Access to the Marigold network will not be granted until the user reviews Marigold's Access and Acceptable Use of Information Technology policy and signs the Agreement in Schedule A. The library manager (or designate) is responsible for ensuring the policy is reviewed and the Agreement is signed by the user, and for filing the documentation as per local policy.

As per Marigold's Information Technology (IT) Security Policy, users are required to:

- Keep all passwords and access methods secure
- Ensure that only authorized staff or volunteers are permitted to use the staff workstations and access staff resources.

Library managers (or designate) must maintain an up-to-date list of users who have been provided credentials to shared user accounts. When any of these users no longer require account access, the password must be changed and their name removed from the access list. Marigold IT must be advised if a user no longer requires account access.

Users will not share an account password or allow the use of their account by others. The only exception to this is for accounts designed for shared use and configured for multiple people to access them simultaneously.

Best practices and procedures are provided in *Marigold's Best Practices for Password Management, Email Usage and Security*.

Unacceptable Use

Users have a responsibility to use the provided hardware and other technology in the way that it was designed to be used. Any use that may have a negative impact on the performance or security of the hardware or network is strictly prohibited.

Examples of prohibited activities include:

- Accessing network data for any purpose other than conducting library business
- Circumventing or attempting to circumvent user authentication or security on any computer, network device or user account
- Engaging in any activity with the intent to disrupt Marigold's network or systems
- Engaging in any activity with the intent to harass other users
- Executing any form of monitoring or security scanning unless this activity is a part of the individual's normal job and is formally authorized
- Installing any form of malicious software, script or device to any computer or the network
- Purposely engaging in any activity with the intent to degrade the performance of the system, divert system resources to non-library use or gain access to systems for which they do not have authorization.

Section E: Standards & Services

This list is not designed to be complete or contain all the types of prohibited activities. Marigold may, at its discretion, classify other activities as harmful and prohibited that have not specifically been outlined here.

Compliance

Member library staff (manager or designate) must immediately notify Marigold IT if access for any user should be canceled or suspended.

Illegal acts involving Marigold technology may subject a user to investigation and prosecution by law enforcement authorities.

Users found to be in violation of this policy will have their access revoked.

Schedule A:
Access and Acceptable Use of Information Technology Agreement

I acknowledge that I have read and understand Marigold Library System's Access and Acceptable Use of Information Technology policy.

I understand that by signing this compliance statement, I am agreeing to adhere to Marigold's Access and Acceptable Use of Information Technology policy. I understand that if I violate the rules set forth by this policy, my access may be revoked.

Name: _____

Signature: _____

Date: _____

Witness: _____

POLICY: COLLECTION MANAGEMENT
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: September 27, 2022
Board Approved: January 28, 2023
Review Date: Annually

page 1 of 8

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 by Marigold 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.

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 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 teens' 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 collection materials paid for through the Shared Collections & Bestseller Program (Schedule C) and materials are ordered 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

Headquarters staff catalogue and process 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 (deselection). Marigold Consultants work collaboratively with library managers on collection maintenance strategies, including training, providing reports, and deselection.

Collections require maintenance through assessment and deselection on an ongoing and/or annual basis. Criteria for deselection is in 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 2023

COLLECTION MANAGEMENT POLICY SCHEDULE B 2023 Distribution of Materials This schedule determines the minimum number of collection items each member library will receive in the fiscal year.		
Libraries	Official Treasury Board and Finance Population 2022	2023 Distribution Formula by Population Range or Base Amount (# of items)
Airdrie	80,222	12,400
Cochrane	34,724	6,000
Okotoks	31,959	6,000
Chestermere	24,649	4,200
Strathmore	15,189	2,500
Canmore	14,530	2,500
High River	14,448	2,500
Banff	9,656	1,400
Drumheller	7,968	1,400
Sheep River	5,659	900
Crossfield	3,674	700
Three Hills	3,223	700
Hanna	2,658	500
Irricana	1,259	200
Trochu	997	200
Oyen	904	200
Beiseker	843	180
Linden	794	180
Acme	761	180
Consort	669	160
Acadia	494	120
Carbon	444	120
Standard	380	120
Rockyford	316	120
Longview	288	120
Delia	247	120
Morrin	232	120
Hussar	196	120
Youngstown	150	120
Empress	136	120
* Berry Creek		120
* Bighorn		120
* Carseland		120
* Gleichen		120
* Langdon		120
* Millarville		120
* Rumsey		120
Totals	257,669	45,040

\$

810,720

Minimum Allocation Based on Population:		
* Community Library = 120 Items	Population 5,000 - 6,999 = 900 Items	Population 60,000 - 69,999 = 9,000 items
Population 0 - 599 = 120 Items	Population 7,000 - 9,999 = 1,400 Items	Population 70,000 - 84,999 = 12,400 items
Population 600 - 699 = 160 Items	Population 10,000 - 19,999 = 2,500 Items	Population 85,000 - 99,999 = 14,000 items
Population 700 - 899 = 180 Items	Population 20,000 - 29,999 = 4,200 Items	Population 100,000 - 119,999 = 17,000 items
Population 900 - 1,499 = 200 Items	Population 30,000 - 39,999 = 6,000 Items	
Population 1,500 - 2,999 = 500 items	Population 40,000 - 49,999 = 6,500 Items	
Population 3,000 - 4,999 = 700 Items	Population 50,000 - 59,999 = 7,000 items	

Budget = Number of Items x \$18 (average cost of materials)

SCHEDULE C: Shared Collections and Bestseller Program 2023

COLLECTION MANAGEMENT POLICY SCHEDULE C SHARED COLLECTIONS & BESTSELLER PROGRAM 2023		
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.		
SHARED COLLECTIONS		
Libraries	Official Treasury Board and Finance Population 2022	Distribution Formula by Population Range or Base Amount (# of items)
Airdrie	80,222	1,400
Cochrane	34,724	683
Okotoks	31,959	683
Chestermere	24,649	425
Strathmore	15,189	390
Canmore	14,530	390
High River	14,448	390
Banff	9,656	325
Drumheller	7,968	325
Sheep River	5,659	325
Crossfield	3,674	200
Three Hills	3,223	200
Hanna	2,658	145
Irricana	1,259	90
Trochu	997	90
Oyen	904	90
Beiseker	843	90
Linden	794	90
Acme	761	90
Consort	669	75
Acadia	494	50
Carbon	444	50
Standard	380	50
Rockyford	316	50
Longview	288	50
Delia	247	50
Morrin	232	50
Hussar	196	50
Youngstown	150	50
Empress	136	50
* Berry Creek		50
* Bighorn		50
* Carseland		50
* Gleichen		50
* Langdon		50
* Millarville		50
* Rumsey		50
	Total Number of Items	7,346
POPULATION RANGES		
Community Libraries = 50	3,000 - 4,999 = 200	40,000 - 54,999 = 950
0 - 599 = 50	5,000 - 9,999 = 325	55,000 - 99,999 = 1,400
600 - 699 = 75	10,000 - 19,999 = 390	100,000 + = 1,850
700 - 1,499 = 90	20,000 - 29,999 = 425	
1,500 - 2,999 = 145	30,000 - 39,999 = 683	
Total Shared Collections		\$ 55,095
Budget = Total Number of Items x \$7.50 (average cost of materials)		
BESTSELLER PROGRAM		
Bestseller Program for member libraries and Library to You service		\$ 45,000
Book Deposits		\$ 5,250
Total Budget		\$ 105,345

SCHEDULE D: Criteria for Selection, Deselection 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.
- 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 DESELECTION

In a well-run library, "weeding," or the deselection of materials from the collection, is a normal part of collection development. Deselection 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 as part of the assessment process 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 deselection on an item by item basis.

3. Circulation

Materials should be considered for deselection 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 deselection process. Recycling for deselected materials is available through Marigold, provided that hardcovers and coils are removed.

POLICY: INFORMATION TECHNOLOGY (IT) SERVICES

SECTION E: Standards & Services

Committee responsible: Standards & Services

Committee approved: September 27, 2022

Board Approved: November 26, 2022

Review Date: 2024

page 1 of 4

STATEMENT OF INTENT

Marigold Library System maintains and supports information technology hardware, software and networked services to member libraries to enhance and support the delivery of public library service.

CONDITIONS

This policy applies to Marigold headquarters, member libraries and other Marigold service locations.

The provision of IT services is based on available resources.

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

This policy is applied in tandem with all applicable Marigold policies and bylaws, the FOIP Act of Alberta and related legislation.

PROCEDURES

Marigold provides the following core services to member libraries:

- Domain Services and required Server infrastructure to support an enterprise environment, including:
 - Network storage for private and shared files
 - VPN (Virtual Private Network) for remote access
 - Remote computer management and administration
 - Electronic mail (email) service Backup and recovery services for network files.
- SuperNet administration for member libraries. Marigold supports and troubleshoots SuperNet devices and connectivity.
- Internet connectivity through the SuperNet
- Wireless infrastructure to provide both public and staff wireless access to the internet and other resources.
- Integrated Library Software (ILS) for member libraries.
- Software including productivity suite and anti-virus for all domain joined computers.
- Cloud-based file storage.
- Electronic resources as funding permits.
- Website platform for member libraries.
- Technical support for software, services and equipment to member library staff through:
 - HelpDesk platform, phone, email and remote desktop software
 - Onsite support by a qualified Marigold staff member
 - Information and instructions posted on the Marigold website.

Marigold also provides the following services and support, subject to budget affordability:

- Print management software
- Public computer management software
- Document management software

- Mobile laptop labs
- Interlibrary loan locker support

IT support for other service locations in Marigold (e.g. book deposits) will be negotiated as required.

Marigold is responsible for:

- Training library managers on ILS functions, website content management and electronic resources.
- Providing training on cyber security awareness.
- Assisting member libraries in creating hardware replacement/upgrade plans by providing purchasing advice and annual technology reports.
- Collaborating with vendors and partners to provide the most seamless and effective service possible to member libraries.
- Notifying member libraries of planned system interruptions due to scheduled maintenance. Marigold will keep libraries informed of network downtime related to power outages or other unforeseen circumstances and remediate as quickly as possible. Information will be communicated as it becomes available.
- Backing up network storage following industry standard best practices (3-2-1 backup protocol).
 - Marigold will make every reasonable effort to restore data that has been lost or corrupted but cannot guarantee that data loss or corruption will never happen.
- Notifying member libraries of policy updates and changes to service provision.

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 installed without consultation with, and the agreement of, Marigold IT staff.
- Existing equipment and/or cables have been physically moved or altered by someone other than Marigold IT staff.

Marigold does not 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.).
- Local back-up systems.
- New electrical and cable installations requiring an electrician.
- Any other third-party hardware and/or software not provided by Marigold.

Software and/or hardware that is being used for illegal purposes will not be supported by Marigold.

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).

Member libraries are responsible for:

- Using the provided hardware and other technology in the way that it was designed to be used. Any use that may have a negative impact on the performance or security of the hardware or network is strictly prohibited.
- Creating and maintaining local IT policies and procedures related to computer use, security and file storage. Responsibility for the content protection of the documents and information stored rests solely on the individual who creates or stores them. The authorized access to these documents is primarily the responsibility of the Member Library who owns them. Marigold is responsible for the physical and access control security of the servers where the data is stored. Local policies and procedures recommended for member libraries, as outlined in *Marigold's Best Practices for Password Management, Email Usage and Security* include:
 - File storage
 - Data protection
 - Data preservation
 - Data organization
 - Local file storage backup systems
- Providing a point of contact to whom Marigold IT staff can forward notices and information.
- Notifying Marigold IT staff with sufficient details of IT issues or problems or staff turnover.
- Providing Marigold IT staff with access to equipment, software and services.
- Keeping Marigold IT staff informed about library moves, renovations, or potential changes to the library's IT infrastructure.
- Distributing Marigold IT updates to affected staff members and patrons.
- Hardware and software purchases and:
 - Consulting with Marigold IT staff prior to purchasing equipment to ensure compatibility with the network.
 - Working 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.
 - Consulting with Marigold IT to confirm compatibility and support capacity before making any changes to the current infrastructure configuration, whether these changes are made by library staff or a third-party provider.
 - Working with Marigold to ensure library managers and supervisors are adequately trained, including the completion of cyber awareness training.
 - Providing cyber awareness training for support staff and volunteers.
 - Ensuring that only authorized staff or volunteers are permitted to use the staff workstations and access staff resources.
 - Keeping all passwords and access methods secure.

User Access to the Internet

Users accessing internet or wifi provided by Marigold including the general public are responsible for the information they access. Marigold has no control over the information accessed through the internet and is not responsible for online content.

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

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.	\$150.00

POLICY: INTEGRATION OF MEMBERS INTO MARIGOLD
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: May 24, 2022
Exec approved: June 16, 2022
Board Approved: August 27, 2022
Review Date: 2024

page 1 of 1

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.

POLICY: IT CAPACITY FUND
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: September 27, 2022
Board Approved: January 28, 2023
Review Date: 2024

page 1 of 2

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	2023 Funds
Airdrie	\$1,000
Cochrane	\$1,000
Okotoks	\$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
Community Libraries	
Berry Creek	\$1,000
Bighorn	\$1,000
Carseland	\$1,000
Gleichen	\$1,000
Langdon	\$1,000
Millarville	\$1,000
Rumsey	\$1,000
TOTAL	\$37,000

POLICY: PROGRAMS
SECTION E: Standards & Services

Committee Responsible: Standards & Services
Committee Approved: May 25, 2021
Board Approved: August 28, 2021
Review Date: May 2023

page 1 of 1

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 cost 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 appropriate technologies and in person. When technology 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 staff 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 library associated 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. If availability allows, a library may book more than one lab at the same time, upon written request. In between bookings, the labs must be returned to Marigold Headquarters for equipment maintenance.

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: May 24, 2022
Exec approved: June 16, 2022
Board Approved: August 27, 2022
Review Date: 2024

Page 1 of 6

STATEMENT OF INTENT

Marigold Library System provides library services to residents of member municipalities through a variety of arrangements. Marigold strives to make library services equitable and universal.

CONDITIONS

Marigold is based on the governing premise that member municipalities, regardless of size and location, are committed to supporting the development and maintenance of public library services through Marigold for the benefit of all parties.

Library services will be provided by Marigold Library System in accordance with:

- The *Libraries Act and Regulation R.S.A. 2000 Chap. L-11*, as amended (*Libraries Act*)
- The *Marigold Agreement*
- Marigold Library System Board bylaws and policies
- The *Public Library Network Policy for Alberta*
- The *Provincial Resource Sharing Network Policy for Alberta*, which allows residents of member municipalities access to library resources throughout the province
- The *Agreement for Library Services in Unincorporated Communities*, as it applies to member municipalities without library boards and with community libraries
- All other applicable legislation.

Marigold will act as a governing board for municipalities without their own library board. Community Libraries are included in the policy oversight that Marigold provides for municipalities without library boards.

PROCEDURES

Provision of services is provided by Marigold through municipal libraries, community libraries, book deposits, lending lockers, Library to You service and other arrangements for library service:

Municipal Libraries and Community Libraries

A municipal library is a physical library that delivers community-based public library services and must be established with a bylaw passed by the council of a municipality as per the *Libraries Act*. The municipality obtains authorization from the provincial government to form a library board.

A community library is a public library located in a member municipality that has not formed a library board. A community library is also termed a “Library Service Point” by other library systems and the Alberta Public Library Services Branch. Member municipalities may apply to the Marigold Board for approval to set up a library society to operate a community library. The establishment of a community library requires an agreement between the Marigold Board, the municipality and the library society, entitled the *Agreement for Library Services in Unincorporated Communities*. Marigold Board will support a Community Library only if there is an incorporated society prepared to oversee day-to-day operations.

The minimum space allotment for Marigold to commit to providing full public library service and support in a new physical library space, including IT infrastructure and collections, is 1200 sq. ft.

Marigold will not enter into a partial or contract service agreement with a municipality. Municipalities receive library system services in accordance with the *Libraries Act and Regulation R.S.A. 2000 Chap. L-11*, as amended (*Libraries Act*) and by signing the *Marigold Agreement*.

Marigold is responsible for providing:

- Access for library staff to the library management system (LMS) for patron and circulation services and reporting; training and support on the use of the automation system
- An allocation for acquiring collection materials and insurance for member library collections as per the *Collection Management* policy
- Grants as defined by the *Transfer Payments* policy
- Resource sharing services as outlined in *Resource Sharing* policy including van delivery and interlibrary loans
- IT services including network infrastructure, SuperNet and Internet connectivity, hosted IT services, websites and more as per *Information Technology* and *IT Capacity Fund* policy
- Training and professional development for library staff and volunteers
- Professional consultation for library staff and board members
- Programming development support and materials as per *Programs* policy
- Marketing and promotional services and materials
- Marigold system membership in The Regional Automation Consortium (TRAC) Society, which provides patrons with access to:
 - the online library catalogue and digital resources
 - TRAC library cards and services for residents who have identified a member municipality as their primary address
 - Self-service through the TRAC online catalogue and the TRACpac app
- Facilitating MELibraries borrowing for residents, which gives patrons access to collections from library systems across Alberta.
- For community libraries, Marigold as the governing Board is responsible for:
 - Policies required under the *Libraries Act*
 - Collection development
 - Reports to the province and council
 - Plan of Service

Municipal libraries are responsible for:

- Reports to the province and council
- Plan of Service
- Library board budget (e.g. staff, programming, additional collection funds, etc.)
- Capital budget planning and investment (e.g. new builds, renovations, relocating SuperNet, opening day collections, furniture, IT equipment, etc.)
- Financial and budget reporting
- Library board policies and bylaws
- Compliance with Marigold policies and bylaws

- Compliance with provincial policies and legislation
- Personnel
- Collection management
- Facilities
- Hours of opening
- Fundraising and advocacy
- Resource sharing

Community Library Societies are responsible for:

- Day-to-day operational oversight
- Compliance with the policies and bylaws of Marigold Board
- Written budget
- Capital budget planning (new builds, renovations, relocating SuperNet, opening day collections, furniture, IT equipment, etc.)
- Financial reporting to the municipality, Library Society and Marigold
- Personnel (library manager)
- Collection upkeep and deselection
- Facilities and operational costs
- Hours of opening (recommended minimum open hours of 12 per week)
- Fundraising and advocacy
- Resource sharing
- Society membership of not fewer than 5 members
- Remaining a society in good standing under the *Societies Act*

Provision of services to book deposits

A collection of books is made available to residents in a community-accessible facility within a member municipality. A deposit operates on an honour system and is managed by volunteers.

The member municipality or sponsoring organization wishing to open a book deposit shall submit a letter to Marigold stating the sponsoring-organization, facility, and location. An assessment of the proposed space will be completed by Marigold in collaboration with the sponsoring organization on a case-by-case basis. The Marigold Board Standards & Services Committee will review the request and provide a recommendation to the Executive Committee.

The municipality or sponsoring organization for a book deposit is responsible for:

- Providing a well-lit, clean, accessible space in a facility and performing facility maintenance
- Ensuring insurance coverage, including liability insurance, is in place for the facility and providing Marigold with satisfactory evidence of said insurance
- Informing Marigold of changes to the library service location or contact person
- Establishing opening hours and guidelines for accessibility (Marigold recommends a minimum 10 public open hours per week)

Marigold is responsible for:

- Purchasing and sending books to the deposit for circulation
- Discussions with the volunteer contact on community reading preferences and summer programming
- Providing support and advice to the volunteer contact on the deposit space and collection
- Providing promotional materials
- At least one annual visit for Marigold staff to meet with the volunteer contact and assist with collection maintenance and deselection

The book deposit contact person is responsible for:

- Displaying collection materials and Marigold promotional materials
- Communicating with Marigold staff about deposit collection needs and community preferences
- Ongoing deselection of the collection as required; assessing donations and disposing of damaged or dated materials

Marigold service provision to Library Lending Lockers

An automated locker system is used by patrons to retrieve physical library materials in a community-accessible facility within a member municipality. Library Lending Lockers must be installed in secure and environmentally controlled spaces and have specific technical requirements for installation and operation. Library Lending Lockers must be planned and sourced in consultation with Marigold Library System.

The member municipality or organization wishing to set up a lending locker shall submit a letter to Marigold stating the interested sponsoring organization (facility and location). An assessment of the proposed space, maintenance and support for the lending locker will be completed by Marigold on a case-by-case basis.

The Marigold Board Standards & Services Committee will review the request and provide a recommendation to the Executive Committee. If approved, the Executive Committee outlines service terms in an agreement to be signed by the member municipality and sponsoring organization.

Marigold's responsibilities for Library Lending Lockers are determined by Marigold's agreement with the member municipality. This could include Marigold doing the locker administration (e.g., filling the lockers and collecting returns) when a nearby library is not able to perform these services.

The municipality or sponsoring organization for a Library Lending Locker is responsible for:

- Purchasing the lockers, the locker wrap and related equipment
- Paying the annual locker maintenance fee and Internet connection, subject to Marigold's current policy as it may change from time-to-time
- Paying for locker infrastructure upgrades and security
- Providing an indoor, well-lit, clean, publicly accessible space
- Ensuring insurance coverage, including liability insurance, is in place for the facility and providing Marigold with satisfactory evidence of said insurance
- Community staff or volunteers onsite to supervise or assist the public with use of the lockers
- Informing Marigold of changes to the onsite contacts
- Establishing opening hours and guidelines for accessibility

The Library Lending Locker contact person is responsible for:

- Displaying additional collection materials, if available, and Marigold promotional materials
- Checking the locker return bin and emptying as required prior to van delivery pickup
- Responding to inquiries about the lockers from residents
- Communication with Marigold

Marigold service provision for Library to You (L2U) mail service

Marigold sends and receives library books and audiovisual materials via Canada Post to/from patrons. The service is intended for use by people who are not able to easily access a public library.

Marigold is responsible for:

- Issuing, renewing, and updating patron accounts and Marigold library cards for L2U patrons
- Shipping and receiving collection materials requested by patrons through Canada Post
- Administering patron accounts (e.g., circulation of items, check-out and return)
- Providing telephone support and reading recommendations as requested
- Creating and mailing a catalogue of popular titles and information on other Marigold services to L2U patrons

Marigold service provision for other forms of library service

Member municipalities that wish to offer an alternative form of library service may approach Marigold to discuss service options.

Benefits of Marigold membership

While a municipality is a member of Marigold, there are numerous benefits for municipal residents and visitors who use Marigold member libraries and other Marigold-supported services as described above.

Included in these benefits are:

1. Access to a TRAC card that can be used in all Marigold member libraries, along with all the benefits that come with the TRAC app and online services.
2. Access to collections for browsing and check-out in member libraries. These collections in many formats are continuously refreshed and tailored to community needs and interests.
3. Access to resource sharing that allows cardholders to view and place requests for over 3 million items in the TRAC bibliographic database. These requests are delivered to a convenient Marigold library for pick-up and check-out by cardholders.
4. Access to mail services and Library Lending Lockers for TRAC cardholders.
5. Access to digital resources purchased by Marigold and TRAC, as well as those digital resources and collections provided by the Province of Alberta.
6. Access to computers and online services such as Internet access and Wi-Fi in Marigold member libraries.
7. Access to computer software such as MS Word, Excel and PowerPoint on library computers for member library staff and the public.
8. Access to equipment, kits and games that are loaned to member libraries for public programs.
9. Access to modern public library services that are facilitated by the many supports and services that Marigold provides to its member libraries.

10. Access to websites and social media for information about library services and library news.
11. Access to network and IT services to upgrade and maintain computer equipment and technologies in member libraries so that residents and visitors have access to current technologies.

Access to in-person borrowing at libraries outside of Marigold and TRAC is possible with a current TRAC library card and by registering this library card number and pin with the MELibraries website, which is a service of Alberta's Public Library Network.

Marigold does not have a non-resident fee or policy to enable individuals residing in non-participating municipalities to borrow collections, use TRAC services or access digital resources provided by Marigold and TRAC. This applies to municipalities eligible for Marigold membership as listed in the Marigold Agreement in accordance with the Libraries Act.

POLICY: RESOURCE SHARING
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: May 24, 2022
Board Approved: August 27, 2022
Review Date: May 2024

page 1 of 1

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, 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: February 21, 2023

Board Approved: April 22, 2023

Review Date: January 2025

page 1 of 3

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.

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.

Individuals from non-participating municipalities are not eligible for a TRAC card. They will have:

- 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 provided by TRAC or Marigold

PROCEDURES

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 including MELibraries and provincial interlibrary loans.

All member libraries and Marigold headquarters issue TRAC cards to anyone residing within Marigold boundaries.

Individuals from non-participating municipalities may obtain a library card at their local library with restricted access.

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.

Local boards determine local fees.

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.

POLICY: TRANSFER PAYMENTS
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: February 21, 2023
Board Approved: April 22, 2023
Review Date: 2024

page 1 of 3

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.

Marigold provides each community with an operating grant equal to the provincial base grant for municipal 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 2023

SCHEDULE A: Services Grant 2023

Library	Official Treasury Board and Finance Population 2022	2023 Services Grant
Airdrie	80,222	\$200,555
Cochrane	34,724	\$86,810
Okotoks	31,959	\$79,898
Chestermere	24,649	\$61,623
Strathmore	15,189	\$37,973
Canmore	14,530	\$36,325
High River	14,448	\$36,120
Banff	9,656	\$24,140
Drumheller	7,968	\$19,920
Sheep River	5,659	\$14,148
Crossfield	3,674	\$9,185
Three Hills	3,223	\$8,058
Hanna	2,658	\$6,645
Irricana	1,259	\$3,500
Trochu	997	\$3,300
Oyen	904	\$3,300
Beiseker	843	\$3,300
Linden	794	\$3,300
Acme	761	\$3,300
Consort	669	\$3,200
Acadia	494	\$3,200
Carbon	444	\$3,200
Standard	380	\$3,100
Rockyford	316	\$3,100
Longview	288	\$3,100
Delia	247	\$3,100
Morrin	232	\$3,100
Hussar	196	\$3,100
Youngstown	150	\$3,100
Empress	136	\$3,100
TOTAL	257,669	
Community Libraries		
Berry Creek		\$3,100
Bighorn		\$3,100
Carseland		\$3,100
Gleichen		\$3,100
Langdon		\$3,100
Millarville		\$3,100
Rumsey		\$3,100
TOTAL		\$697,500

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 Services Grant 2023

Community Library Grant 2023		Community Library	Community Library Grant
<div>Library boards that serve municipalities with populations of 1,200 or less will receive a base operating grant of \$6,660.00</div>	Berry Creek	\$	6,660.00
	Bighorn	\$	6,660.00
	Carseland	\$	6,660.00
	Gleichen	\$	6,660.00
	Langdon	\$	6,600.00
	Millarville	\$	6,660.00
	Rumsey	\$	6,660.00
	TOTAL	\$	46,560.00

POLICY: WITHDRAWAL OR TERMINATION OF LIBRARY SERVICES

SECTION E: Standards & Services

Committee Responsible: Standards and Services

Committee Approved: May 24, 2022

Exec Approved: June 16, 2022

Board Approved: August 27, 2022

Review Date: 2024

page 1 of 3

STATEMENT OF INTENT

In the event of withdrawal or termination of a member municipality or library board(s) from Marigold Library System, Marigold services to the municipality or library will be discontinued.

Marigold will adjust current documents, databases, services and workflows to remove references and connections to the withdrawing or terminated library and/or municipality.

CONDITIONS

Marigold service provision to member libraries and municipal residents is contingent upon whether the municipality continues to be a member of Marigold.

A municipality that withdraws from or is terminated for non-compliance from Marigold Library System will no longer receive Marigold system services.

If a Community Library closes or a library society disbands, access to library services to residents within Marigold will continue if the municipality remains a member of Marigold.

Marigold will not terminate a member municipality or library from Marigold Library System unless there is an unresolved breach of the *Marigold Agreement* or *Agreement for Library Services in Unincorporated Communities*.

Marigold Library System is a member of The Regional Automation Consortium (TRAC) Society. If a municipality withdraws from participation in Marigold, the residents of that municipality will no longer receive or be able to access TRAC services effective the date of withdrawal.

If a municipal library board disbands, the municipal library board will forfeit any right, title, or interest in the real and personal property (including intellectual property rights) created or paid for by Marigold Library System.

PROCEDURES

All parties to the *Marigold Agreement* will be advised of a municipal notice to withdraw.

If the Marigold Board becomes aware of a breach of the *Marigold Agreement* or the *Agreement for Library Services in Unincorporated Communities*, written notification will be provided by the Marigold Board to the municipality and the library board or the Community Library Society. The party in breach of an agreement will have thirty (30) days from date of notification to correct the breach. If the breach is not corrected in the allotted time, the Marigold Board may take any of the following actions:

- Withhold grant funds

- Withdraw some or all services outlined in the *Marigold Agreement* or the *Agreement for Library Services in Unincorporated Communities*
- Cease all association, responsibility, and liabilities in relation to the library as per the terms of the *Marigold Agreement* or the *Agreement for Library Services in Unincorporated Communities*

Marigold is responsible for overseeing withdrawal procedures as directed by the Marigold Board.

In accordance with the *Marigold Agreement*, Marigold has no legal obligation to provide the withdrawing library with bibliographic or patron data in its files or databases. If Marigold agrees to provide the withdrawing library with bibliographic and patron data extraction, file transfers or other data or information, Marigold is not responsible for ensuring or guaranteeing that the data/information will be compatible or usable by the withdrawing library's chosen information system, or that the data has been successfully migrated to another information system.

Marigold is responsible for compensating TRAC and vendors for the costs of services related to withdrawal.

Marigold may provide the withdrawing library with a contract specifying services and costs to extract and provide exported data in a machine-readable format.

The withdrawing municipality and library must deal directly with Marigold Library System and are not authorized to contact TRAC or continue to access services from TRAC following withdrawal, as per *TRAC Society Member Library Withdrawal* policy.

When a member library withdraws, Marigold will need to modify and adapt its internal systems, documentation and workflows. This includes, but is not limited to: restructuring IT services and networks; carrying out data removal and clean-up; disabling the member website and updating Marigold's website; modifying security configurations; removing online and physical references to the withdrawing library; removing IT equipment that Marigold owns; cancelling or redirecting collection and IT equipment orders; modifying directories and advocacy documents; advising vendors of changes to warranties and maintenance agreements; and adjusting financial records.

Marigold has no legal obligation to ensure that software and functionality licensed and utilized by Marigold will be transferred over to the withdrawing library.

After withdrawal, the withdrawing library is not permitted to use Marigold-issued barcodes that have a unique agency number assigned to Marigold. Marigold has no legal obligation to ensure that the library board's patron and item barcodes can be used by their chosen library automation system.

Marigold has no legal obligation to share any access or records for eResources to which it subscribes. Marigold's eResource contracts prohibit Marigold from providing access to digital subscriptions outside of Marigold's region.

The withdrawal or termination of a municipality or library board from Marigold will result in the discontinuation of services for the library and residents. This includes:

1. Cancellation of access to all Marigold and TRAC library services such as access to the TRAC library automation system
2. Cancellation of Marigold/TRAC library cards and services for those cardholders who have identified the municipality as their primary address

3. Cancellation of patron access to library services through the TRAC online catalogue and the TRACpac app
4. Cancellation of MELibraries borrowing privileges, which gives access to collections at Calgary Public Library and other library systems in Alberta
5. Cancellation of licenses and subscriptions for Marigold and TRAC purchased eResources, digital subscriptions, and virtual materials provided to cardholders
6. Cancellation of support for Library Lending Lockers, book deposits and mail services (Library 2 You)
7. Cancellation of acquisition, cataloguing, processing and selection services for library collections
8. Cancellation of provision of collection materials. Collection items on order will be cancelled or redirected and catalogue records in the library automation software will be removed at the expense of the withdrawing municipality or library board
9. Cancellation of insurance for collection materials assigned to the library
10. No access to Marigold's preferred vendor discounts
11. Cancellation of purchasing services provided by Marigold for supplies and equipment
12. No distribution of grant funds to the library board or library society
13. Cancellation of resource sharing services provided by Marigold such as van deliveries, interlibrary loan software and support, and cancellation of resource sharing supplies
14. Cancellation of SuperNet, Internet and Wi-Fi
15. Removal of all Marigold IT network infrastructure, equipment owned by Marigold, and central-site IT services
16. Removal of IT network equipment, including the router and Wi-Fi equipment belonging to Marigold
17. Elimination of hosted IT services including software, licenses and warranties on IT equipment supported by Marigold
18. Cancellation of training and professional development provided to the library staff and volunteers by Marigold
19. Withdrawal of marketing and promotional services and materials provided by Marigold
20. Withdrawal of professional consultation services by Marigold for the library

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

page 1 of 1

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 6, 2022

Board Approved: November 26, 2022

Review Date: November 2023

page 1 of 3

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 (ASNFPPO).

Marigold adheres to the Government of Alberta and New West Partnership Trade Agreement (NWPTA) procurement and reporting guidelines under the MASH (Municipalities, School Boards, Publicly-Funded Academic, Health and Social Service Entities) sector. Procurement obligations are based on the principles of non-discrimination, openness and transparency, and reflect a commitment to effectively manage public resources (NWPTA, 2022).

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.

Marigold categorizes expenses as prepaid only if value is \$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.

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
Chief Operating Officer, 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: CONTINGENCY PLAN FOR FINANCE
SECTION G: Finance

Committee responsible: Finance

Committee approved: October 6, 2022

Board Approved: January 28, 2023

Review Date: Annually

page 1 of 1

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 significant revenue cuts or changes.

What	Response	Responsible	When
Drastic cuts without reasonable notice to the provincial operating grant	Special budget meeting	Executive Committee CEO	Next scheduled committee meeting
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	Next scheduled committee meeting
Emergency or Disaster	Telephone/email discussion and decision	CEO Chair	Within 24 hours
Significant extra funds come into the System	Discussion at Executive/Board meeting	Chair Executive Committee CEO	Next scheduled committee 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
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Capital reserves will be built up for replacement of same to the totals indicated below:

Vehicle replacement	\$150,000
Computer – Hardware/Software upgrade	\$250,000
Building, Equipment & Furniture	\$1,000,000

PLAN: APPOINTMENT PLAN FOR MARIGOLD BOARD MEMBERS

SECTION C: Governance

Committee responsible: Governance

Committee approved: October 22, 2022

Board Approved: January 28, 2023

Review Date: 2024

page 1 of 1

PROGRAM

Participating member municipalities appoint Marigold Board members.

Marigold will ensure each member council is advised of their obligation to appoint a Board member in accordance with the Marigold Agreement and applicable legislation.

Marigold will provide councils with the 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
- Volunteering for Committee positions

PROCEDURES

Marigold requires written confirmation from the municipal council of the appointment or reappointment of a Board member, including the date of appointment, length of the term, and contact information.

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 Library System Overview – Fact Sheet
- 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.