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

MARIGOLD
LIBRARY SYSTEM

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MARIGOLD LIBRARY SYSTEM CONSTITUTION
SECTION: General Governance

Committee Responsible: Governance
Committee Approved: October 22, 2022
Board Approved: January 28, 2023
Review Date: 2024   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: PLAN OF SERVICE

4.1   Marigold will follow its Plan of Service.

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 a 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 a 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 20, 2024)

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, except for 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   Robert's Rules of Order will govern proceedings of all meetings.

8.6   Minutes for Board meetings and the Annual Meeting will be recorded and approved at the next regularly scheduled Board meeting. The 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 CEO (or designate) acts as Secretary to the Marigold Board, 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, Plan of Service 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 the development of Marigold staff and maintaining a viable succession framework within Marigold Headquarters.

9.2   Providing development opportunities and engaging Marigold members in a collaborative environment to enhance value for Marigold members by:

   a) Expanding the understanding of Marigold's value to stakeholders, including municipal councils, local

library boards, TRAC, community organizations and library organizations, and

b) 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 MISSION AND VALUES
SECTION: General Governance

Committee Responsible:	Governance
Committee Approved:	February 24, 2024
Board Approved:	April 20, 2024
Review Date:	Annually, AGM

MISSION STATEMENT

Empowering communities through exceptional library service and support.

VALUES

Stewardship
Responsiveness
Connection
Sharing

MARIGOLD LIBRARY SYSTEM PROCEDURAL BYLAWS
SECTION: General Governance

Committee responsible:	Governance
Committee approved:	October 22, 2022
Board Approved:	January 28, 2023
Review Date:	2024 (every 2 years by Governance)

1. EXECUTIVE COMMITTEE

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

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

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

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

2. MARIGOLD BOARD

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

2.2   Thirty-three per cent (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 Executive, Governance, Human Resources and Standards & Services.

3.3   The Marigold Board may appoint ad-hoc committees of one or more members.

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

3.5   The 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   The Marigold Board shall approve mandate statements of standing committees.

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 hands, 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 favour, 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 15, 2024
Board Approved: April 20, 2024
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 fulfils 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, and Board in consultation with management staff.

Prepare personnel, financial and facility framework and policy statements.

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

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

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

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

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

Recommend to the Marigold Board future actions for Marigold.

Establish committees.

Report to the Marigold Board on actions taken.

COMPOSITION AND APPOINTMENT

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

The Chair of the Marigold Board is a voting member.

Marigold management staff are non-voting members.

The CEO (or designate) acts as secretary.

MEETINGS

The 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 – CEO Contract & Performance Review Committee
SECTION A: EXECUTIVE

Committee Responsible: Executive
Committee Approved:　　February 15, 2024
Board Approved:　　　　April 20, 2024
Review Date:　　　　　　Annually, before AGM　　　　　　　　　　　　Page 1 of 1

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.

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 either the HR Committee Chair or one other member of 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 the 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.

PLAN: CONTINGENCY PLAN FOR FINANCE
SECTION A: Executive

Committee Responsible: Executive
Committee Approved: September 21, 2023
Board Approved: November 18, 2023
Review Date: Annually   Page 1 of 2

STATEMENT OF INTENT
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 six 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

Capital reserves will be built up for the replacement of the same to the totals indicated below:

    Vehicle replacement $150,000
    Computer– Hardware/Software upgrade $250,000
    Building (Unit B), Equipment & Furniture $1,500,000

POLICY: FINANCE
SECTION A: Executive

Committee Responsible: Executive
Committee Approved: September 21, 2023
Board Approved: November 18, 2023
Review Date: November 2024   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 and 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) of the *Libraries Act R.S.A. 2000 Chap. L-11 (as amended) and Regulations* states that a System Board may*: "borrow from time to time for the purpose of defraying its operating expenses an amount not exceeding 50% of the amount expended by it during its immediately preceding fiscal year.*

Marigold follows Canadian Accounting Standards for Not-for-Profit Organizations (ASNFPO).

Marigold 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 $5,000 or greater.

Marigold categorizes expenses as prepaid only if the value is $5,000 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.

Marigold requires access to banking services in Strathmore.

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 the 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 backup 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 suit 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.

REVIEW
The Executive Committee shall review this policy each year.

SCHEDULE A: ACCOUNTING POLICIES & 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.

JOB DESCRIPTIONS – EXECUTIVE COMMITTEE
SECTION A: Executive

Committee Responsible: Executive
Committee Approved: February 15, 2024
Board Approved: April 20, 2024
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.
- Presents reports, financial recommendations, and motions to the Board.
- Acts as a signing authority/officer for Marigold accounts and exercises account control functions for disbursements.
- Formally signs (with another Board member) the audited financial statements once approved by the Board and membership.
- Attends Executive Committee meetings.

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 CHAIRS

- Are elected annually at committee meetings and ratified at the Annual General Meeting.
- Lead committee meetings and contribute to the agenda.
- Bring committee issues, recommendations and policies to the Executive and/or Board personally or through a committee representative.
- Present committee policies and motions to the Board.

MANDATE STATEMENT – GOVERNANCE COMMITTEE
SECTION B: Governance

Committee Responsible:	Governance	
Committee Approved:	February 24, 2024	
Board Approved:	April 20, 2024	
Review Date:	Annually – AGM	Page 1 of 2

NAME OF COMMITTEE: Governance

TYPE OF COMMITTEE: Standing as established in the *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 effective, 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 the mission, values, goals, and objectives.

Develop and implement a plan for the 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 that impacts current and proposed policies.

Policy related to withdrawal or termination of library services and integration of members into Marigold.

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 the *Marigold Library System Procedural Bylaws*.

The preferred composition is three to six 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.

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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 – NOMINATING COMMITTEE
SECTION B: Governance

Committee Responsible: Governance
Committee Approved: February 24, 2024
Board Approved: April 20, 2024
Review Date: Annually before AGM   Page 1 of 1

NAME OF COMMITTEE: Nominating

TYPE OF COMMITTEE: Ad Hoc as established by the *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 two weeks prior to the AGM 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.

POLICY: APPOINTMENT OF MARIGOLD BOARD MEMBERS
SECTION B: Governance

Committee Responsible: Governance
Committee Approved: October 22, 2022
Board Approved: January 28, 2023
Review Date: 2024   Page 1 of 1

STATEMENT OF INTENT
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.

PROCEDURES
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

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.

POLICY: BOARD MEETINGS
SECTION B: Governance

Committee Responsible: Governance
Committee Approved: June 3, 2023
Board Approved: August 26, 2023
Review Date: 2025   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:
- Opportunities 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.
- Opportunities 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 (AGM). The AGM 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 the 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.

The meeting may take place in a variety of formats.

Annual General Meeting (AGM)
Invitations to the AGM, with an RSVP, are extended to all participating councils and member library boards.

The AGM 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 AGM includes a review of the Framework Statements (Belief, Mission, Values and Plan of Service 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 AGM, 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 *Marigold Agreement* (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.

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 B: Governance

Committee Responsible: Governance
Committee Approved: February 24, 2024
Board Approved: August 20, 2024
Review Date: Annually, before AGM   Page 1 of 2

STATEMENT OF INTENT

Marigold reimburses Marigold Library 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 fees" 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," "Vice Chair's stipend," and "Treasurer's stipend," are paid by Marigold to the Board Chair, Vice 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.

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 1 of that year.

SCHEDULE A: MEALS, MILEAGE, ACCOMMODATIONS, AND 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 any authorized Marigold meetings or endorsed events may be on a 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.

"VICE CHAIR'S STIPEND"

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

"TREASURER'S STIPEND"

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

POLICY: BOARD MEMBER ROLES & RESPONSIBILITIES
SECTION B: Governance

Committee Responsible: Governance
Committee Approved: June 3, 2023
Board Approved: August 26, 2023
Review Date: 2025   Page 1 of 4

STATEMENT OF INTENT
Marigold Library Board members are appointed by their municipal councils to serve on the Marigold Library Board. Board members are responsible for the effective governance of Marigold Library System while acting in a position of trust for the member community.

CONDITIONS
The *Marigold Library System Agreement* (the 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 *Libraries Act and Regulation R.S.A. 2000 Chap. L-11,* as amended (hereinafter referred to as *The Act)* and the *Marigold Library System Agreement*. With that authority, the Marigold Library Board assumes the responsibility for developing policies related to the framework, governance, advocacy and operational management of Marigold and its library service points (community libraries).

PROCEDURES
Marigold Library Board Members will:

- Attend Marigold Library Board meetings.
- 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 as required.

- 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 Marigold Library System business processes.
- 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.
- Read, understand, and adhere to the *Board Member Code of Conduct (Schedule A)*.

Board Member Code of Conduct
The Board Member Code of Conduct applies to all Marigold Library Board Members. The Code of Conduct is to be given a broad, liberal interpretation in accordance with applicable legislation and in a fair, impartial and unbiased manner.

Breaches of the Code of Conduct, whether intentional or unintentional, shall be reviewed by the Governance Committee of the Marigold Board. If necessary, the Governance Committee shall recommend corrective action to the full Marigold Board. Marigold Board does not have the authority to remove a Board member. If a breach of the Code of Conduct is outside of Marigold Board's ability or authority to resolve, the matter shall be referred to the breaching member's Municipal Authority and a new appointment may be requested.

Any notes or written documentation about a breach of the Code of Conduct will be handled, filed, and managed in the same manner as the minutes of In Camera meetings.

SCHEDULE A: MARIGOLD LIBRARY SYSTEM BOARD MEMBER CODE OF CONDUCT

In accordance with the *Libraries Act and Regulation R.S.A. 2000 Chap. L-11*, as amended, (*The Act)* Library System Boards exist to develop, promote, provide and monitor Marigold services. To this end, Marigold Board members shall be committed to the following principles:

1. The primary goal of Marigold Board members is to ensure that the public has access to the highest quality library services possible. While serving Marigold and attending Marigold Board meetings, Board members must prioritize the interests of Marigold and be engaged participants.

2. Marigold Board members shall treat others in a courteous, respectful, professional and helpful manner.

3. Marigold Board members should limit their role to policy governance, advocacy and fiduciary oversight.

4. Marigold Board members should distinguish between their personal views and those of the organization by respecting the position of the Board.

5. Marigold Board members, including Council members, may bring skills and knowledge from their other roles but represent the interests of Marigold when it comes time to vote or make decisions.

6. Marigold Board members shall avoid any conflict of interest by declaring situations where personal interests are or may be perceived to be, in conflict with Marigold's interests and/or may result in personal gain. They shall abstain from any discussion and voting on such matters.

7. Board members shall attend Marigold Library Board meetings or arrange for a council-appointed alternate to attend. Board members should be prepared and share Marigold news and decisions with municipal council and municipal Library Board.

8. Board members shall not attempt to exert any supervisory responsibilities. Board members only have one employee - the CEO. Marigold headquarters staff fall under the responsibility of the CEO. If a Board member has a concern about staff performance, the concern should be communicated to the CEO.

9. Marigold Board members shall become familiar with and conduct themselves in compliance with specific expectations and responsibilities as outlined in Marigold's foundational documents, such as the *Marigold Library System Agreement* and T*he Act*.

10. Marigold Board members should respect the established structure of the library system and attempt to work harmoniously with the Board.

11. Marigold Board members shall safeguard Marigold's confidential information, including that of its patrons, community and business partners, and its assets and resources. Board members must keep confidential and may not discuss any information or discussion disclosed in closed sessions or in camera meetings of the Board, Executive Committees or any sub-committees.

12. Marigold Board members shall support intellectual freedom in the selection and deselection of library material.

13. Board members shall demonstrate ethical and professional conduct; this commitment includes proper use of authority and appropriate actions in group and individual behaviour when serving as Board members.

Approved by the Governance Committee
October 22, 2022
Approved by the Marigold Library Board
January 28, 2023
Review Date: 2025

POLICY: CONTINUING EDUCATION FOR BOARD MEMBERS
SECTION B: 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 allows, representatives are 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 B: 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 B: Governance

Committee Responsible: Governance
Committee Approved: June 3, 2023
Board Approved: August 26, 2023
Review Date: 2025   Page 1 of 3

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 may act as the Governing Board for municipalities that do not have a library board if the Board approves an *Agreement for the Provision of Library Services* where Marigold is Governing 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

Municipality	Society Name	Address & Contact Information	Library Name
MD of Bighorn	Exshaw Library Society	#2 Heart Mountain Drive Exshaw, AB, T0L 0C0 Box 157, Exshaw, AB, T0L 0C0 (mailing) aexclibrary@marigold.ab.ca 403-673-3571	Bighorn Library
Foothills County	Millarville Community Library Association	Millarville Community School 130 Millarville Road, Millarville, AB, T0L 1K0 Box 59 Millarville, AB, T0L 1K0 (mailing) amclibrary@marigold.ab.ca 403-931-3919	Millarville Community Library
Rocky View County	Langdon Library Society	344 Centre Street Langdon, AB, T0J 1X1 Langdonlibrary@langdonlibrary.ca 403-936-4359	Langdon Community Library
Special Area #2	Cessford Home and School Society	Berry Creek School Cessford, AB, T1R 1E2 RR#2, Brooks, AB, T1R 1E2 (mailing) bccslibrary@plrd.ab.ca 1-844-566-3743	Berry Creek Community Library
Starland County	Rumsey and District Agricultural Society	Main Street Rumsey, AB, T0J 2Y0 Box 113, Rumsey, AB, T0J 2Y0 (mailing) arumlibrary@marigold.ab.ca 403-368-3939	Rumsey Community Library

Wheatland County	Carseland and District Community Association and Agricultural Society	Carseland Community Hall 330 Railway Avenue W. Carseland, AB, T0J 0M0 Box 187, Carseland, AB, T0J 0M0 (mailing) acarselibrary@marigold.ab.ca 403-836-8090	Carseland Community Library
Wheatland County	Gleichen and District Community Library Society	404 Main Street, Gleichen, AB, T0J 1N0 Box 160, Gleichen, AB, T0J 1N0 (mailing) agmlibrary@marigold.ab.ca 403-734-2390	Gleichen & District Community Library

POLICY: INTEGRATION OF MEMBERS INTO MARIGOLD
SECTION B: Governance

Committee Responsible: Governance
Committee Approved: May 24, 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: OPERATIONAL GOVERNANCE
SECTION B: 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 B: Governance

Committee Responsible: Governance
Committee Approved: February 24, 2024
Board Approved: April 20, 2024
Review Date: 2027   Page 1 of 1

APPOINTMENT

Member municipalities appoint board members 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 is encouraged to attend Board member orientation.

ORIENTATION

Marigold Board recognizes the importance of having informed Board Members. To ensure this, Marigold provides a comprehensive orientation program for all new Board Members.

A group orientation session will be held once each year. The CEO will make arrangements for individual board orientation for those unable to attend the group session.

The CEO or designate provides orientation for new Executive Committee members and Board members.

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

The Board encourages skill development of its Board Members and may provide, within available resources, support for attendance at the Marigold Conference and relevant workshops. Paid training or reimbursement must be pre-authorized by Marigold. See the *Board Member Compensation Policy* for more information.

POLICY: POLICY DEVELOPMENT
SECTION B: Governance

Committee Responsible: Governance
Committee Approved: February 24, 2024
Board Approved: April 20, 2024
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 B: Governance

Committee Responsible: Governance
Committee Approved: February 25, 2023
Board Approved: April 22, 2023
Review Date: 2026   Page 1 of 4

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.
      P ermanent   the original records shall be preserved and never destroyed.

Permanent records are held as:
      H ardcopy   the original document retained.
      E lectronic   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 of their employment staff members must return 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 B: Governance

Committee Responsible: Governance
Committee Approved: April 6, 2022
Board Approved: April 30, 2022
Review Date: 2025   Page 1 of 2

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

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

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

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

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

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.

POLICY: WITHDRAWAL OR TERMINATION OF LIBRARY SERVICES
SECTION B: Governance

Committee Responsible: Governance
Committee Approved: October 21, 2023
Board Approved: January 27, 2024
Review Date: 2026   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 community library incorporated 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 board/community library incorporated society from Marigold Library System unless there is an unresolved breach of the *Agreement* by and between the parties comprising *Marigold Library System (Marigold Agreement)* or *Agreement for Library Services in Unincorporated Communities* within *Marigold Library System.*

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* within *Marigold Library System*, written notification will be provided by the Marigold Board to the municipality and the library board or the community library incorporated society. The party in breach of an agreement will have 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 Within Marigold Library System.*
- 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 Within Marigold Library System.*

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 board/community library incorporated society with bibliographic or patron data in its files or databases. If Marigold agrees to provide the withdrawing library board/community library incorporated society 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 board's/community library incorporated society'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 board/community library incorporated society with a contract specifying services and costs to extract and provide exported data in a machine-readable format.

The withdrawing municipality and library board/community library incorporated society 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 board/community library incorporated society 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 library website and updating Marigold's website; modifying security configurations; removing online and physical references to the withdrawing library board/community library incorporated society; 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 board/community library incorporated society 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/community library incorporated society'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/community library incorporated society 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 ME Libraries 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 and library board/community library incorporated society.

POLICY: ACCESSIBILITY FOR ALL PERSONS
SECTION C: 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.

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

Committee Responsible: Governance
Committee Approved: June 3, 2023
Board Approved: August 26, 2023
Review Date: 2025   Page 1 of 6

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:

   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 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 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 Act*, 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 Act*, 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 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 may be subject to penalties as set out in applicable Acts.

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 TRAC card to anyone residing within Marigold Library System boundaries.

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.

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 or acquired through interlibrary loan.

5.2   Library resources may be placed on hold or 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 A for each community library.

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

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

8.   PROSECUTION

8.1.   In cases of abuse of privileges, the Board may request the prosecution of an offence under any applicable law. Penalties for offences are set out in applicable Acts.

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 Library Society allows access to its records while ensuring the protection of privacy for the personal information of individuals. CEO of Marigold Library System is appointed as the Head to make judgements in accordance with Section 95(a) of the FOIP Act; therefore all FOIP requests for personal information should be evaluated by the CEO (or COO as designate).

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.

_____

Marigold Board Chair's Signature: (original signed by Chair)

SCHEDULE A: PATRON CODE OF CONDUCT

The library provides 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
- 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, gaming devices, portable speakers, or other communication devices which disturb others' use of the library
- Taking library materials into washrooms
- Bringing unreasonably large articles into the library
- Entering non-public areas

Violation of any appliable rule, Act, or regulation 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.
Langdon Community Library	$10 for a child or senior; $15 for an adult; $25 for a family
Millarville Community Library	$5 for an individual; $10 for a family
Rumsey Community Library	$5 for an individual; $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.
Langdon 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:
   a. Borrowing privileges will be automatically suspended when replacement costs for lost or completely damaged items exceeds $50.
   b. 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:
   i. An item is almost overdue – 2 days prior to due date, an Almost Overdue notice is sent.
   ii. An item is 10 days past due date - 1st Overdue Notice is sent.
   iii. An item is 21 days past due date - 2nd Overdue Notice is sent.
   iv. 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 no fee at the discretion of the Library Manager. Rentals are handled by the Library Manager or the President of the Community Library Incorporated Society.

Langdon Community Library

Meeting space is available to book through the Langdon Community Association website.

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

Committee Responsible: Governance
Committee Approved: June 3, 2023
Board Approved: August 26, 2023
Review Date: 2025   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
Collections are 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 will submit the Request for Consideration to Marigold's CEO, who will review the information and make a decision. If the patron disagrees or is not satisfied with the decision of the CEO, the patron may make a further request for reconsideration to the Executive Committee of the Marigold Board, whose decision will be final.

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Policy - Collection Management – Library Service Points
Section C: Library Service Points – Community Libraries   Page 3 of 6

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; September 27, 2015; April 12, 2019

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 Polaris Integrated Library System (Polaris 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 FOR SUBMISSION TO MARIGOLD LIBRARY SYSTEM

LIBRARY:
LIBRARY MATERIAL:
Author _____
Title _____
Publisher _____
Copyright date _____
Description _____
(hardcover, paperback, etc.)
REQUEST INITIATED BY:
Name _____
What Marigold Community Do You Reside In? _____
Library Card # (if applicable)_____
Telephone _____
Address _____
E-Mail Address _____

Under library policy, once complete, signed requests for reconsideration from individual community members 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 C: 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 C: Library Service Points – Community Libraries

Committee Responsible: Governance
Committee Approved: June 3, 2023
Board Approved: August 26, 2023
Review Date: Annually   Page 1 of 3

STATEMENT OF INTENT

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 progressed 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

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 from such retaliatory actions.

10. An employee who files a frivolous or unnecessary 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 with respect to and during the grievance process is important. When an employee files a grievance, it is expected that they submit 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, the COO will administer this Policy during that period.

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 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 regard 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 to decide what remedy or correction is appropriate given the circumstances and respond in writing to the grievant within seven 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 COO) 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 further appealed to the CEO of Marigold Library System in writing. The

decision of the CEO will be communicated in writing to the grievant and the President of the Society within ten working days.

5. If the matter is not resolved within ten 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 communicated in writing to the grievant and the President of the Society within ten 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 acknowledgement from the grievant that the grievance was satisfactorily resolved.

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

Committee Responsible: Governance
Committee Approved: June 3, 2023
Board Approved: August 26, 2023
Review Date: 2025   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 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 for 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 Polaris Integrated Library System (Polaris ILS), and to ensure current information is available on member library websites.

POLICY: PERSONNEL
SECTION C: 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

STATEMENT OF INTENT

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

a) 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.
b) 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.
c) 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.
d) Unauthorized removal of materials, property or money belonging to the Community Library is strictly prohibited.
e) 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 in 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.

<u>**LEAVES OF ABSENCE**</u>

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.

<u>**ABSENTEEISM**</u>

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.

<u>**WORKING ALONE IN THE WORKPLACE**</u>
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.

<u>**CONTINUING EDUCATION**</u>
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.

<u>**ACCIDENT REPORTING**</u>
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

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 & 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
- Polaris Integrated Library System (Polaris ILS) – demonstration and training
  - Marigold Library System staff will train the Library Manager
  - Using Polaris ILS – Library manager trains library staff and volunteers
  - Using TRACpac – Public online catalogue
- Delivery
  - o Marigold Internal Delivery system
  - o Shipping Tool
  - o 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
xc. P. File

_____   _____
New Employee [Name]   Date

APPENDIX C: SAMPLE EMPLOYEE TIMESHEET

_____ Library

Name:
Pay Period:

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

_____
Staff signature

_____
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 RESPONSIBILTIES:

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

- 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 Polaris Integrated Library System (Polaris ILS) 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)
  a. Distribute questions to employee two weeks before annual performance interview
  b. 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)
  a. Supervisor will provide employee with written feedback at least 4 days before the annual performance interview

October to December   Performance Review
  a. Review of Community Library and individual goals
  b. Discussion of written feedback, including growth and development goals
  c. Compliments and thanks
  d. Discussion of any concerns
  e. Discussion of performance expectations
  f. Review of Hazards Assessment
  g. Review of Job Descriptions

October to December   Interview Follow-up
  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 goals
  c. Summery and expectations will be shared with the employee
  d. Employee may respond in writing
  e. Supervisor and employee sign summary and expectations
  f. 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

1. 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?

2. Comment on [name]'s skills and work? What went well this year?

3. What growth and development goals would the supervisor recommend for [name] in the coming year?

4. 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 C: 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 C: Library Service Points – Community Libraries

Committee Responsible: Governance
Committee Approved: February 25, 2023
Board Approved: April 22, 2023
Review Date: 2026   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
      De stroyed   the records shall be destroyed without any copy being retained.
      P ermanent   the original records shall be preserved and never destroyed.

Permanent records are held as
      H ardcopy   the original document retained.
      E lectronic   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 C: 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 C: Library Service Points – Community Libraries

Committee Responsible: Governance
Committee Approved: October 21, 2023
Board Approved: November 18, 2023
Review Date: 2026   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 C: Library Service Points – Community Libraries

Committee Responsible: Governance
Committee Approved: October 21, 2023
Board Approved: November 18, 2023
Reviewed Date: 2026   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 (including *IT Policy* and *Access and Acceptable Use of Information Technology Policy*) 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 usernames 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, staff should contact Marigold IT for further instructions.

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

Committee Responsible: Governance
Committee Approved: June 3, 2023
Board Approved: August 26, 2023
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 of any kind as defined herein.

Definitions
1. **Workplace Violence:**
   Violence, whether at a work site or work-related, means the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm. Workplace violence can include:
   - physical attack, aggression or any unwanted touching
   - threatening behaviour
   - verbal or written threats
   - domestic violence
   - sexual violence

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 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.

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 online forms of sexual violence (e.g. Internet threats and harassment) and sexual exploitation.

Sources: Occupational Health and Safety Act, S.A. 2020, Chap. O-2.2, as amended; Government of Alberta, Workplace harassment & violence website.

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. The employer will investigate and take appropriate corrective actions to address all incidents and complaints of workplace violence in a fair and timely manner.

7. All complaints of violence will be investigated in a confidential manner in accordance with the *Library Service Points Grievance Appeal Process Policy.* The employer will not disclose the circumstances related to an incident of violence, the names of the complainant, the person alleged to have committed the violence, or any witnesses, except where necessary to:

    investigate the incident or to take corrective action,
    inform the parties involved in the incident of the results of the investigation and any corrective actions taken,
    inform workers of a specific or general threat of violence or potential violence, or
    comply with other legal requirements.

8. 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.

9. 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.

10. Anyone engaging in any form of workplace violence will be subject to disciplinary action, up to and including termination of employment.

11. For acts of violence by individuals outside of the organization, action taken may include temporary or permanent withdrawal of library services or legal action.

12. No workers can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving workplace violence. This violence prevention policy does not discourage a worker from exercising the worker's right under any other law.

13. An employee has the right to exercise any other legal rights, including addressing complaints to the Alberta Human Rights Commission.

14. 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: WORKPLACE VIOLENCE PREVENTION
SECTION C: 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

STATEMENT OF INTENT
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
4. **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

5. **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

6. **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

15. Marigold Library System is committed to eliminating or, if that is not reasonably practicable, controlling the hazards of violence.

16. All employee hazard assessments will include workplace violence, domestic violence and sexual violence as hazards.

17. The Community Library Manager will adhere to and enforce the *Workplace Violence Prevention Policy.*

18. 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.

19. 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.

20. All complaints of violence will be investigated in a confidential manner in accordance with the *Library Service Points Grievance Appeal Process Policy.*

21. 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.

22. 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.

23. Anyone engaging in any form of workplace violence will be subject to disciplinary action, up to and including termination of employment.

24. For acts of violence by individuals outside of the organization, action taken may include temporary or permanent withdrawal of library services or legal action.

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

26. An employee has the right to exercise any other legal rights, including addressing complaints to the Alberta Human Rights Commission.

27. 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: _____

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

Committee responsible: Standards & Services
Committee approved: February 27, 2024
Board Approved: April 20, 2024
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 Marigold plans and reports on services, including:
- Business Continuity Plan
- Vehicle Replacement Plan
- Annual Report
- Value of Your Investment Reports

Determine annual *Making a Difference Award* winners and honourable mentions for presentation a the Marigold Library Conference.

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.
A member may remain on the Committee for one year after retiring from the Marigold Board.

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.

POLICY: ACCESS AND ACCEPTABLE USE OF INFORMATION TECHNOLOGY
SECTION D: Standards & Services

Committee Responsible: Standards & Services
Committee Approved: September 21, 2023
Board Approved: November 18, 2023
Review Date: 2026   Page 1 of 3

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.

Users will not share an account password or allow the use of their account by others.

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.
- Sharing your password or username with others.

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 D: Standards & Services

Committee Responsible:	Standards & Services	
Committee Approved:	November 21, 2023	
Board Approved:	January 27, 2024	
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 to each member library board/society, and provides collection materials 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 board/society 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 board/society 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 board/society, 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 submit all challenges to collection materials to Marigold's CEO as per Collection Management Policy for Library Service Points – Community Libraries.

Municipal library board decisions to remove an item from a physical library collection do not apply to any other Marigold member library or to Marigold or TRAC eResources or eBook collections. Items removed from a local library collection may/will be available to any patron who places a hold via interlibrary loan.

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 & 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; April 12, 2019

SCHEDULE B: DISTRIBUTION OF MATERIAL 2024

COLLECTION MANAGEMENT POLICY SCHEDULE B 2024 Distribution of Materials This schedule determines the minimum number of collection items each member library board/society will receive in the fiscal year.		
Libraries	**Official Treasury Board and Finance Population 2022 plus 2%**	**2024 Distribution Formula by Population Range or Base Amount (# of items)**
Airdrie	81,826	12,400
Cochrane	35,418	6,000
Okotoks	32,598	6,000
Chestermere	25,142	4,200
Strathmore	15,493	2,500
Canmore	14,821	2,500
High River	14,737	2,500
Banff	9,849	1,400
Drumheller	8,127	1,400
Sheep River	5,772	900
Crossfield	3,747	700
Three Hills	3,287	700
Hanna	2,711	500
Irricana	1,284	200
Trochu	1,017	200
Oyen	922	200
Beiseker	860	180
Linden	810	180
Acme	776	180
Consort	682	160
Acadia	504	120
Carbon	453	120
Standard	387	120
Rockyford	322	120
Longview	294	120
Delia	252	120
Morrin	237	120
Hussar	200	120
Youngstown	153	120
Empress	139	120
*Berry Creek		120
*Bighorn		120
*Carseland		120
*Gleichen		120
*Langdon		120
*Millarville		120
*Rumsey		120
Totals	262,820	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 = 1400 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 & BESTSELLER PROGRAM 2024

COLLECTION MANAGEMENT POLICY
SCHEDULE C
SHARED COLLECTIONS & BESTSELLER PROGRAM 2024

The Shared Collections Library Schedule determines the minimum number of collection items each member library board/society 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 plus 2%**	**2024 Distribution Formula by Population Range or**
Airdrie	81,826	1,400
Cochrane	35,418	683
Okotoks	32,598	683
Chestermere	25,142	425
Strathmore	15,493	390
Canmore	14,821	390
High River	14,737	390
Banff	9,849	325
Drumheller	8,127	325
Sheep River	5,772	325
Crossfield	3,747	200
Three Hills	3,287	200
Hanna	2,711	145
Irricana	1,284	90
Trochu	1,017	90
Oyen	922	90
Beiseker	860	90
Linden	810	90
Acme	776	90
Consort	682	75
Acadia	504	50
Carbon	453	50
Standard	387	50
Rockyford	322	50
Longview	294	50
Delia	252	50
Morrin	237	50
Hussar	200	50
Youngstown	153	50
Empress	139	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, & 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 Polaris 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 D: 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 similar wireless devices provided by the library. Public access computers or devices must be able to support Marigold provided software and resources (e.g. Microsoft Office).

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.
- Polaris Integrated Library Software (Polaris 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 Polaris 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 (including ILS/LMS 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: IT CAPACITY FUND
SECTION D: Standards & Services

Committee Responsible: Standards & Services
Committee Approved: November 21, 2023
Board Approved: January 27, 2024
Review Date: Annually   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 board/society 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	2024 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 D: Standards & Services

Committee Responsible: Standards & Services
Committee Approved: November 21, 2023
Board Approved: January 27, 2024
Review Date: May 2026   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 D: Standards & Services

Committee Responsible: Standards & Services
Committee Approved: May 24, 2022
Board Approved: August 27, 2022
Review Date: 2024   Page 1 of 5

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 Polaris Integrated Library System (Polaris ILS) or 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 D: Standards & Services

Committee Responsible: Standards & Services
Committee Approved: February 27, 2024
Board Approved: April 20, 2024
Review Date: May 2027   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.

POLICY: SECURITY AWARENESS & TRAINING POLICY
SECTION D: Standards & Services

Committee responsible: Standards & Services
Committee approved: November 21, 2023
Board Approved: January 27, 2024
Review Date: 2025   page 1 of 4

STATEMENT OF INTENT
Marigold Library System delivers an internal information security awareness and training program to inform and assess all Users regarding their information security obligations. Trained informed system users are a critical component of maintaining network security.

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

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

REQUIREMENTS
The Information security awareness program should:
- Ensure all Users achieve and maintain at least a basic level of understanding of information security matters.
- Provide additional training as appropriate for Users in roles that have additional levels of responsibility, vulnerability, or access to critical or sensitive data and infrastructure. This includes those in high level management, IT/network operations, or accounting and financial roles.
- Commence as soon as practicable after a User joins the organization, generally by completing initial security training during their onboarding or orientation process.
- Where necessary and practicable, training materials and exercises should suit the intended audiences in terms of styles, formats, complexity, and technical content.
- Provide Users with information on the location of training materials, along with security policies, standards, and guidance.

SECURITY AWARENESS TRAINING
The Marigold IT department requires that each User successfully completes foundational cybersecurity training course. Users will be enrolled in ongoing training modules relevant to their job roles and responsibilities with the organization. These modules will be assigned to all Users on a regular basis throughout the course of each year.

Users will be given a reasonable amount of time by Marigold IT to complete each course, so as not to disrupt business operations. Member libraries must ensure they are scheduling time for Users to complete these courses in the time allotted.

SIMULATED SOCIAL ENGINEERING EXERCISES
The Marigold IT department will conduct periodic simulated social engineering exercises including but not limited to phishing (e-mail), USB testing, and physical assessments.

These tests will be conducted at random throughout the year with no set schedule or frequency.

The Marigold IT department may conduct targeted exercises for specific departments or individuals based on a risk determination or assessment.

REMEDIAL TRAINING EXERCISES
Users may be required to complete remedial training courses or be required to participate in remedial training exercises as part of a risk-based assessment.

COMPLIANCE AND NON-COMPLIANCE
Compliance with this policy is mandatory for all Users. The Marigold IT department will monitor compliance and non-compliance with this policy and report to the appropriate executive team(s) the results of training and social engineering exercises.

The penalties for failure and non-compliance are described in Schedule A of this policy.

Compliance Actions
Certain actions or non-actions by Users may result in a compliance event (Pass).
A Pass includes but is not limited to:
*   Successfully identifying a simulated social engineering exercise
*   Not having a Failure during a social engineering exercise
*   Reporting real social engineering attacks to the Marigold IT department

Certain actions or non-actions by Users may result in a compliance event (Failure).
A Failure includes but is not limited to:
*   Failure to complete required training within the time allotted
*   Failure of a social engineering exercise
*   Clicking on a URL within a phishing test
*   Opening an attachment that is part of a phishing test
*   Entering data in a landing page as part of a phishing test
*   Replying with any information to a smishing or phishing test
*   Plugging in a USB stick or removeable drive as part of a social engineering exercise
*   Failing to follow company policies during an exercise

Non-Compliance Actions
Users that fail to follow this policy or other IT or Information Security policies will be considered in non-compliance.

Users that repeatedly fail to complete assigned security awareness training as outlined in this policy will be considered in non-compliance.

Removing Failure Events Through Passes
Each Failure will result in a Remedial training or coaching event. Subsequent Failures will result in escalation of training or coaching. De-escalation will occur when three consecutive Passes have taken place.

RESPONSIBILITES AND ACCOUNTABILITIES
The Marigold IT Manager is accountable for running an effective information security awareness and training program that informs and motivates Users to help protect the organization's and customer's information assets.

The Marigold Management Team is responsible for developing and maintaining a comprehensive suite of information security policies, standards, procedures, and guidelines that are to be mandated and/or endorsed by management. Working in conjunction with Member Libraries, it is also responsible for conducting suitable awareness training and education activities to raise awareness and aid understanding of Users' responsibilities.

All Managers are responsible for ensuring that their staff and other workers within their area of responsibility participate in the information security awareness training and education activities where appropriate and required.

All Users are personally accountable for completing the security awareness training activities and complying with applicable policies and regulations at all times.

Schedule A: Failure and Non-Compliance Penalties

The following table outlines the penalty of Failure events with this policy. Steps not listed here may be taken by the Marigold IT team to reduce the risk that an individual may pose to the company.

Failure Events provide an opportunity to connect with the User and provide additional resources and support to enhance their knowledge and understanding of the content delivered by the training modules. The end goal is to ensure the user is properly trained and knowledgeable about the relevant subject matter.

Failure Count	Remediation Action
First through Third Failure	Mandatory completion of relevant remedial training modules or coaching on how to avoid similar future Failures.
Fourth Failure	Meeting between Marigold IT Manager and User's direct Supervisor to determine how to better support and educate the user.
Fifth+ Failure	Possibility of additional administrative and technical controls will be implemented to prevent further Failure events.

The following table outlines the penalty of Non-Compliance with this policy. Steps not listed here may be taken by the Marigold IT team to reduce the risk that an individual may pose to the company.

Users are considered in non-compliance when they have failed to abide by IT security Policies or failed to participate in completing the assigned training modules.

Non-Compliance Count	Remediation Action
First Non-Compliance	User will be asked to meet with their direct supervisor (or a Marigold Consultant if a supervisor is not available) to determine the cause for non-compliance and put a plan in place to remediate the situation.
Second Non-Compliance (User has failed to follow through on their remediation plan and/or has triggered additional non-compliance actions)	The User's direct supervisor (or Marigold Consultant) and the Member Library CEO or Director (or the Marigold CEO or COO) will be notified and asked to determine the cause for non-compliance and put a plan in place to remediate the situation.
Third Non-Compliance (User has failed to follow through on their remediation plan and/or has triggered additional non-compliance actions)	Administrative or technical controls will be implemented to limit the scope of security vulnerability posed by the User's non-compliance. This may include suspension of the user's account until they can be brought into compliance.
Fourth+ Non-Compliance (User has failed to follow through on their remediation plan and/or has triggered additional non-compliance actions)	Limitations may be placed on the scope and functionality of the Users' access to Marigold systems, networks, company information, non-public personal information, personally identifiable information, and/or patron data. This may include suspension of the user's account until they can be brought into compliance.

BYLAW: TRAC CARD – OPERATIONAL BYLAW
SECTION D: 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 & 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 Polaris Integrated Library System (Polaris ILS).

Patrons are automatically notified of overdue library resources by the Polaris 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 Polaris ILS.

POLICY: TRANSFER PAYMENTS
SECTION D: Standards & Services

Committee Responsible: Standards & Services
Committee Approved: September 19, 2023
Board Approved: January 27, 2024
Review Date: 2025   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 library boards/societies 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 2024

TRANSFER PAYMENTS POLICY
SCHEDULE A: Services Grant 2024

As per Marigold Board decision and for __2024 only__, this schedule uses the Treasury Board & Finance Population (2022) __OR__ the Municipal Affairs Population (2023), whichever is higher. Population figure used is highlighted in the chart below.

Library	Treasury Board & Finance Population 2022	Muncipal Affairs Population 2023	2024 Services Grant
Airdrie	80,222	74,100	$ 200,555
Cochrane	34,724	32,199	$ 86,810
Okotoks	31,959	30,405	$ 79,898
Chestermere	24,649	22,163	$ 61,623
Strathmore	15,189	14,339	$ 37,973
Canmore	14,530	15,990	$ 39,975
High River	14,448	14,324	$ 36,120
Banff	9,656	8,305	$ 24,140
Drumheller	7,968	7,909	$ 19,920
Sheep River	5,659	5,341	$ 14,148
Crossfield	3,674	3,599	$ 9,185
Three Hills	3,223	3,171	$ 8,058
Hanna	2,658	2,394	$ 6,645
Irricana	1,259	1,179	$ 3,500
Trochu	997	998	$ 3,300
Oyen	904	917	$ 3,300
Beiseker	843	754	$ 3,300
Linden	794	747	$ 3,300
Acme	761	606	$ 3,300
Consort	669	644	$ 3,200
Acadia	494	494	$ 3,200
Carbon	444	492	$ 3,200
Standard	380	353	$ 3,100
Rockyford	316	395	$ 3,100
Longview	288	297	$ 3,100
Delia	247	152	$ 3,100
Morrin	232	205	$ 3,100
Hussar	196	164	$ 3,100
Youngstown	150	171	$ 3,100
Empress	136	148	$ 3,100
TOTAL	257,669	242,955	
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 $	701,150

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 2024

	Community Library	Community Library Grant
The community libraries services grant is equal to the provincial base grant for municipal libraries.	Berry Creek	$ 9,000
	Bighorn	$ 9,000
	Carseland	$ 9,000
	Gleichen	$ 9,000
	Langdon	$ 9,000
	Millarville	$ 9,000
	Rumsey	$ 9,000
	TOTAL	**$63, 000**

POLICY: USE OF LIBRARY SYSTEM FACILITY
SECTION D: Standards & Services

Committee Responsible: Standards & Services (formerly Building)
Committee Approved: November, 21, 2023
Board Approved: January 27, 2024
Review Date: November 2024   Page 1 of 1

STATEMENT OF INTENT

Marigold Library System strives to provide a safe and secure environment for Marigold staff, board members, contractors, and guests while on Marigold premises by regulating access to operational areas.

CONDITIONS

Marigold headquarters is an operations centre and is not open to the general public.

Library personnel attending training or events, vendors of service and equipment, and preauthorized guests may have access to designated areas of headquarters while conducting Marigold business.

Marigold permits the use of video surveillance on the facility exterior and in Marigold's operational areas (Unit B, 1000 Pine Street) for the purpose of safety and security of persons and property. Signage will be posted by each video surveillance camera. The use of video surveillance and recordings will be compliant with FOIP legislation, the Marigold FOIP Bylaw, and all applicable Marigold policy. Video surveillance will only be used by Marigold to:
- Provide a record of unlawful acts or breaches of Marigold policy,
- Prevent or deter such activities; and,
- Aid in the investigation of such breaches.

The use of the Western Irrigation District & Marigold Library System Community Room, or other interior or exterior common property, is governed by Condominium Corporation NO. 2210602 bylaws and the Operating Agreement between the Condo Corporation, Marigold Library System, and the Western Irrigation District.

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

Committee responsible:	HR Committee	
Committee approved:	October 5, 2023	
Board Approved:	April 20, 2024	
Review Date:	Annually – before the AGM	Page 1 of 2

NAME OF COMMITTEE: Human Resources (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.

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.

Policy Review Schedule

Section: General Governance

	Approved Date	Review Date
Marigold Library System Constitution	January 28, 2023	2025
Marigold Library System Mission & Values	April 20, 2024	Annually
Marigold Library System Procedural Bylaws	January 28, 2023	2025

Section A: Executive Committee

	Approved Date	Review Date
Mandate Statement – Executive Committee	April 20, 2024	Annually
Mandate Statement – CEO Contract & Performance Review Committee	April 20, 2024	Annually
Mandate Statement – CEO Recruitment Committee	February 24, 2022	As required
Contingency Plan for Finance	November 18, 2023	Annually
Finance Policy	November 18, 2023	2024
Job Descriptions – Executive Committee	April 20, 2024	Annually

Section B: Governance Committee

	Approved Date	Review Date
Mandate Statement – Governance Committee	April 20, 2024	Annually
Mandate Statement – Nominating Committee	April 20, 2024	Annually
Appointment of Marigold Board Members Policy	January 28, 2023	2025
Board Meetings Policy	August 26, 2023	2025
Board Member Compensation Policy	April 20, 2024	Annually
Board Member Roles & Responsibilities Policy	August 26, 2023	2025
Continuing Education for Board Members Policy	August 27, 2022	2025
Freedom of Information and Protection of Privacy Bylaw	August 27, 2022	2025
Governance Policy	August 26, 2023	2025
Integration of Members into Marigold Policy	August 27, 2023	2024
Operational Governance Policy	April 22, 2023	2025
Orientation for Marigold Board Members	April 20, 2024	2025
Policy Development Policy	April 20, 2024	Annually
Records Management Policy	April 22, 2023	2026
Service Recognition Policy	April 30, 2022	2025
Withdrawal or Termination of Library Services Policy	January 27, 2024	2026

Section C: Library Service Points – Community Libraries

	Approved Date	Review Date
Library Service Points Bylaws for Safety & Use	August 26, 2023	2025
Library Service Points - Accessibility for All Persons Policy	August 27, 2022	2025
Library Service Points – Collection Management Policy	August 26, 2023	2025
Library Service Points – Finance Policy	April 30, 2022	2024
Library Service Points – Grievance Appeal Process Policy	August 26, 2023	Annually
Library Service Points – Hours of Service Policy	August 26, 2023	2025
Library Service Points – Personnel Policy	April 24, 2021	2023
Library Service Points – Public Access to the Internet Policy	April 30, 2022	2024
Library Service Points – Records Management Policy	April 22, 2023	2026
Library Service Points – Social Media Policy	August 27, 2022	2025
Library Service Points – Unattended Children Policy	November 18, 2023	2026
Library Service Points – Use of Work-Issued Technologies Policy	November 18, 2023	2026
Library Service Points – Workplace Harassment Prevention Policy	August 26, 2023	Annually
Library Service Points – Workplace Violence Prevention Policy	January 27, 2024	Annually

Section D: Standards & Services Committee

	Approved Date	Review Date
Mandate Statement – Standards & Services Committee	April 20, 2024	Annually
Access & Acceptable Use of Information Technology Policy	September 21, 2023	2026
Collection Management Policy	January 27, 2024	Annually
Information Technology (IT) Services Policy	November 26, 2022	2024
IT Capacity Fund Policy	January 27, 2024	Annually
Programs Policy	January 27, 2024	2026
Provision of Services Policy	August 27, 2022	2024
Resource Sharing Policy	April 20, 2024	2027
Security Awareness & Training Policy	January 27, 2024	2025
TRAC Card – Operational Bylaw	April 22, 2023	2025
Transfer Payments Policy	April 20, 2024	2025
Use of Library System Facility	January 27, 2024	2026

Section E: Human Resources (HR) Committee

	Approved Date	Review Date
Mandate Statement – Human Resources (HR) Committee	April 20, 2024	Annually