

Town of Beaverlodge Library Board Policies

Policy Name	Personnel Administration
Policy Number	04
Legislative Authority	<i>Libraries Act s. 7</i> <i>Libraries Regulation AR 141/1998 s.7(2)(a)</i> Alberta Employment Standards

Purpose To ensure fair, orderly and consistent administration of personnel matters.

Definitions Library Board means Town of Beaverlodge Library Board.
Library means the Beaverlodge Public Library.
Personnel Committee means the Library Board's Personnel Committee.
Town means the Town of Beaverlodge
CAO means the Town of Beaverlodge Chief Administrative Officer.

- Policy**
1. **The Library Board is responsible for the full management and control** of the Library. The Library Board is the employer of the Library staff and the Town is the service provider of payroll, benefits and pension administration. The Town has also included the Library staff in Town staff recognition functions, and included their positions in external surveys and internal comparisons for equitable job classifications.
 2. **The Library Board is the direct supervisor of the Library Manager** and is the sole authority for recruiting, hiring, performance appraisals, dismissal, approving work hours and vacations, and ensuring compliance with employment standards for the Library Manager.
 3. **The Library Manager is the direct supervisor of all other Library staff** and is responsible for their recruiting, hiring, training, performance appraisals, dismissal, scheduling of work hours, approving vacations, and ensuring compliance with employment standards. The Library Manager is the direct supervisor of volunteers and is responsible for their recruitment, training, supervision, evaluation and dismissal.
 4. **All policies adhere to national, provincial and municipal legislation** and where there is a difference, these supercede the Library Board policies.
 5. **The Library Board has the authority and is responsible for maintaining a Personnel Committee**, which fulfills the responsibilities detailed in the Library Board Governance Policy 19, including:
 - 5.1 Developing and maintaining current job descriptions for the Library Manager, staff and volunteers (See Appendix A, B, C and D)

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- 5.2 Sending the offer letter when a Library Manager candidate is selected (See Appendix E)
- 5.2 Developing and maintaining a Performance Appraisal form (See Appendix F)
- 5.3 Ensuring the Grievance Procedure for the Library Manager, staff and volunteers is followed, as specified in the Grievance Procedure below.

6. Grievance Procedure

- 6.1 A grievance is any concern arising from a difference in the interpretation, application, administration or alleged violation of the Library Board policies.
- 6.2 A Library staff member or volunteer who has a grievance or concern should **first discuss the concern with the Library Manager** in an attempt to resolve the matter. If the concern is with the Library Manager, the staff or volunteer discuss their concern with the Library Board Chair. If the Library Manager has a concern, they discuss the matter with the Library Board Chair.
- 6.3 If the griever and the Library Manager, or the Library Manager and the Library Board Chair, cannot resolve the issue, a full written record of the concern is made **to the Library Board Personnel Committee within 15 days of the discussion.**
- 6.4 **The Library Board Personnel Committee** reviews the matter, may consult with the Town's Human Resources personnel, and makes a recommendation to the Library Board:
 - a. Three Personnel Committee members review the grievance
 - b. If the grievance is with a member of the Personnel Committee, that member does not participate in the review process related to that grievance, and the Library Board appoints an interim replacement Personnel Committee member.
- 6.5 After receiving and considering the Personnel Committee's recommendation, the Library Board makes a decision regarding the grievance. **The Library Board sends a written record of this decision to the griever within 30 days** of the original written concern being received.
- 6.6 If the response or decision of the Library Board is unsatisfactory to the griever, they have the right to appeal to other organizations as applicable:
 - a. **Alberta Employment Standards:** the contact for issues related to hours of work, holiday pay, days off, maternity and parental leave, overtime hours, vacations, wage payment, and employee termination.

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- b. **Occupational Health & Safety:** the contact for issues related to workplace safety, including working alone.
 - c. **Office of the Information and Privacy Commissioner of Alberta:** the contact for issues related to their personal information.
 - d. **Alberta Human Rights Commission:** the contact for questions regarding discrimination in the workplace.
7. The Library Manager, staff and volunteers must not accept **gifts, money or gratuities** in exchange for providing enhanced or special services to a Library patron.
8. The Library Manager is responsible for ensuring the Library is staffed to meet operational requirements, including during staff holidays, as specified in the Library Board Library Hours Policy 09, and within the approved budget.
9. The Conditions of Employment are detailed in Appendix G.

Original Effective Date:	January 16, 2019	Chairperson's Signature	Chairperson's Name Dave McGregor
Review Due Date:	May 2019 and then annually		

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Appendix A

Library Manager Job Description



Town of Beaverlodge Library Board

Box 119 406 10 Street Beaverlodge AB T0H 0C0

Library Manager Job Description

General Description: The Library Manager is responsible for implementing the Beaverlodge Public Library Plan of Service through the daily operations of the Library. The Library Manager ensures the smooth and efficient operation of the Library and its programs under the policies, direction, and authority of the Town of Beaverlodge Library Board.

Position Reports to: The Town of Beaverlodge Library Board (Board). The Board Chair shall serve as the liaison between the Board and the Library Manager between Board meetings.

Position Supervises: All other Library employees and Library volunteers report to the Library Manager.

Responsibilities: The Library Manager has responsibilities in the following areas:

1) The Library Board

- a. Provides regular reports to the Board on all matters essential to the effective functioning of the Library and the Board
- b. Provides professional expertise, prompt and accurate Library information and opinions to the Board
- c. Assists Board Chair in identifying assignments to working Committees of the Board and developing Board leadership
- d. Works with the Board Policy Committee to develop, review, and revise policies
- e. Maintains a good working relationship with the Board
- f. Participates in Board and committee activities as required
- g. Orients new Board members to Library operations
- h. Assists Chair in developing Board meeting Agenda
- i. Sends advance notice, agenda and required documents for the Board meetings one week before the next Board meeting
- j. Brings required materials to the Board meetings, e.g. Board Manual, copies of minutes, reports.
- k. Attends and participates in the Board meetings

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2) Personnel Administration

- a. Accepts responsibility for recruiting, hiring, training, supervising, coaching, evaluating and dismissing staff
- b. Provides an annual performance evaluation for all employees and reports results to the Board
- c. Arranges staff work schedules for the purpose of providing fair and adequate staff coverage during the hours of Library operation
- d. Recruits, trains, supervises, coaches, evaluates and dismisses Library volunteers
- e. Recommends and approves staff developmental workshops, conferences, etc.
- f. Submits required documentation to the Town Office to enable appropriate payment of wages and salary
- g. Cultivates an environment of respect and support
- h. Adheres to the Board Personnel Administration Policy

3) Planning

- a. Works with the Board to develop the Library's Plan of Service
- b. Establishes the programs and services based on the Library's Plan of Service
- c. Leads evaluation of existing Library programs.
- d. Compiles and submits necessary statistics based on input from system data and staff members
- e. Demonstrates responsiveness to community needs

4) Financial Stewardship

- a. Ensures financial duties are carried out according to the Board Finances Policy 03
- b. Is responsible for expenditures according to approved budget
- c. Completes the bookkeeping and data entry into the Library's accounting software
- d. Produces and provides to the Board, monthly financial records including all revenue and expenditures
- e. Sits as a member of the Board Finance Committee, which prepares the annual budget
- f. Completes applications for grants with the help of the Board or designated committee
- g. Initiates and prepares applications for funding for projects and programs, and follows through on reports of expenditures, as required
- h. Provides all requested financial documentation to the auditor
- i. Provides the annual Board-approved budget to the Town, as required
- j. Ensures the annual report required by Municipal Affairs is properly prepared, reviewed and submitted
- k. Maintains a file of potential revenue sources, including application criteria, procedures and deadlines, and ensures grants and special funding are correctly applied for
- l. Invests reserve funds in a fiscally responsible manner

5) Library Duties

- a. Manages the day-to-day operations of the Library
- b. Provides friendly, helpful and efficient library service to patrons
- c. Develops and maintains library collections and access that respond to the evolving needs of Library patrons, as identified in the Plan of Service

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- d. Adheres to Board policies and develops ongoing procedures to implement these policies
- e. Assists Library staff and volunteers with program delivery
- f. Oversees property maintenance
- g. Plans and provides directions to the Board regarding equipment replacement
- h. Ensures on-going operation of all equipment hardware and software
- i. Maintains and updates the Library web page and social media page(s)
- j. Ensures all staff are trained to provide information services for eResources and the internet

6) Promotion

- a. Ensures effective and friendly representation of the Library to the community
- b. Promotes increased public awareness of the Library
- c. Represents the Library at community functions

7) Other Professional Responsibilities

- a. Builds strategic partnerships with the municipality and other community organizations
- b. Maintains good relationships with the Peace Library System and their member libraries
- c. Participates in the activities of the library system and attends library system meetings
- d. Participates in the activities of relevant professional library organizations
- e. Keeps abreast of current developments in library services and programs through attendance at training workshops, seminars and conferences as budget allows
- f. Attends the annual Provincial Library and the Rural Libraries Conferences
- g. Sits as a member of the Friends of The Beaverlodge Library Society to assist the Society in its goals and objectives, and to provide support to the Society as needed
- h. Assumes other duties as required

8) Skills Required

Effective interpersonal skills are required to work effectively with the Board, staff, volunteers, and the community. Specific qualities include the following:

- a. Ability to think creatively
- b. Ability to develop and successfully execute plans of action with minimal supervision
- c. Leadership ability, including personnel management
- d. Ability to recognize and set priorities, and to use initiative and independent judgment in a wide variety of situations
- e. Ability to build strategic partnerships and community coalitions, and to foster positive relationships
- f. Excellent verbal and written communication skills
- g. Excellent computer and internet skills, e.g. spreadsheets, bookkeeping, accounting and graphics software

9) Qualifications

- a. Education:
 - o Minimum: Grade 12 or equivalent, with some post-secondary education or related library training preferred, and a willingness and ability to enroll in relevant courses

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- Preferred: A post-secondary degree or diploma, either related to library services or an ability and willingness to enroll in related studies
- b. Experience:
 - Minimum of three years full-time library work or equivalent
 - At least three years' experience in a supervisory role.
- c. Canadian citizen or able to work in Canada.
- d. Ability to work evening and weekend hours as required.
- e. Valid driver's license, preferred; a satisfactory Driver's Abstract may be requested
- f. A satisfactory Vulnerable Sector Criminal Records Check

10) Working Conditions

This position involves frequent lifting, bending, reaching, standing, carrying, and exposure to dust.

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Appendix B

Library Clerk I Job Description



Town of Beaverlodge Library Board

Box 119 406 10 Street Beaverlodge AB T0H 0C0

Library Clerk I Job Description

POSITION TITLE: Library Clerk I

REPORTS TO: Library Manager

POSITION SUMMARY: This is an entry level position consisting of routine work, and repetitive tasks with some exercise of judgment and decision making based on established policies and procedures. Work includes general office related duties, interaction with the public and Library patrons, and the operating of office equipment.

GENERAL DUTIES AND RESPONSIBILITIES

1. Perform circulation desk duties as assigned, including checking in and out of materials, and registration or renewal of patron memberships, and minor account transactions
2. Answer questions and provide assistance to patrons in person and over the telephone
3. Assist patrons with computers, including use of e-Resources
4. Operate Library equipment
5. Shelve books and materials as directed, as well as shelf-reading and organization.
6. Participate in inventory approximately every two years
7. Facilitate both incoming and outgoing interlibrary loans
8. Process and repair Library materials
9. Perform other clerical duties as assigned
10. Perform light janitorial duties

SKILLS AND KNOWLEDGE

1. Attentiveness to detail
2. Self-motivation
3. Competent computer and internet skills
4. Good math and spelling skills
5. Good verbal communication skills with children and adults.
6. Commitment to excellent customer service
7. Ability to plan, organize and complete tasks with minimal supervision

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QUALIFICATIONS

1. Experience and Training:
 - a. Previous experience in library work or similar experience preferred
 - b. Volunteer experience is an asset
 - c. Grade 12 or equivalent
2. A satisfactory Vulnerable Sector Criminal Records check

WORKING CONDITIONS

1. This position may include frequent lifting, bending, reaching, standing, carrying, and exposure to dust.
2. Some evening and weekend shifts may be required.

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Appendix C

Library Clerk II Job Description



Town of Beaverlodge Library Board

Box 119 406 10 Street Beaverlodge AB T0H 0C0

Library Clerk II Job Description

POSITION TITLE: Library Clerk II

REPORTS TO: Library Manager

POSITION SUMMARY: Carries out work consisting of complex clerical work, moderately complex technical functions, and other specialized responsibilities exercising judgment and decision-making mainly based on established policies and procedures. Some work may be routine, but carries added responsibility for accountability. In addition, the specialized responsibilities demand creativity and responsiveness to public interests as outlined in the Plan of Service.

GENERAL DUTIES AND RESPONSIBILITIES

1. Perform similar clerical duties as the Library Clerk I with increasing level of responsibility and independence including circulation of materials, as well as advanced handling of patron accounts
2. Develop and promote programs for children and adults in accordance with the Plan of Service
3. Answer questions and provide assistance to patrons in person and over the telephone
4. Assist patrons with computers, including use of e-resources
5. Complete complex clerical work and moderately complex technical or other specialized functions.
6. Partake in staff development opportunities (webinars, item-record training, etc.)
7. Be responsible for both incoming and outgoing interlibrary loans; VDX (out-of-system) loans
8. Process and repair library materials, using some judgement on item status
9. Assist with training new staff
10. Able to perform as Library Manager's designate when required.
11. Perform other clerical and light janitorial duties as assigned.

SKILLS AND KNOWLEDGE

1. Ability to plan, coordinate and implement programs
2. Attentiveness to detail
3. Self-motivation
4. Strong organizational, time management, and teamwork skills

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5. Superior internet and computer skills including Word, Outlook, Publisher and Excel
6. Desire to learn about Library services
7. Good written communication skills
8. Very good verbal communication and interpersonal skills
9. Commitment to excellent customer service
- 10.** Ability to plan, organize and complete tasks with minimal supervision

QUALIFICATIONS

1. Experience and Training:
 - a. Grade 12 or equivalent
 - b. Previous experience in library work or similar experience preferred
 - c. Volunteer experience is an asset
2. A satisfactory Vulnerable Sector Criminal Records Check

WORKING CONDITIONS

1. This position may include frequent lifting, bending, reaching, standing, carrying, and exposure to dust.
2. Some evening and weekend shifts may be required.

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Appendix D

Library Volunteer Job Description



Town of Beaverlodge Library Board

Box 119 406 10 Street Beaverlodge AB T0H 0C0

Library Volunteer Job Description

POSITION TITLE: Volunteer

REPORTS TO: Library Manager

POSITION SUMMARY: The work of a volunteer complements, but does not replace, the work of paid Library staff. Volunteers may also augment and enhance the range of services offered. Work includes general office related duties, interaction with the public and Library patrons and the operating of office equipment.

GENERAL DUTIES AND RESPONSIBILITIES

1. Abide by the Library's Mission, Vision and Value Statements
2. Become familiar with the Library's Plan of Service, Policies and Procedures
3. Notify the Library Manager prior to any absence or lateness of arrival
4. Perform assigned duties as requested, e.g. operate library equipment, assist patrons with computers, provide assistance to patrons, complete specific clerical and light janitorial duties.

SKILLS AND KNOWLEDGE

1. Attentiveness to detail
2. Self-motivation
3. Computer and internet skills may be required
4. Good math and spelling skills
5. Good verbal communication skills with children and adults.
6. Commitment to excellent customer service

QUALIFICATIONS

1. **Experience and Training:**
 - a. Previous experience in library work or similar experience is an asset
 - b. Previous volunteer experience is an asset
2. Age sixteen (16) or older
3. A satisfactory Vulnerable Sector Criminal Records Check

WORKING CONDITIONS

This position may include frequent lifting, bending, reaching, standing, carrying, and exposure to dust.