

2026

Olds and District Municipal Library Policy Manual

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SCHEDULES

Policy 1.0: Personnel

Libraries Regulation (Alberta Regulation 141/98), The Alberta Libraries Act Chapter L12-1, 1983 and Libraries Amendment Act Chapter 19, 1998:

7(1) Subject to section 40 of the Act, every board shall establish policies with respect to the following:

7.1.b) orientation and continuing education of board members and staff, including expenses for attendance at library meetings, conference workshops and courses and for memberships in library associations.

7(2) Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:

7.2.a) personnel, including job descriptions and performance appraisals for employees and volunteers, qualifications for staff positions, working hours, conditions of employment and a grievance procedure.

1.1 Responsibilities and Purpose

- Personnel policies are created by the Library Board in consultation with the Library Manager.
- The Library Manager is responsible for the implementation of policies.

Definitions

- **Staff** is defined as any person who is paid and entrusted with the security and/or operation of the OML in the course of provision of Library service to the community.
- **Full time staff** are those employees working 30 hours or more per week, and part time staff are those staff members working less than 30 hours per week. Casual employees are those staff members not regularly scheduled, but available to call in for work.
- **Volunteers** shall be bound by the same standards of conduct, and procedures as are staff and can expect in return the same treatment as to orientation, job training, job descriptions, and access to opportunities for further skill development as available and according to budget.
- A **personal day** is defined as the typical shift for each employee's position.
- **Immediate family members** include spouse (marital or common-law) and dependent children.

Employment and Authority

- *The Personnel Policy falls under the Alberta Employment Standards Code and the Employment Standards Regulation, and the Occupational Health and Safety legislations. Where not specifically stated, these codes should be referred to for appropriate procedures and policies.*

<https://work.alberta.ca/employment-standards.html>

<https://www.alberta.ca/ohs-act-regulation-code>

- The Alberta Employment Standards Code shall be readily available and stored alongside the policy manual on the premises.
- Employees are covered under the Workers Compensation Act as the Act.

1.2 Conditions of Employment

Offer of Employment

- Written notice specifying details and terms of employment, and appropriate job description shall be given to each employee. Employment is conditional on acceptance of the terms contained.
- Specific hours of work are defined in each employee's written offer. The Board sets the budget for staffing, while the Library Manager determines the scheduling for all other staff positions based on the operational needs of the library.

Orientation

- New employees shall be given orientation and training consisting of an introduction to all staff by their supervisor; or other staff member as delegated by the supervisor; an overview of OML's strategic plan, services and organization; and provided with access to the OML policy manual and health and safety manual.
- New employees are expected to become familiar with the mission, goals and objectives of the OML and the contents of the OML Policies and health and safety manual.

Job Description

- A job description must exist for each position and must be in existence prior to any advertisement of a position and available to any candidate applying for a position.
- Job descriptions are reviewed as part of the performance appraisal process and are required to be updated annually or when necessary. It is the responsibility of the Library Manager to maintain an updated job description for each position; (sample job descriptions can be found in schedules).
- The job description for the Library Manager is ratified and revised as required by the Board, on recommendation of the Personnel Committee

Expectations of Conduct

- OML relies on a culture of cooperation. All personnel are expected to provide excellent service and maintain a climate of mutual respect with our partners, the community, and each other.
- Staff are expected to keep their work areas orderly and ensure library business is conducted effectively. All OML documents must be filed correctly so they are easy for the team to find and access when needed.
- Staff is expected to report for work dressed and groomed in an appropriate way for their work and appropriate to this place of business.

Digital Conduct and Social Media

Professionalism Online Staff are expected to maintain the same standards of "mutual respect, understanding, and cooperation" online as they do within the library facility. When identifying as an OML employee on social media, your conduct should reflect the library's professional values.

Confidentiality and Privacy

- **Internal Documents:** Staff must not post or share internal library documents, board communications, or non-public policies on any digital platform.
- **Patron Privacy:** Protecting user privacy is a core responsibility; never share identifiable information about library patrons or their use of library services without their consent.

Personal vs. Professional Use

- **Official Voice:** Only staff authorized by the Library Manager may post, comment, or act as the official "voice" of the Olds Municipal Library.
- **Personal Accounts:** When discussing library-related topics on personal accounts, staff are encouraged to use a disclaimer stating that "opinions are my own and do not represent the OML Board."

Digital Safety All personnel must report any digital security concerns, such as phishing attempts or unauthorized access to library accounts, to the Library Manager immediately.

Lateness and Absenteeism

- Employees are expected to make every effort to be at their workstation at the time agreed upon with their supervisor including regular shifts, staff meetings, and training where required.
- If employees are not able to report for work as scheduled, they shall notify the Library Manager or person in charge as early in the day as possible.
- In the event of consistent lateness or absenteeism, the supervisor is expected to ascertain the reason and take steps to solve the problem. Continued excessive lateness or absenteeism will result in disciplinary action.

Inclement Weather or Emergency Closures

- Staff safety is our priority. While employees are expected to report for scheduled shifts, we recognize that extreme weather or emergencies may make travel unsafe.
- Notification: if you cannot safely reach the library, you must notify the Library Manager at least one hour before your shift begins.
- The Library Manager is responsible for arranging for employee and public notification in the event of unforeseen closures.

1.3 Remuneration

Payment of Wages and Salaries

- Wages and salaries shall be paid according to the payroll payment schedule as set by the Olds Municipal Library Board.
- Wages shall be reviewed by the Board as part of the annual budget preparation. At the Board's discretion, with consideration for performance appraisals, budgetary limits, annual cost of living and salary awards in similar sectors of the local economy. Wages may be at any time.

Vacation Pay and Vacation Time

- Salaried employees will receive paid vacation days based on their years of service. Hourly employees will receive a monthly vacation pay allocation.

Vacation Entitlements:

Vacation pay for Salaried Employees:

- Minimum two weeks, with pay, after each of the first four years of employment.
- Minimum three weeks, with pay, after five consecutive years of employment.
- (other entitlements may be given at the discretion of the library board or library manager.)

Vacation Pay for Hourly Employees:

- 4% for the first four years of employment. (Equivalent to approximately two weeks)
 - 6% after five consecutive years of employment (Equivalent to approximately three weeks)
- For permanent hourly employees, vacation pay will be retained until the employee takes holidays, and will be paid out on following pay cheque in order to compensate for lost paid hours.
 - If an employee wishes to take more time off than their entitlement pays, it will be considered time off without pay.
 - Hourly employees may request payment of vacation pay up to one month prior to their vacation at the discretion of the library manager.
 - All hourly employees must take at least two weeks of holidays in each 12-month period. If a mutually acceptable time for the employee's vacation cannot be found, the employer can decide on the time. However, the employee must receive at least two weeks' notice in writing of the start date of their vacation. The employee must take their vacation at that time.

- All vacation pay still owing will be paid out at the end of December. However, employees may request the holiday pay be held if they intend on using it in the first three months of the year.

Travel Allowance and Expenses

- Miles/kilometer rates shall be paid to employees using their own automobiles for Library business as per the rate set by the Province of Alberta. Allowance for reimbursement of travel, meals or other authorized expenses shall align with rates set by the Town of Olds.
- Each trip must be authorized by the Library Manager and/or the Board.

1.4 Benefits

Personal Leave

Personal leave benefits are intended for protecting an employee from loss of income when the employee is unable to work due to health or related concerns. "Personal Leave" is defined as days of for sick time, mental health care, personal medical appointments, and family care. They may not be used for general vacation days or holidays.

- All staff shall accumulate one personal day for every 120 hours worked, to a maximum of 25 days.
- Personal leave can be used in half day or full day increments and does not apply hourly.
- Personal leave will not be payable as a retirement or termination gratuity.
- Should the Library Manager and/or Board feel that an employee is abusing the personal leave benefit, they required a medical certificate be produced.
- An employee who has exhausted his/her personal leave credits but is not able to return to work may be considered on leave of absence without pay for one month for every year worked at OML up to six months, at the discretion of the Board. After this period of time, the employee's employment will be considered terminated.
- Records of earned and spent sick leave credits shall be kept and updated monthly and reported on their paystub.
- An employee who resigns from OML and returns will not be entitled to previous credits accumulated in the prior employment.

Other Leave

Leave of absence for bereavement, compassionate care, maternity or parental, critical illness, long term illness or injury, domestic violence, citizenship, reservist, or personal and family responsibility, shall follow the rules laid out in the Alberta Employment Standards Code.

Holidays

OML observes all General Holidays as defined by the Alberta Employment Standards Code, plus the following Board-approved Optional Holidays:

Optional Holiday	Definition of Holiday
Easter Monday	First Monday following Easter
Heritage Day	First Monday in August
Truth and Reconciliation Day	September 30 th
Boxing Day	December 26

If any of these holidays fall on a Friday or Monday, the library will be closed on the adjacent Saturday to allow employees time with their families. This is also an unpaid holiday.

Flexible Health Spending Account (HSA)

What is it?

OML provides a Flexible Health Credit. This allows you to choose how to spend your benefit on eligible health-related costs. Eligible expenses align with the Government of Canada and Town of Olds standards, and are reviewed annually. Eligible expense tables are maintained by the Library Manager and store in the schedules.

How it Accumulates

- **Monthly Credit:** OML contributes a credit equal to **3.5% of your gross monthly salary** to your account.
- **Rollover:** Unused credits carry over year-to-year to a **maximum balance of \$2,500**.
- **Eligibility:** This benefit is available during active employment and is not paid out upon termination, voluntary or otherwise.

How Reimbursement Works The library uses an **80/20 reimbursement model**. You pay for the service upfront and the library reimburses you for 80% of the cost using your available credits.

Eligibility: If you are unsure if an expense is eligible, please consult the Library Manager or the "Policy Schedules" before making the purchase. Expenses must be claimed within 6 months.

1.5 Qualification, Hiring Procedures, Job Vacancies and Performance Appraisals

Hiring Procedures for New Positions, Job Vacancies

- Job vacancies and new positions shall be advertised in the appropriate media and in the Library.
- Present employees with the qualifications, ability, training, experience and seniority must apply for the positions to be considered.
- Positions will be filled after an interviewing process.
- The position of the Library Manager must be ratified by the Board.

Promotions and Transfers

An employee who is promoted or transferred will follow the probationary period outlined below. During this period, the Library Manager or the employee may decide that the employee is not suited to the new position and return the employee to the previously held position or another position.

1.6 Performance Management

Probationary Period

- All new and rehired employees are subject to a six-month probationary period from their date of hire. This period allows both the employee and employer to assess suitability for the role.
- Employment may be ended by either the employee or employer at any time during the first three months, with or without cause or notice.
- A performance evaluation may be conducted within the first three months. If performance is not meeting expectations, the employee may be given the remainder of the probationary period to improve.
- The probationary period may be extended if additional time is needed to fully assess performance.
- Upon successful completion of the probationary period, employees move to permanent status.

Performance Check in and Development

The Olds Municipal Library is committed to a collaborative, transparent, and supportive approach to staff development. The performance check-in process is designed to:

- support ongoing communication between staff and supervisors
- recognize accomplishments and contributions
- identify challenges and opportunities for growth
- align individual goals with library priorities
- ensure clarity of expectations related to each role

This process is intended to be developmental rather than evaluative in nature. The Library Manager is responsible for this process and may evaluate and change it as necessary in alignment with the above criteria

Frequency of Check-Ins

- New employees will participate in check-ins at approximately three months and six months following the start of employment.
- All staff will participate in an annual check-in thereafter.
- Additional informal or mid-year check-ins may be scheduled as needed to support communication and progress.

Resignations and Retirements

Resignations shall follow the notice periods mandated by the Alberta Employment Standards Code

Dismissal Procedure

Dismissal shall follow the notice requirements and periods mandated by the Alberta Employment Standards Code

Progressive Discipline Process: Library Manager

- The Chair, or a Committee of the Board which will include the Chair, will discuss with the Library Manager the area(s) causing concern and leave with the Library Manager a Performance Improvement Plan (PIP).
- A recommended period of three months will be given to the Library Manager for the fulfillment of the expectations, but remains at the discretion of the board and should be outlined in the PIP.
- At the end of the allotted time period, if expectations have not been fulfilled, the Library Manager shall be given at least one month notice.
- The Library Manager may appeal dismissal through the established Grievance Procedure in the Conditions of Employment.

Progressive Discipline Process: All Other Staff

- The Library Manager will discuss with the staff member the area(s) causing concern and leave with the staff member a Performance Improvement Plan (PIP).
- A recommended period of three months will be given to the Library staff member for the fulfillment of the expectations. but remains at the discretion of the Library Manager and should be outlined in the PIP.
- If, after the given period, improvement has not occurred, the employee shall be given notice of dismissal.
- The staff member may appeal the dismissal through the established Grievance Procedure in the Conditions of Employment.

Grievance Procedure

- An employee having a grievance arising from the interpretation, application, operation or alleged violation of the Conditions of Employment, or other matter(s) relating to his/her employment, should first discuss the subject of the proposed grievance with the Library Manager in an attempt to resolve the matter. If both parties agree, a member of the Personnel Committee may be invited to meet with the parties to mediate a solution.
- If the grievance cannot be resolved with the library manager, a full written record of the complaint (from both parties) should be made to the chair of the personnel committee. The personnel committee shall make the final ruling, which shall be reported to the board at the following board meeting.
- If an employee is not satisfied with the decision received from the personnel committee, they have the right to appeal to the entire Board with a full written record of the complaint, in alignment with the Alberta Labour Relations Board.

1.7 Security & Privacy

Security

- Staff are required to alert the Library Manager regarding any security concerns.
- Staff working in the building during off hours are responsible for maintaining the security of the building during their stay and for leaving the building secure. (Refer to the working alone policy for safety procedures)

Privacy

- Staff are required to follow all Privacy procedures as outlined in the Protection of Privacy & Records Policy (Policy 11) and Privacy Management Program (Schedule).
- Staff are required to sign an Oath of Confidentiality when starting their position.

1.8 Staff Development

- Staff are expected and encouraged to continue their professional development through attendance at conferences, seminars and workshops concerned with the Library.
- Time spent at conferences, conventions, workshop seminars or similar training courses shall neither be considered as lieu nor overtime, nor shall travel time spent to attend the above.
- Such attendance is to be determined in consultation with the appropriate supervisor and must stay within budget approved by Board.
- The Library Manager shall report on participation of staff in staff development activities to the Board.
- Course fees shall be reimbursed as pre-authorized upon presentation of proof of successful completion of relevant courses.
- Conference registration fees may be prepaid by the Board.

1.9 Staff Reduction

Should the Board deem a reduction in the number of staff necessary, it will endeavor first to affect such reduction through voluntary attrition, which includes the following:

- resignation;
- retirement;
- leave of absence;
- change in employment status, i.e., full-time to part-time; and
- reduction of hours if necessary through:
 - lay-off, or
 - reduction of hours of staff at the discretion of the Library Manager.

Should reduction not be achieved through the above means the Library Manger, in consultation with the personnel committee, will effect reduction through termination of employment. The following criteria will be utilized in the determination of which employees will be retained for each position.

- the most appropriate qualifications as they apply to the job description;
- the highest level of relative competency based on written performance appraisals done by the Library Manager; and
- the greatest level of seniority.

1.10 Contract Workers

The library manager may enter into a contract for service with outside companies for services budgeted by the board. (Example, accounting services).

- At least three quotes should be obtained before entering into a contract, and the best provider within budget should be chosen. Should the library manager not find a suitable candidate within budget, they should bring the budget to the board for further consideration and approval.
- All contracts should be entered into for no more than 5 years, at which time new quotes should be collected unless otherwise approved by the board.
- All contracts should have a 6 week exit clause and grievance process for both parties.
- All contractors are required to follow Occupational Health and Safety rules for their industry and have valid workers compensation benefits for their employees.
- A formal invitation to quote with a clear outline of qualifications, timelines, and expectations should be created for each service to ensure a fair process for those who wish to submit.
- Quotes for contracts resulting in over \$5000 annually should be posted for a minimum of one month and every effort should be made to notify local industry leaders in that field to inform them of the invitation.
- All eligible quotes should include:
 - Contractors Company Name and Full Address.
 - Three written references for work previously completed.
 - Complete breakdown of costs associated with contract.
 - Any other relevant information the contractor sees fit.

1.11 Working Alone

The OML shall endeavour to provide a safe environment for library staff and patrons through established procedures to be followed if a situation arises that require staff to work alone.

Facility

- Furniture and shelving units are to be kept in lines to ensure visibility of patrons is not obstructed.
- Cameras, accessible for viewing at the circulation desk, will be positioned to show blind spots around the library.
- When possible, computer stations are to be positioned so they are visible to staff and or cameras.
- Cash float at the circulation desk is to be kept at a maximum of \$50.00 at the end of the day.
- Olds RCMP and other emergency contact numbers are to be posted in an area readily visible to both staff and patrons.

Procedures

- RCMP are to be contacted annually to remind them of the regular library hours, and are to be notified when activities are scheduled outside of the regular hours.
- The back door is to be kept locked at all times.
- At closing staff will check to make sure all patrons have left the building.
- The doors will be locked following the arrival of participants of after hour meetings, programs, and activities.
- If a situation arises that endangers the safety of staff or patrons, the emergency response plan in the Health and Safety Manual should be followed

April 15, 2026

Chair's Signature

Date Last Affirmed or Approved Update

Policy 2.0: Trustees

The OML Board operates and is given authority by the Alberta Library Act and applicable regulations. Board members are appointed by the Town of Olds Municipal Council

Libraries Regulation 141/98:

- 7(1) Subject to section 40 of the Act, every board shall establish policies with respect to the following:*
- (b) Orientation and continuing education of trustees and staff including expenses for attendance at library meetings, conference workshops and courses and for memberships in library associations*

2.1 Board Committees

Note: The library manager sits as a member on all committees to assist with information and administration work for the committee.

2.1.1 Executive Committee

The Executive Committee is comprised of the officers of the Board: Chair, Vice Chair, Secretary, and Treasurer. The Committee shall meet at the call of the Chair to:

- 1) Deal with issues that arise between meetings of the Board that need immediate attention and plan, when necessary, for subsequent meetings.
- 2) Oversee the process of long-range planning by the Board and assure that the Plan of Service is maintained and provided to the Libraries Branch of the Government.
- 3) Monitor the maintenance of the Bylaws and Policy and Procedures Manual.

2.1.2 Personnel Committee

The Personnel Committee is comprised of three persons: The Board Chair, who chairs the committee, and two other Board members appointed by the Board. The responsibilities of the Committee include:

- 1) Conducting the regular performance appraisal of the Library Manager.
- 2) When the Library Manager's position becomes vacant, through a hiring process, recommending to the Board a person to fill the vacancy.
- 3) Being the resource persons for the Library Manager at the Library Manager's request, in dealing with recruitment, evaluation, and termination of personnel.
- 4) Monitoring and recommending changes to by-laws and policy as they pertain to personnel.
- 5) Serving as part of the grievance process as outlined in the policy.

2.1.3 Finance Committee

The Finance Committee is comprised of the Treasurer who chairs the committee, and at least one other Board member appointed by the Board. The responsibilities of the committee include:

- 1) Planning, in conjunction with the Library Manager, the annual budget for the Library for presentation to the Board and to the Town of Olds.
- 2) Overseeing the care of the reserve funds and major financial donations, their investment and use, consistent with policy and with Board approval.
- 3) Being a resource to the Library Manager in the allocation and expenditure of funds consistent with the budget.
- 4) Recommending to the Board an auditor to conduct the annual audit of the library's finances.
- 5) Monitoring and recommending changes to the by-laws and policy as they pertain to library finance.

2.1.4 Community Relations Committee

The Community Relations Committee is comprised of at least three board members appointed by the Board. The Committee selects its own Chair. The responsibilities of this committee include:

- 1) Assisting the Library Manager in planning and applying for government and private grants available to the Library.
- 2) Developing and implementing an annual plan for income accrued through donations, gifts, and grants for the library budget.
- 3) Promoting and marketing the library to key stakeholder groups in the community.
- 4) Monitoring and recommending changes to by-laws and policy as they pertain to community relations.

2.1.5 Safety Committee

The Safety Committee is comprised of at least two board members appointed by the Board. The Committee selects its own Chair. The responsibilities of this committee include:

- 1) Do a yearly walkthrough to identify and deal with hazard that may have arisen causing danger to staff and public.
- 2) Ensure there is a hazard assessment in place and is reviewed annually.
- 3) Ensure that the library manager assures that all library staff adhere to all the OHS requirements as outlined in the OHS Act.
- 4) Ensure procedures are in place for emergency situations that may put the staff or public at risk (i.e. bomb threat, train derailment, etc.)

2.1.6 Ad Hoc Committees

The Board may from time to time establish an Ad Hoc committee for a specific purpose. The Board shall name the committee, determine its composition, establish the work of the committee, and determine when the work of the committee is completed.

2.2 Board Officers

2.2.1 Chair

The Chair of the OML Board is elected by the Board at each annual general meeting. The Chair shall: Lead in planning the work of the Board, call special meetings of the Board when necessary, chair the meetings of the Board, have the authority to expel any person guilty of improper or disorderly conduct in conjunction with meetings of the Board, be the official spokesperson for the Board, and has signing authority

2.2.2 Secretary

The secretary is elected by the Board at each annual general meeting. The Secretary shall take the minutes of the meeting of the Board and assure that the minutes and other document of the Board are kept secure and delivered to the Library Manager and Town of Olds administrative assistant no later than two weeks after the regular meeting.

2.2.3 Treasurer

The treasurer is elected by the Board at each annual general meeting. The Treasurer shall monitor the accounts of the Library and be responsible for the presentation of monthly and annual financial statements. They shall review financials including signing cheques and online payments. The treasurer also ensures that another board member is available to sign if they are unavailable.

2.2.4 Vice Chair

The vice chair is elected by the Board at each annual general meeting. The Vice Chair assumes duties of the chair in the absence of the chair; perform any other duties as assigned by the chair. The vice chair has signing authority.

2.3 Board memberships

The Board may seek institutional memberships in appropriate organizations

2.4 Code of Conduct

- Trustees shall not miss more than three consecutive meetings without prior approval from the library board, or shall be removed from the board as per Alberta Library Legislation.
- Trustees are expected to read and prepare materials prior to monthly meetings.
- The Board and its members shall operate in an ethical and professional manner, representing the Board in a positive light and taking no private action that will compromise the Board and its decisions.
- Board trustees shall work in an ethical manner, avoiding personal or financial benefits at the expense of other library users, and shall disclose real or perceived conflicts.
- Trustees with disclosed real or perceived conflicts should be recorded in the minutes, and the trustee must abstain from discussion and voting.
- The trustees shall work harmoniously with other trustees, respecting the structure and views of the institution and Board members to work in the best interests of the institution.
- Confidentiality of library records is crucial and trustees must limit their trusteeship role to policy governance and advocacy.
- Trustees are also expected to take responsibility for their personal development through continuing education opportunities and participation in provincial and national library organizations. Trustees should support intellectual freedom for the selection of library material.

2.5 Education of Trustees

2.5.1 Orientation

The Chair of the Board is responsible for the orientation of new Board members in cooperation with the Library Manager and the Treasurer. The orientation will involve, as a minimum:

- 1) Receipt and review of the *Trustee's Information Files*.
- 2) A tour of the OML premises with attention to areas germane to trustee work.
- 3) A review of the previous year's annual financial statement, the current financial statement, the budget and reimbursement available to the trustee for conferences and workshop attendance.
- 4) It is highly recommended that new board members attend a training workshop provided by Municipal Affairs or Parkland Regional Library when it is in the area.

2.5.2 Continuing Education

- 1) Definition: Continuing education includes conferences, workshops, courses and area forums held at Board meetings in Alberta and elsewhere. It includes membership in professional organizations. Board development workshops may be held at regular Board meetings.
- 2) Board members may attend appropriate conference as a representative of the Board as time permits. The Board covers the registration, accommodation, and travel costs of those whom it approves as its representatives.

2.6 Trustee Honoraria and Expenses

The Board, as part of its budget deliberations, will establish rates for reimbursement of trustee expenses when payment is approved by the Board. Expenses, (such as meals, mileage, workshop and conference fees, and accommodation), may be incurred as part of the following: Board and committee meetings, courses, conferences, workshops, and out-of-town meetings approved by the Board. Whenever possible representatives are requested to share travel and accommodation costs. Payment shall be made upon receipt of a completed expense form accompanied by receipts. Honoraria are not paid to trustees.

February 18, 2026

Chair's Signature

Date Last Affirmed or Approved Update

Policy 3.0 Animals in the Library

Animals are not permitted in the Olds Municipal Library with the exception of service animals or animals involved in library programs. Emotional support animals and pets are not permitted except as part of approved programs.

Definition: A service dog is defined under Alberta’s Service Dogs Act as a dog trained to assist a person with a disability and provincially certified.

- Staff may request to see an Alberta Service Dog Identification Card if the service status is unclear.
- Animals must be under control, housebroken, and non-disruptive.
- Staff will balance the needs of individuals with service animals and those with allergies.

October 15, 2025

Chair’s Signature

Date Last Affirmed or Approved Update

Policy 4.0: Meeting Room

Libraries Regulation 141/98:

- 7(2) *Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:*
- (g) *the terms and conditions for use of any areas of a building managed by the board that are not normally used for library purposes, including who may use those areas*

The Olds Municipal Library has a meeting room that will be available to all patrons, residents and groups. Meeting rooms are available for lawful purposes on equal terms for community, cultural, educational, religious, political, and business uses. Use does not imply library endorsement.

4.1 Responsibility

OML Board, via the Library Manager, undertakes the sole responsibility for the scheduling of time and space for the use of the OML meeting room.

4.2 Priority

OML sponsored or co-sponsored programs will have priority over non-library programs, but whenever possible, advance registration will be honored.

4.3 Conduct

Renters are responsible for their conduct while using the library facility. Any conduct resulting in damage or loss of library property will be the responsibility of the renter. Likewise, any extra cleaning charges incurred will be billed to the renter.

If Alcoholic beverages are being consumed, the renter may be asked, at the discretion of the Library Manager, to have Facility Users Group Insurance (FUG).

4.5 Rental Reservations

Meeting room reservations may be made at the Circulation Desk of OML during regular hours.

4.6 Rental Procedure

When arranging for rental of the meeting room, a rental form must be completed. The fee is to be paid at this time.

4.7 Renter Responsibilities

The individual or group booking the meeting room is responsible for setting up and putting away chairs and tables (provided by OML), and any other furniture or equipment to be used. The room must be left in a neat and orderly condition.

4.8 Janitorial Costs and Damages

There may be additional janitorial costs applied to rental charge. (See conduct)

4.9 Attachment of Materials

Users are responsible for damages or additional cleaning costs.

4.10 Meeting Room Key

The key will be available during library hours on the day of rental and is to be returned as early as possible during library hours the following day or may be placed in the book drop the evening of the rental. If the renter does arrange to pick up a key, there will be an extra \$20.00/hour charge to have a staff member open the building and lock up the building

4.11 Charge

The rental charge rate will be set and adjusted by the Library Manager. Current fees can be viewed on the Meeting Room Rental Form. All rentals should be prepaid, (but may be paid the day of the rental before the booking time), unless arranged with the Library Manager in advance.

4.12 Cancellations

At least 48 hours notice should be given to cancel the meeting room.

Oct 15, 2025

Chair's Signature

Date Last Affirmed or Approved Update

Policy 5.0: Collection Management

Libraries Regulation 141/98:

7(2) Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:

(b) selection, acquisition, purchase and disposition of library resources, including a policy respecting gifts and donations

(c) resource sharing, including participation in a provincial resource sharing network and the conditions that apply to the acquisition of library resources and information from other sources, including inter-library loans and information in electronic databases

(e) the terms and conditions under which library resources will be loaned to members of the library for use in a location other than the library

5.1 Lending and Resource Sharing

5.1.1 Loan Periods and Renewals

- a) All materials are available to patrons with a valid library card and are lent in accordance with our Bylaw Schedule which outlines loan periods, limits, sharing, and fines and penalties.
- b) Patrons will be allowed to renew eligible materials online, by phone, or in person unless there are holds placed on the items.
- c) The number of renewals permitted is 4 for all regular library materials and 1 for Library of Things Materials.
- d) Digital Materials will be managed by a third-party digital rights management software. Procedures for use, renewal, and returning digital materials will be kept up to date on the library website.

5.1.2 Resource Sharing and Interlibrary Loans (ILL)

- a) The OML participates in the provincial resource-sharing program and therefore shall abide by the rules and procedures as outlined by the Parkland Agreement and any agreements pertaining to network operation that Parkland Regional Library system may be bound by.
- b) There are no associated fees for materials borrowed from other libraries within the Alberta Resource Sharing Network. However, fees may apply if materials are brought in from libraries outside the province. Patrons will be notified before proceeding with orders when extra fees apply.

5.1.3 Borrowing Privileges

- a) Borrowing privileges are contingent upon a patron having a valid library card in good standing.
- b) Late fees will be assessed for overdue materials according to a the bylaw fees schedule.
- c) Lost or damaged materials may incur replacement charges.
- d) Failure to return items or pay appropriate fees may result in suspension of library privileges.

5.2 Selection

5.2.1 Statement of Intent

OML's collection, programs, and services should be extensive, comprehensive and current. # they should meet the basic recreational, information and educational needs, both stated and unstated, of the community. The library recognizes its obligations to satisfy the cultural, educational and artistic needs of a large group of people with varied backgrounds, tastes and interests.

The OML encourages its Library Manager, volunteers, board members and the patrons to make suggestions as to materials to be purchased and programs to facilitate.

5.2.2 Selection Criteria

Selection decisions are based upon many criteria, including:

- a) favourable attention from reviews, critics and/or public;
- b) relationship to the existing collection (does it supplement the collection, fill a gap, or is there adequate information currently in that area?);
- c) popular appeal/demand;
- d) receipt of literary, artistic or other awards;
- e) relevance to community needs and interests;
- f) budgetary and space priorities;
- g) timeliness - most up-to-date material available;
- h) textbooks and curriculum-related materials will not normally be included in the collection unless they have general appeal beyond the classroom.

5.2.3 Responsibility

Ultimate legal responsibility for selection of materials rests with the OML Board, which delegates the task to the Library Manager operating within the framework of policies set by the Board.

5.3 Disposition and Weeding

A current, attractive and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent upon demand, usefulness, more recent acquisitions, and availability of newer editions. OML materials are analyzed on an on-going basis by the Library Manager, utilizing Parkland's expertise and advice when necessary. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

5.4 Programs and Services

When planning programs, consideration is given to criteria which includes, but is not limited to:

- a) relation to Library collections, resources, exhibits, mission, and service goals;
- b) community needs and interest as directed by our Plan of Service and patron feedback;
- c) presentation quality and treatment of content for intended audience;
- d) representation of diverse cultural backgrounds, opinions and viewpoints;
- e) presenter background/qualifications;
- f) availability of program space;
- g) budget and staffing considerations and;

- h) connection to other community programs, exhibits or events.

5.5 Censorship

The OML Board does not interpret its function nor that of its administrators to be the supervisor of public morals. It believes in freedom of the individual and the rights and obligations of Guardians to develop, interpret and enforce their own code of acceptable conduct/reading upon their own household.

There is a possibility that an item or program in the library may be regarded by some as unpleasant or offensive, or in political opposition to local beliefs. If the OML is to fulfill its obligation to its community it must include materials and programs of varied points of view, even those which may be regarded by some as controversial. The Library will provide, as much as possible, materials and programs on all sides of controversial issues, including representation of unpopular or unorthodox positions without censorship or bias.

Unless an item is officially prohibited from entering the province, materials cannot be legally withdrawn from the library shelves. However, If an individual objects very strongly to a particular item or program they will have the right to make an official complaint. Each complaint will be dealt with in the following manner:

- a) Patron will complete an *Expression of Concern Regarding Library Materials or Programs* form. Only written complaints, or complaints submitted through our online form will be dealt with. The Library Manager will review the material with the patron, noting areas of contention, and the patron will be informed of the review procedure and when to expect a reply from the Board regarding the complaint.
- b) The material will be removed from the shelf until a review is conducted.
- c) The Library Manager will present the Expression of Concern at the next Board meeting held. If a decision cannot be reached at the Board meeting, an ad hoc *Reconsideration Committee*, composed of the Library Manager and two Board Members, will meet to review the concerns and decide the future status of the material.
- d) The Library Manager will inform the patron in writing of library policy and of the review outcome.
- e) If the concern cannot be satisfactorily dealt with through this process, assistance will be solicited from Parkland Regional Library Consultants.

5.6 Statement of Intellectual Freedom

The OML affirms the Canadian Library Association's "*Statement on Intellectual Freedom*", (*adopted by the Canadian Library Association in 1974 and amended in 1983 and 1985*), and recognizes its intent in regards to programming as well. The statement reads:

Every person in Canada has the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity and to express their thoughts publicly. The right to intellectual freedom under the law is essential to the health and development of Canadian society.

Olds Municipal Library Policy Manual

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials. It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them. Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups. Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

The Olds Library recognizes its duty, in addition to its institutional responsibilities, to uphold these principles.

5.7 Gifts and Donations

The OML accepts gifts and donations of books and materials, money, equipment, furnishings, etc. All donations are acknowledged with a letter of thanks from the Library Manager

5.7.1 Donations of Materials

The OML Board encourages donations of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information the Library Manager can dispose of them as she/he sees fit. Donated items become the property of the library and will not be returned to the donor. A tax receipt will be issued for the assessed value of donated materials accepted as part of the collection. The value will be determined as follows:

Item Donated	Assessed Value
New item donated within 90 days of purchase and with sales receipt.	Market value of item excluding GST.
All other donated items	50% of market value of the item.

If the market value of an item cannot be determined then the current generic library assessment of material will apply.

5.7.2 Donations of Furnishing, Equipment, Etc.

1. Individual and group donations of \$50.00 or more will be publicly acknowledged.
2. The Library Board, in consultation with the Library Manager, reserves the right to reject donations that are not needed or that would quickly become obsolete.
3. The Library Board, in consultation with the Library Manager, reserves the right to remove donated items when they become obsolete. Every effort will be made to resell or donate items to another organization.
4. A file listing such donors is retained in the library
5. A tax receipt will be issued for the assessed value of accepted donations of furnishings and equipment. The value will be determined as follows:

Item Donated	Assessed Value
New furnishings and equipment donated within 90 days of purchase and with sales receipt.	Market value of donation excluding GST.
All other donated furnishings and equipment.	Up to 75% of market value of the donation.

5.8 Equipment Replacement Policy

The OML plans for the replacement of computers, equipment, and furnishings, not covered by the PRL replacement policy, on a schedule in keeping with the best practices of the industry. Supplemental funds may be sought to address up-dating equipment as necessary from the capital reserve or through fundraising. The Finance Committee will consider this issue during its annual budget meetings. In cases of insufficient funding to address all of the identified needs. The Board will work with the Library Manager to establish priorities.

June 19, 2024

Chair's Signature

Date Last Affirmed or Approved Update

Policy 6.0: Community Relations, Publicity and Public Relations

The OML Board and the Library Manager shall provide sufficient information about the services, budget, financial statements, activities and programs of the OML in sufficient variety of form and opportunity so as to reach the entire community.

Information shall be provided to groups and organizations, Municipal Councils, and the community at large in a form that is understandable, attractive and professional.

Publicity shall be organized over the term of the year under the direction of the Library Manager in order to be provided on a consistent basis and cover all aspects of service.

Information and promotional campaigns shall be designed to broaden support of library service within the community.

Jan 21, 2026

Chair's Signature

Date Last Affirmed or Approved Update

Policy 7.0: Hours of Service

Libraries Regulation 141/98:

- 7(2) Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:*
- (f) Hours of service at each library service point*

7.1 Library Business Hours

The OML Library shall be open to the public an average of 43.5 hours per week. Scheduling of these hours will be at the discretion of the Library Manager. A Schedule of Library Business Hours can be obtained from the Library staff.

May 15, 2024

Chair's Signature

Date Last Affirmed or Approved Update

Policy 8.0: Library Programs

The OML shall endeavour to provide effective and varied programs for all age groups.

8.1 Block Bookings

Block bookings will be accepted into library programs only when the programs are under-subscribed by individual bookings.

Large groups wishing special programs are required to make arrangements with the Library Manager at least one week prior to program commencement. Provision of any such programs will be contingent on whether staff time is available.

8.2 Waiver of Liability

Guardians must sign or agree to the libraries Program Participant Terms of Service for any child under the age of 16 registered in a Library program. The terms of service can be found at our website.

8.3 Unattended Children

The Olds and District Municipal Library wishes to become a vital, friendly, comfortable center for providing cultural, informational, and recreational needs for all members of the district. The library welcomes children into its facilities and wants a safe and secure environment for children who use the Library. Guardian are responsible for their children when they are in the library, even if they are not present with their child.

Definitions

- *A responsible adult* is hereby defined as a guardian, teacher, or assigned child-care giver over the age of 16.
- *A minor child* is hereby defined as any child between the ages of 6 and 10 years of age.
- *An unattended child* is hereby defined as a child under the age of 10 who is in the Library not accompanied by a responsible adult for more than 2 hours.

Responsibility

The responsible adult who has transported a minor child or children onto the Library premises or who has otherwise directed or allowed minor children onto the Library premises shall be responsible for the care and safety of those Children at all times. This Policy affirms that the library staff are not responsible for unattended children. It is not the duty of any staff member to baby-sit, supervise, or entertain any child left alone in the library, unless that child is registered in and taking part in a scheduled library program.

Further, the Library board and staff do not accept responsibility for children without transportation after the library closes.

Expectations

- Children age 5 and under may not be left unattended at the library.

- Children between the ages of 6 and 10 may not be left unattended for more than 2 hours on library premises.
- Minor children must be picked up at the library at least 5 minutes before closing time on any given day.
- Unattended children of any age may be asked to leave the library if their behavior is disruptive and they refuse to comply with library rules.
- Unattended children without a ride at the time the library closes will not be permitted to stay in the library under any circumstances.

Procedure

- If a Library staff member becomes aware of an unattended child, reasonable measures will be taken to locate the responsible adult.
- If the responsible adult cannot be notified, a letter will be sent to the responsible adult, via the child, informing and reminding them of the library policy and library hours.
- If the situation persists a second and final notice will be sent to the responsible adult informing or reminding them of the library policy and library hours.
- If the situation arises again the police will be informed and the child will be escorted from the library in police care.

8.4 Program Fees

To encourage optimum participation, the Olds and District Municipal Library desires to offer programs with minimal financial barriers.

- Programs with minimal expenses for supplies and manpower will be offered free of charge. The Programmer will attempt to ensure that all programs for children and youth, if possible, are offered free of charge.
- Programs with significant expenses for supplies and/or manpower, may be charged to the program attendee on a breakeven basis.
- On the program registration webpage, the option to make a donation in lieu of paying a fee will be made available.
- Program fees may be waived if partners offering programs in conjunction with the library require the program to offer it free of charge.

November 19, 2025

Chair's Signature

Date Last Affirmed or Approved Update

Policy 9.0: Internet Access Policy

This Policy applies to all public internet services including Wi-Fi and public PCs. The Olds Municipal Library provides Internet access as part of the Library's commitment to providing information and learning opportunities for the citizens of the library's service area. Although the Internet provides access to valuable sources of information, the library makes no guarantees regarding the accuracy or completeness of information found there. This Internet use policy has been established to ensure appropriate and effective use of this resource.

9.1 Appropriate Use

Public-access computers are available during regular Library hours.

Sessions may be limited during busy periods to ensure equitable access.

In accordance with our policy on censorship, (policy 5.5 & 5.6), the library computers are unfiltered. However, the library's computers are located in a public space shared by people of all ages and backgrounds. When using these computers, individuals are required to:

- do so in a responsible manner that respects the rights and privacy of others.
- refrain from altering computer settings, installing programs, or attempting to bypass security measures.
- Follow all local, provincial, and federal laws.
- Respect other users by avoiding activities that may create a hostile environment for others.

9.2 Children & Families

Parents and guardians are responsible for supervising their children's access to all library resources, including the Internet.

9.3 Withdrawal of Privileges

Misuse and/or abuse of the terminal, Internet service and/or the rules governing appropriate use, see library patron code of conduct, will result in suspension of Internet access or library privileges at the discretion of the Library Manager and staff. Length of suspension or withdrawal of privileges will be approved by the supervising staff on shift.

Appeal of suspensions can be made in writing to the Library Manager within 10 business days.

9.4 Access to Information Act (ATIA) and Protection of Privacy Act (POPA)

In accordance with ATIA legislation, OML does not collect or save patron data, browsing history, or activity. Software is used to ensure that all data is removed from public PCs after each session is logged off.

October 15, 2025

Chair's Signature

Date Last Affirmed or Approved Update

Policy 10.0: Finance Policy

Libraries Regulation 141/98:

7(1) *Subject to section 40 of the Act, every board shall establish policies with respect to the following:*

(c) finance, including designation of expenses for which board members and staff will be reimbursed, the form and manner in which those expenses shall be claimed and the appointment of signing officers for the board.

10.1 Year End Review

Financial records must be independently reviewed each fiscal year. The Board, upon recommendation of the Finance Committee, will annually appoint the independent accountant. System financial records are prepared (by the Library Manager and the Finance Committee) for review as soon as reasonably possible after year end. The reviewed financial statement is received and approved by the Board and presented at the annual general meeting.

10.2 Banking

The Board, upon recommendation of the Finance Committee, determines where banking services are secured.

10.3 Budget

The budget is prepared by the Finance Committee in consultation with the Library Manager, in time for its approval by the Board and presentation to the Town of Olds for its budget considerations. The Finance Committee shall develop a long-term financial strategy for the OML by planning for capital replacement, for financial emergencies, and for long-term stability of the system.

10.4 Signing Authority for Cheques

The signing officers are the Library Manager, Assistant Librarian, Treasurer, Vice Chair, and Chair. Two signatures are required on each cheque. The Board member who signs is responsible for monitoring expenses for which payment is made and consigning it to the proper budget category. Additional signatories may be approved by the Board.

10.5 Capital Assets

Whenever possible the purchase or lease of capital assets is provided for in the annual budget. Unbudgeted asset purchases must be approved by the Board upon recommendation of the Finance Committee.

10.6 Financial Statements

Monthly financial statements are prepared by the Library Manager, and approved by the Treasurer, for presentation to the Board. The Finance Committee is responsible for overall supervision of the budget. The Library Manager shall report any financial anomalies to the Treasurer as soon as reasonably possible.

10.7 Fiscal Year

The fiscal year of the OML shall be January 1 - December 31.

10.8 N.S.F. Charges

There will be a service charge applied to all N.S.F. cheques with exceptions at the discretion of the Library Manager. The fee will be based on the current bank rates.

10.9 Operating and Capital Reserves

The Finance Committee, in consultation with the Library Manager, is responsible for the investment and care of reserve funds. Interest from reserve funds is re-invested as part of the reserves. The Board may designate some or all of these funds for specific projects or purposes. The primary objective of this policy is to establish an operating reserve for the Olds Municipal Library that will ensure the Library has sufficient cash flow to meet its financial obligations.

Library shall strive to maintain Reserves and Reserve fund levels in line with public service associations' recommended best practices, Public Sector Accounting Board, and other public libraries and municipalities.

Operating Reserve:

Olds Municipal Library Board will maintain an operating reserve that will be no less than 2 months and no more than 3 months of the annual operating budget. The operating reserve will be reviewed by the Finance Committee at least annually to see if the organization is in compliance with this policy.

Earnings from the operating reserve investments will be added to the balance until the maximum reserve balance is achieved.

Any spending of the operating reserve must be approved in advance by the Board.

Capital Reserve/Technology Reserve:

Olds Municipal Library Board will maintain a capital reserve that will be no more than 33% of the total capital value of library assets. The number will be based on the annual schedule prepared for insurance purposes and will be reviewed annually by the board.

The Capital reserve shall be invested as approved by the board and reviewed when the term expires for reinvestment.

Reserve Growth Plan:

Any net surplus from the previous year shall be used to add to the capital and operating reserve. 80% of the Net surplus shall go to the reserve. The other 20% will be used at the discretion of the board. The division of these funds between operating and capital reserve shall be decided by the board annually at the AGM after financial statements are completed and reported for the previous year. If the minimum reserve requirement is met as outlined above, 100% of the surplus may be used at the discretion of the board.

Net surplus is calculated by taking the difference between the total revenue and total expenditures.

10.10 Charity and Tax Receipts

Monetary donations over \$10.00 are eligible for a tax receipt, which are sent out at the beginning of the following tax year.

Donations of materials and other in-kind donations are eligible for a tax receipt as outlined in policy 5.0 *Selection, Acquisition and Disposition of Materials*

September 17, 2025

Chair's Signature

Date Last Affirmed or Approved Update

Policy 11.0 Protection of Privacy & Record Management

Libraries Regulation 141/98:

7(1) *Subject to section 40 of the Act, every board shall establish policies with respect to the following:*

- (a) *confidentiality of user records, except where disclosure is required by law*

11.1 Records Management

The official management of Library records is outlined in Privacy Management Plan (PMP) found in schedules

11.2 Privacy Management Plan (PMP)

- In alignment with the Protection of Privacy Act (POPA), OML will maintain a Privacy Management Plan.
- The Privacy Management Plan will be updated as required in alignment with POPA. (Schedules).
- All board, staff, and volunteers will receive training in alignment with the PMP.

April 15, 2026

Chair's Signature

Date Last Affirmed or Approved Update

Schedules

All schedules are the authority of the library manager. Changes made to these schedules do not need board approval with exception of the Library Manager job description.

Librarian / Library Manager (sample)

General Description:

Under the direction of the Library Board, the Library Manager is responsible for the overall management of the library. As the Chief Executive Officer for the Library, the Library Manager will ensure the library is managed within the bylaws, policies and budgets approved by the Board.

Duties and Responsibilities:

1. Management and Administration

- a. Executes all duties defined under and within the authority provided in the Library Bylaws.
- b. Assures the Library is in compliance with the Alberta Library Act and Regulations.
- c. Acts as the Freedom of Information and Privacy Head (FOIP) to ensure compliance with the Freedom of Information and Protection of Privacy Act.
- d. Carries out duties and procedures required by the Library's affiliation with the Parkland Regional Library System.
- e. Provides leadership to staff and volunteers.
- f. Plans, organizes, directs and evaluates Library staff and volunteers, maintains personnel files and supports on going staff training and development.
- g. Performs all human resource duties including payroll, tax remittance, and T4 information.
- h. Responsible for organizing training of all staff members and facilitating training in library related or safety related professional development.
- i. Acts as liaison between staff and the Board.
- j. Assists in preparing annual budget and manages the use of those funds throughout the year.
- k. Assists in the preparation and development of the library strategic plan and facilitates the carrying out of that plan.
- l. Assists in the preparation and development of the library board bylaws and policy manual and facilitates the carrying out of these policies.
- m. Recommends and assists in changes to policy and bylaws.
- n. Assists with the preparation of agendas for Board meetings.
- o. Prepares and presents reports for the Board as required. These include, but are not limited to, financial reporting, Library needs and progress, community needs and assessments and a monthly Library Manager's report.
- p. Responsible for the selection and acquisition of new materials as well as development of inventory controls for the collection including collection analysis and collection development plans.
- q. Responsible for keeping and inventory of all Equipment in the library and preparing and supervising the implementation of a technology ever greening plan.
- r. Maintains periodical subscriptions, selects orders, renews and cancels according to patron usage and budget.

- s. Ensures that regular Library routines are followed such as the collection of mail, timely disbursements for expenses and revenue deposits.
- t. Responsible for grant applications and any applicable reporting requirements.
- u. Acts as a liaison with funders obtaining funding for library operations on an annual basis including programming and equipment purchases.
- v. Acts as a liaison between town administration and the library board on library issues and initiatives.
- w. Responsible for completing and submitting the annual report to library Services Branch and reports required by Parkland Regional Library and other reporting bodies as required.
- x. Organizes and reports all charitable donations to the library including the administration of all tax receipts and facilitates the annual report to the Charity Directorate.
- y. Responsible for the preparation of the Hazard Assessment and facilitates the use of this plan in the library including staff training and hazard removal.
- z. Assists with circulation and reference duties.

2. Community and Public Services

- a. Conducts reference searches by the most appropriate method available to answer client's questions.
- b. Initiates, implements and evaluates programs in relation to community needs.
- c. Prepares a marketing plan for the library and updates this plan regularly
- d. Supervises and actively engages in public relations promotion for the library within the community by ensuring that the local media is informed of current library events, and ensuring advertisements, posters and other displays are current.
- e. Serves as a liaison with community groups and agencies, and other community libraries and the Friends of the Library Board.
- f. Responsible for public presentations about library operations and library initiatives to community groups and various levels of government.

3. Education/Work Experience

Minimum: A suitable combination of the following:

- Library Technician Diploma or the minimum requirements specified in the Act if at a future time those exceed the Diploma level.
- Experience in a public or regional library system preferably at the administrative level.
- Working knowledge of computers to a degree of competency required for the library.

Physical Requirements:

- Required to lift, carry or move library materials weighing 5 – 10 kg, on a regular basis, with occasional lifting of heavier items.
- Able to reach a range of shelves between 5 cm and 200 cm above floor level.
- Able to handle exposure to dust.

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Hours of Work

This is a 36 hours a week position that may require evening and weekend work.

NOTE: Authority for this Schedule: Board

Assistant Librarian (sample)

General Description:

The Library Assistant is directly responsible to the Library Manager. He/she will help in the supervising and training of staff and perform regular library duties. The Library Assistant attends all staff meetings and board meetings.

Duties and Responsibilities:

- a. Helping Library Manager supervise the circulation staff, program staff, and volunteers.
- b. Circulation duties as needed.
- c. Supervising the library staff in the absence of the Library Manager
- d. Manages patron concerns, complaints, and suggestions; consulting the Library Manager when needed.
- e. Responsible for sending out invoices and letters for damaged or lost books and dealing with patron complaints and concerns over damaged books.
- f. Processing new materials and donations.
- g. Assists Library Manager in maintaining book donation database and tax receipt database.
- h. Assists the Library Manager in assesses book donations received by the library and facilitates the replacement of materials and or book sales.
- i. Selecting books for ordering.
- j. Assists Library Manager in maintaining order database keeping track of books ordered and received throughout the year.
- k. Facilitates the magazine and subscription orders under the supervision of the Library Manager including database and financial reporting as well as purchasing.
- l. Helping Library Manager with filing and organization of library materials.
- m. Training library staff in areas as requested by the Library Manager.
- n. Performing other library duties as assigned by the Library Manager.

Hours of Work

This is a minimum 28 hours a week position that requires evening and weekend work.

Program Coordinator (sample)

General Description:

The Program Coordinator is responsible to and reports to the Library Manager. The Program Coordinator is responsible for assessing, developing, planning and facilitating implementation of programming for the Library. He or she also attends all staff meetings.

Duties and Responsibilities:

- a. Assessing, with the Library Manager, and others assigned to the program team, the programming needs of the library based on the library strategic plan before the beginning of each season.
- b. Assists Library Manager on assessing needs in the community.
- c. Planning, preparing, and conducting regular programs year-round including the summer program.
- d. Assisting in and maintaining library displays including bulletin boards and book displays as needed
- e. Maintaining library programming areas and storage areas, keeping them neat and organized.
- f. Responsible for purchasing of program materials based on budget set out by Library Manager.
- g. Responsible for reporting on program successes and making recommendations for improvement in the future through regular evaluation of programs and reporting.
- h. Liaisons with participants, parents, and program users and other community programming organizations to provide information about programs. This included attending community events, interagency meetings, and other advocacy opportunities including word of mouth advertising.
- i. Works in partnership with the Marketing Coordinator to maintain the learning opportunities of the library in public advertising places such as the library website, and other locations as required.
- j. Responsible for providing information to the marketing team about all programs offered at the library.
- k. Responsible for keeping statistics about library program participation for reporting to the board and other government agencies.
- l. Performs circulation duties when required including checking out books, registering patrons from programs, and memberships.
- m. Performing other related duties as required.

Hours of Work

30 hours a week. Hours may vary based on needs assessment and programs offered. May include evenings and weekend.

Library Clerk (Sample)

Position Summary

The Library Clerk provides frontline service to patrons and supports the daily operations of the Olds Municipal Library. This position focuses on circulation tasks, basic technology help, reader support, and maintaining an organized, welcoming library environment.

Core Responsibility Areas

1. Patron and Circulation Services

- Provide a welcoming, professional service at the circulation desk.
- Check materials in and out following library procedures.
- Assist patrons with locating materials, placing holds, navigating the online catalogue and resources, finding and registering for programs, understanding library services, and membership support.
- Answer basic information and reference questions and complex inquiries when appropriate.
- Provide basic technology support including printing, photocopying, scanning, and general computer help.

2. Collection and Space Maintenance

- Perform accurate shelf reading, straightening, and re-shelving of materials when needed.
- Maintain the new book area, displays, and general tidiness of shelves and public spaces.
- Contribute to online reading lists or staff recommendations as assigned.
- Process new materials and donations, including basic repairs or labelling tasks as assigned.

3. Administrative and Operational Support

- Maintain cash handling processes including till management and donation intake.
- Assist with meeting room bookings and exam invigilation including related communication.
- Provide backup support for clerical or routine tasks that support library operations.

4. Communication and Teamwork

- Communicate effectively and respectfully with coworkers and supervisors; share relevant information and follow established procedures.
- Attend and participate in staff meetings.

5. Professionalism and Role Expectations

- Maintain patron confidentiality and uphold library policies and values.
- Demonstrate reliability, punctuality, and a positive approach to work.
- Show initiative in learning new systems, skills, or procedures.
- Support a safe, inclusive, and welcoming environment for all patrons.

Other Duties

This job description reflects the primary responsibilities of the position but does not limit additional related duties as assigned by the Library Manager.

Hours of Work: Hours for this position depend on need and responsibility, the position requiring some evening and weekend work.

Marketing Coordinator (sample)

General Description: Marketing Coordinator is responsible to and reports to the Library Manager.

Marketing Duties and Responsibilities:

- a. Coordinates all Online and electronic and print communications and advertising for programs, special events and services at the library. These duties may evolve and change as the needs of the library change and the marketing coordinator is responsible for suggesting new marketing strategies to the library manager. These duties MAY include but are also not limited to:
 - Ensures information on the website is up to date.
 - Creating posters and print marketing material for the library for promotion of programs and services.
 - Manages the libraries Social Media feeds in cooperation with the library manager, program coordinator, and other staff as required.
 - Creates posters, as needed.
 - Writing and sending press releases on larger events (including PSA) when applicable.
 - Maintaining the Public Notice board
 - Preparing print and electronic calendar of events and brochure each month.
 - Taking advantage of other electronic and online opportunities as they arise. (i.e. Everything Olds)
 - Networking with other community groups for cross promotion of programs and services. (i.e. community showcase nights)
 - Ongoing communication with the program coordinator about programs at the library.
 - Assisting in inputting programs in the Google Calendar is up to date after each program meeting.
 - Assisting in the creation of the program document three times per year.
 - Creating registration forms for integration with the website.
- b. Works with the Library Manager to update and maintain a marketing and communication plan for the library.

Hours of Work

30 hours a week. May include some evenings and weekends.

Tech Services Coordinator (sample)

General Description: The Library Tech Services Coordinator provides front-line technology support for patrons and staff, coordinates technology-based programs and education, and maintains the library's technology infrastructure in collaboration with Parkland Regional Library.

Duties and Responsibilities:

a. Patron Education

- Develops and delivers technology-based programs for a variety of audiences, including youth, adults, and seniors.
- Provides one-on-one help, and troubleshooting support to help patrons and staff build digital literacy and confidence using technology.
- Prepares or adapts learning materials for programs.
- Facilitates all technology needs for room bookings and trains patrons as needed.
- Facilitates and collaborates in the education of staff in technology-related matters as requested.
- Works with marketing and other programming staff to ensure technology programs are promoted and accessible to the community, including website maintenance for assigned programs.

b. Technology Maintenance

- Performs regular updates on public and staff computers, including all program updates as required.
- Maintains and installs new technology and prepares them for public use and installs and repairs machines with hardware issues under the direction of PRL library staff where possible.
- Ensures staff and patrons are trained for effective use of new technology and communicates changes regularly to all staff.
- Repairs and troubleshoots computer problems for patrons and staff as required.
- Responsible for maintaining the technology inventory and ensuring documentation of processes, passwords, and system configurations.
- Recommends budget considerations to the Library Manager annually or as needed.
- Manages the 3D printing program, ensuring orders are printed, patron education is implemented and staff are trained and informed.

c. Circulation support is occasional or as needed

d. Other duties as required

Hours: Monday – Friday 10:00 am – 5:00 pm. This schedule may be adjusted if evening or weekend meetings and courses are scheduled.

Library Page (sample)

General Description:

The Library Page's is responsible to and reports to the Library Manager. In the absence of the Library Manager the Library Page is responsible to the Assistant Librarian, or senior staff. He or she assists in providing quality service to patrons of the Library and assists other staff in the day-to-day maintenance of the Library collection and the premises. The Page is encouraged to attend staff meetings.

Primary Duties and Responsibilities:

- a. Shelving returned materials.
- b. Shelf reading the library collection
- c. Checking in in-house materials.
- d. Maintaining order in the library and neatness of the shelves.
- e. Performing other duties as assigned by the Library Manager or other supervising staff.

Secondary Duties and Responsibilities: If there is extra time in a shift, or the need arises, Library Pages may perform the following duties. The secondary responsibilities are in place to support the current circulation staff, and should never be left unsupervised.

- a. Checking in patron returns when primary circulation clerks are busy.
- b. Checking out patrons books when primary circulation clerks are busy.
- c. Assisting patrons with requests, holds, and general library questions.
- d. Deal with patron blocks when they arise.

Other Notes:

- Library Pages should always work alongside a primary circulation clerk or supervisor.
- Library Pages should not process memberships, program registration. If something should arise, the patron should be directed to the primary circulation clerk.

Hours of Work

Between 8 and 20 hours per week position requiring some weekend work.

Casual Circulation (sample)

General Description:

Casual Circulation Staff will be available to work on a casual basis to replace a regularly scheduled staff member as needed. They will assume the regular duties of that staff member. They are responsible to and report to the Library Manager.

Duties and Responsibilities:

- a. Provide patron service and general circulation desk duties including:
 - Checking in and checking out materials
 - Helping patrons find books, place holds, photocopy, print, and find answers to reference questions.
 - Providing basic help at the computer terminals.
 - Processing new patron memberships and membership renewals.
 - Dealing with patron Requests
 - Providing circulation desk upkeep (preparing cards, photocopying library information).
- b. General library maintenance including:
 - Shelf reading.
 - Shelving.
 - Straightening books and maintain circulation areas.
 - Maintaining new-book shelf and displays.
- c. Preparing and sending out Inter-Library loan and hold requests.
- d. Supervising the Library Page in the absence of the Library Manager and other regular circulation staff.
- e. Performing other library duties as assigned by the Library Manager.

Hours of Work

As needed.

Salary Schedule

The library grid is maintained annually by the personnel committee. Up to date salary numbers will be provided to all staff members when hired and at the beginning of each calendar year.

*Library Clerk/Programmer salary applies to positions

- 17.3 Library Programmer
- 17.4 Library Clerk
- 17.5 Computer Services
- 17.8 Casual Circulation
- 17.9 Marketing Coordinator / Clerk

Benefit Package

Eligible staff members will have benefits subsidized to maximum of 3% of their gross monthly salary, this shall be applied as per the personnel Policy

Expense Allowance

Staff and Board members travelling on Library business will be reimbursed for expenses incurred as per the rate set by Town of Olds. The following Expense Claim form is to be used as the original for all claims. (Expense Claim forms can be found electronically in the digital folder and are updated annually.)

OML Policy Schedules

Flexible Health Spending Account

Eligible Expenses can be applied to you or immediate family members. Immediate family members include spouse (marital or common-law) and dependent children.

Health Expenses

Tax Status: Non-Taxable Benefit in alignment with the CRA taxation rules.

Rule: Reimburses 80% of costs for medical, dental, and vision care.

Category	Eligible Expenses Examples
Practitioners	Acupuncturist, Audiologist, Chiropractor, Dentist, Physiotherapist, Podiatrist, Psychologist/Registered Counselor, Naturopath, Osteopath.
Vision	Prescription Eye Exams, Glasses, Contact Lenses, Laser Eye Surgery.
Dental	Cleanings, Fillings, Extractions, Orthodontics, Dentures.
Prescriptions	All drugs and medications requiring a prescription by law.
Devices	Hearing aids, Orthopedic shoes/inserts, CPAP machines, and other medically necessary equipment prescribed by a doctor.

Wellness & Personal Spending (WSA)

Tax Status: Taxable Benefit (Reported on T4) in alignment with the CRA Taxation Rules

Rule: Reimburses 80% of costs for fitness, health technology, and professional growth.

Category	Eligible Expenses Examples
Fitness	Gym/Sports memberships, Yoga/Pilates classes, Personal trainers, Dance or Golf lessons.
Equipment	Bicycles, Treadmills, Weights, Skates, Skis, Kayaks, and related safety gear (Helmets/Pads).
Technology	Smartwatches (Fitbit, Apple Watch, Garmin), Heart rate monitors, Health/Fitness app subscriptions.
Personal Growth	Workshops focused on mental health, resilience, or essential life management (e.g., Stress Management, Financial Literacy, or Mental Health First Aid).
Family	Children's sports registration fees and equipment.

Common Ineligible Expenses:

To keep the plan sustainable and compliant with best practices, the following remain ineligible:

- **General Apparel:** Regular clothing, workout clothes, or "athleisure" (unless specialized safety gear like a lifejacket).
- **Vitamins/Supplements:** Over-the-counter vitamins, protein powders, or herbal remedies (unless prescribed by a MD for a specific chronic condition).
- **Travel/Fuel:** Gas or mileage to reach a gym or appointment.
- **Leisure/Hobbies:** Weapons, hunting/fishing licenses, tobacco-related education, or amusement park passes.

Current Expense claim forms can be found electronically in the digital file: [Administrative>Forms>Staff Forms](#)

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Meeting Room Rental Form

See following material for Meeting Room Form. The form in this Schedule is to be used as the original for working copies, and must be replaced in this binder if any changes are made.

Room Rental Rates:

Description of Organization	Regular Room Rental	Video Conference Room / Computer Lab Rental
<i>Non-Profit and or Community Partner:</i> Organizations wishing to offer free programs or events open to all members of the community and fit with the library mandate. (at discretion of the Library Manager)	Free	Free
<i>Non-Profit Groups and Organizations:</i> Other community groups, non- profit organizations, churches, etc.	50% regular Business and personal rate	50% regular Business and personal rate
<i>For Profit Businesses and organizations (or Personal Use)</i>	\$30.00/hour (to a maximum of 100.00/day)	\$50.00/ hour (to a maximum of \$150.00/day)

*A \$20.00 per hour fee will also apply if staff are required for support or opening of the facility to a minimum of 3 hours.

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OML MEETING ROOM RENTAL FORM	
Event or Function	# attending
Date Required	Time Required
Room/Area Being Rented	
Will there be alcohol consumed? [licensing and insurance may be required] (If yes, please forward for library manager approval and requirement)	YES NO
Library Manager Initial	
Main Contact Name:	
Address	
Phone	E-mail
<p>1) The RENTER agrees to pay the Olds & District Municipal Library the required fee, based upon the rate structure laid out in the schedules.</p> <p>2) The RENTER agrees to reimburse the LIBRARY in full for any and all damages to the property which is the direct or indirect result of their use of the property.</p> <p>3) The RENTER agrees that during its use of the property, it will indemnify the LIBRARY from and against any and all liability whatsoever resulting from injury or damage to any person, persons, or property by reason of or as a result of the acts of it or its servants, agents, employees or facility in good order.</p> <p>4) The RENTER agrees to be responsible for set-up and removal of equipment and furniture leaving the facility in good order.</p> <p>5) The RENTER agrees to abide by the rules of use as follows:</p> <ul style="list-style-type: none"> • Alcoholic beverages are not permitted without special permission by the Library Manager. • If the room is not left in a neat and orderly condition, the renter will be assessed for janitorial costs. • Nothing shall be attached to the floors, walls, or doors. <p>6) 24 hours of notice is required for cancellation of meeting room. Inadequate notice will result in the rental fee being forfeited.</p>	
_____	_____
<i>Renter's Signature</i>	<i>Approved By</i>
RENTAL CHECKLIST	PAYMENT
<input type="checkbox"/> Booking made in calendar <input type="checkbox"/> Fee paid <input type="checkbox"/> Key provided to group with instructions <input type="checkbox"/> Key returned by renter	<input type="checkbox"/> \$ _____ <input type="checkbox"/> Invoice later <input type="checkbox"/> No fee (all renters are expected to pay in advance unless otherwise approved by the library manager)

Expression of Concern Regarding Library Materials and Programs

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See following material for Expression of Concern/Request of Assessment Regarding Library Materials. The form in this Schedule is to be used as the original for working copies, and must be replaced in this binder if any changes are made.

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**OLDS & DISTRICT MUNICIPAL LIBRARY EXPRESSION OF CONCERN/REQUEST OF ASSESSMENT
REGARDING LIBRARY MATERIALS AND PROGRAMS**

Title or Program Name

Author (if relevant)

Complainant's Name

Address

Phone

Do you represent: Yourself _____ Organization _____

Concerns About the Material:

What do you object to in this material or program? Please be specific, give page numbers, and use extra pages if necessary:

Did you read/view/listen to the entire part of this material or attend the program?

If only part of the material or program, which part(s)?

Is there anything worthy or redeeming about the material or program?

For what age group would you recommend this material or program?

What is the theme of this material or program?

In its place, what material or program would you recommend that would better convey the viewpoint perspective of the subject treated?

Are you requesting any specific action, besides reconsideration of the material or program being in the Library's collection? If so, what?

Complainant Signature _____ **Date** _____

Waiver of Liability Schedule

OLDS & DISTRICT MUNICIPAL LIBRARY

5217-52nd Street Olds, Alberta T4H 1H7 Phone: 403-556-6460 Fax: 403-556-6692

Part 1-WAIVER OF LIABILITY

By the act of signing this registration in the library program mentioned below, the undersigned parent/guardian acknowledges and agrees that the instructor(s), staff, and Olds and District Municipal Library Board of Trustees, and the Town of Olds respectively shall not be liable for any injury (including Death) or personal property loss or damage caused to the child registered hereby as a participant in any activity sponsored or authorized by Olds and District Municipal Library.

Part 2-INTERVIEW/PHOTOGRAPH/VIDEO CONSENT FORM

The taking, use or disclosure of photographs, video or audio recordings recorded at public events or activities related to the library is not considered to be an unreasonable invasion of the personal privacy

Notwithstanding the above, if an individual attending such an event or, more likely, speaking or participating in a program or event, explicitly requests that the information (in this case, photographs or tapes) not be disclosed, the library will abide by that request (FOIP Act section 17(3)).

Do you give consent for us to use photographs or video of your child in social media posts or other marketing and advocacy efforts. YES NO THANK YOU

Valid: Jan 1st- Dec 31st of the year signed and is valid for any programs the child/children is/are enrolled in.

Parent/Guardian Name:			
Child's Name: (List all that apply)	_____	Date:	

Signature:			

Does your child have any allergies or illness of which we should be aware of, or anything else we should know?

--

Unattended Children Letter Sample

To whom it may concern:

Thank you for using of the Olds Municipal Library and trusting us to provide a safe space for your child or children. It's extremely encouraging to see that parents feel that our space is a safe venue for their children grow, experience, and learn. We work hard to provide meaningful programming, experiences, and tools to make the space a continued draw, and increase its use.

We have noticed that your child or children have been spending even more time at the library lately! We love to see this and welcome them. We do ask that children under the age of 10 be accompanied by a caregiver so that their safety can be certain. Unfortunately, we do not have dedicated staff to provide care for children in the library and cannot guarantee their safety if left here for longer.

We do allow children over the age of 6 to be at the library alone for up to two hours. Of course, If you are willing to attend with them, or can send a caregiver with them, we would welcome them for as long as you'd like!

Our complete policy is listed below. Should you have questions, please feel free to contact our library manager, Lesley Winfield, at 403-556-6460 or via email at lmood@prl.ab.ca

9.3 Unattended Children

The Olds and District Municipal Library wishes to become a vital, friendly, comfortable center for providing cultural, informational, and recreational needs for all members of the district. The library welcomes children into its facilities and wants a safe and secure environment for children who use the Library. We ask each parent to join us in protecting children.

Definitions

A responsible adult is hereby defined as a parent/guardian, teacher, or assigned child-care giver over the age of 16.

A minor child is hereby defined as any child under the age of 10 years of age. An unattended child is hereby defined as a child under the age of 10 who is in the Library not accompanied by a responsible adult for more than 2 hours.

Responsibility

The responsible adult who has transported a minor child or children onto the Library premises or who has otherwise directed or allowed minor children onto the Library premises shall be responsible for the care and safety of those Children at all times. This Policy affirms that the library staff are not responsible for unattended children. It is not the duty of any staff member to baby-sit, supervise, or entertain any child left alone in the library, unless that child is registered in and taking part in a scheduled library program.

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Further, the Library board and staff do not accept responsibility for children without a ride after the library closes.

Expectations

Children under the age of 10 may not be left unattended for more than 2 hours on library premises. No children under the age of 6 may be left unattended in the library under any circumstances.

Minor children must be picked up at the library at least 5 minutes before closing time on any given day.

Unattended children of any age may be asked to leave the library if their behavior is disruptive and they refuse to comply with library rules.

Unattended children without a ride at the time the library closes will not be permitted to stay in the library under any circumstances.

Thank you for your attention to this.

Sincerely,

Lesley Moody
Library Manager

Library Patron Code of Conduct

Purpose

The Olds Municipal Library strives to provide a welcoming, inclusive, and safe environment that supports reading, learning, creativity, and community connection. This Code of Conduct outlines expectations for all who use the Library's spaces, collections, and services.

1. Respect for People

Everyone in the Library, patrons, staff, and volunteers, has the right to be treated with respect and dignity. To maintain a positive atmosphere:

- Speak and act respectfully toward others.
- Avoid disruptive, intimidating, harassing, or discriminatory behavior.
- Follow staff instructions promptly and courteously.
- Respect the rights of others to quiet study, work, or recreation.
- Children under 10 must be accompanied by a responsible caregiver if attending the library for longer than two hours.
- Alcohol, drugs, and smoking (including vaping and cannabis) are prohibited on Library premises.
- Only service animals, as defined by Alberta's Service Dogs Act, or approved program animals are permitted.

Harassment, threats, or physical violence toward staff or other patrons will not be tolerated and may result in immediate removal from Library property and loss of privileges.

2. Respect for Space

The Library's facilities, furniture, technology, and materials are shared community resources. Please:

- Use bicycles, scooters, or similar devices only outside the building.
- Dispose of garbage and recyclables properly.
- Refrain from eating or drinking near computers or other electronic devices.
- Follow any staff direction during emergencies or closures.

3. Respect for Collections

The Library's collections and equipment are for community use. Patrons must follow the borrowing agreement if borrowing library materials.

- Handle all materials carefully.
- Return or renew borrowed items on time.
- Pay all penalties if items are returned late, damaged, or not returned.
- Use computers and Wi-Fi in accordance with the Library's Internet Access Policy.
- Respect copyright and licensing agreements.

4. Consequences for Non-Compliance

Failure to follow this Code may result in:

- A verbal or written warning;
- Temporary or permanent suspension of Library privileges at the discretion of the Library Manager or staff.
- Trespass notice or referral to law enforcement, if necessary.
- Suspensions may be appealed in writing to the Library Manager within 10 business days.

Privacy Management Plan (PMP)

Purpose

The Olds Municipal Library (OML) is governed by the Protection of Privacy Act (POPA) of Alberta and is committed to the privacy of personal information that is in the custody or control of the Library. OML will only collect personal information if the information is necessary for employment records and purposes, an operating program, or activity of the library.

Scope

This PMP applies to all OML employees, volunteers, board members, contractors, and any agent providing service on behalf of the Library. This PMP is applicable to all personal information in the custody or control of the Library, regardless of the medium or form.

Definition: (MIN) refers to Ministerial Regulation

Designation of a Head and Privacy Officer *POPA Section 6(1)a (MIN)*

- The Library Board shall be considered the Head of the organization in reference to POPA.
- The Library Manager will be assigned the role of the privacy officer and is responsible for compliance with the *Protection of Privacy Act (POPA)*.
- Tasks related to duties and authorities as outlined in *Delegation Table* may be assigned to trained staff members.

Gathering of Personal Information Section 6(2) iv (MIN), Section 5(2)

Consent to Gather Personal Information

OML will require written or electronic consent for the gathering of personal information. If the information is to be used to make a decision that directly affects the individual, the outlet will retain the records for one year, or the amount of time agreed to in writing by

- The individual
- The Library Manager, or the “Head”
- The Outlet Library Records Retention Schedule

Manner of Collection

OML will collect personal information directly from the individual the information is about. A collection notice will be provided at the time of collection and can be provided either in writing, digitally, or verbally during an in-person conversation. The collection notice will include:

- The purpose for which the information is collected
- The specific legal authority for the collection
- The contact information to which the individual may direct the individual’s questions about the collection

Correction of Personal Information *POPA Section 7*

An individual who believes there is an error or omission in their personal information held by the library may request that their information be corrected, in accordance with guidelines outlined in Section 7 of the *POPA*.

Notification of Incident or Loss of Personal Information *POPA Section 10(2)*

If an incident occurs involving the loss of, unauthorized access to, or unauthorized disclosure of personal information in the library's custody where there is real risk of significant harm to an individual as a result of that loss, the outlet library will give notice to

- the individual
- Parkland's Privacy Officer
- the Commissioner
- the Minister

Request for Review *Section 38(2)*

If OML receives a complaint regarding personal information, the individual must first allow the library up to 30 business days to respond. If the library does not respond within that time, or if the individual is not satisfied with the response, they may request a review by the Commissioner.

Creation, Use, and Disclosure of Personal information *Section 6(1) ii (MIN)*

OML may create and use non-personal data for statistics to assist in decisions about member library services but will ensure that individuals cannot be re-identified.

Personal Information in Automated Systems *Section 6(1) iii (MIN)*

OML does not use automated systems to generate content or make decisions, recommendations, or predictions.

Administrative, Technical, and Physical Safeguards and Security Classification

Section 6(2) b (MIN), Section 6(1) c (MIN)

- *Administrative Safeguards:* OML will restrict access to personal information to those who need it for the regular duties of their employment.
- *Physical Safeguards:* Personal information will be locked in regular or fire-proof filing cabinets depending on the Security Classification of the information.
- *Technical Safeguards:* OML will employ firewalls and restriction as administered by Parkland Regional Library to electronic access to personal information within the SuperNet.

Security Classification System

High-sensitivity information is defined in the (Ministerial) Regulations to include personal information related to biometric, financial, or personal information regarding a minor, senior, or vulnerable individual. Any high-sensitivity information will be protected with additional safeguards.

Mandatory Training and PMP Review *POPA Section 6(1) d & e (MIN)*

- OML staff will receive the POPA certified training and procedures surrounding these policies.
- OML Staff and Board will be required to refresh their knowledge of the PMP and responsibilities under POPA annually.
- Volunteers will receive training about POPA policies relevant to their position and duties from their supervisor.

Privacy Impact Assessments *POPA Section 7(1) (MIN)*

OML will conduct a Privacy Impact Assessment (PIA) whenever there is new or changes to any administrative practice, program, project, or service that will involve the collection, use, or disclosure of personal information if one or more of the following apply:

- the loss of personal information could result in significant harm
- one or more of the factors requiring the submission of a PIA to the Commissioner apply. See POPA Section 7(5) (MIN)

OML will submit a copy of any PIA to the Commissioner, if required by guidelines outlined in the Ministerial Regulation (MIN) or by specific request of the Commissioner.

A Privacy Impact Assessment will:

- include a summary of the purpose of the collection, use, or disclosure of personal information for the new, or substantial change to an existing, administrative practice, program, project or service
- identify the types of personal information that will be collected, used or disclosed and reasonable security arrangements in place to protect that personal information.
- identify the legal authorities for the collection, use, or disclosure of the personal information
- identify of any privacy risks and mitigation strategies respecting the personal Information
- identify the administrative, physical, and technical safeguards in place to protect the personal information
- describe accuracy, correction, and retention procedures that will be implemented to ensure the personal information is accurate and complete

Completed PIAs will be retained for six years. See Records Retention Schedule.

Delegation by Head of Public Body Section 55

As designated by the Protection of Privacy Act Delegation Tables

Last Updated: April 15, 2026

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POPA Delegation Table

Duty, power or function of Head	Section reference	Retained by Head	Delegated to Privacy Officer
Collection, Correction, Protection of Personal Information			
Authority to set aside collection requirements	5(3), (4)	X	
Authority to decide on requests for correction of personal information	7(1)		X
Duty to correct, annotate or link personal information, duty to notify previous recipients	7(3), (4)		X
Duty to give notice to individual requesting correction	7(7)		X
Authority to transfer a request for correction	8		X
Duty to ensure protection of personal information by making reasonable security arrangements	10(1) Regulation 2,3	X	
Duty to notify the affected individual when there exists a significant risk of harm	10(2) Regulation 4	X	
Duty to ensure protection of data derived from personal information	20		X
Duty to ensure protection of data derived from non-personal data	24	X	
Use and Disclosure of Personal Information			
Establishing rules for electronic consent	Regulation 2(4)(a)	X	
Establishing rules for oral consent	Regulation 2(5)(a)	X	
Authority to disclose to guardian of a minor	54(1)(e)		X
Authority to disclose to relative or adult interdependent partner of deceased individual	13(1)(s)		X
Authority to disclose to avert imminent danger to health or safety	13(1)(cc) Regulation 1(1)(b)		X
Authority to approve conditions for disclosure for research and statistical purposes and for administration of research agreements	15	X	
Reviews and Complaints			
Authority to ask the Commissioner for advice	28(1)		X
Authority to require Commissioner to examine original record on site	29(4)	X	

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Right to make representations to the Commissioner	41(6),(8)	X	
Duty to comply with Commissioner's Order	44	X	
General Provisions			
Duty to publish a directory of the body's personal information banks and keep it current	57(2),(5)		X
Duty to record uses or disclosures of personal information not included in directory	57(4)		X
Establishing controls over the collection, use, and disclosure of personal information	2(a)		X
Authorizing routine correction of personal information	2(b)		X
Ensuring authorized purpose of collection	4		X
Assuring proper collection and notification	5		X
Assuring accuracy of personal information	6(a)		X
Applying retention standards	6(b)		X
Use and Disclosure of Personal Information			
Assuring appropriate uses	12		X
Assuring appropriate purposes of data matching	17		X
Assuring appropriate uses of data derived from personal information	18		X
Assuring appropriate purposes of disclosure of data derived from personal information	19		X
Assuring appropriate purposes for creation of non-personal data	21 Regulation 5(1)		X
Assuring appropriate use and disclosure of non-personal data	22, 23 Regulation 5(2)		X