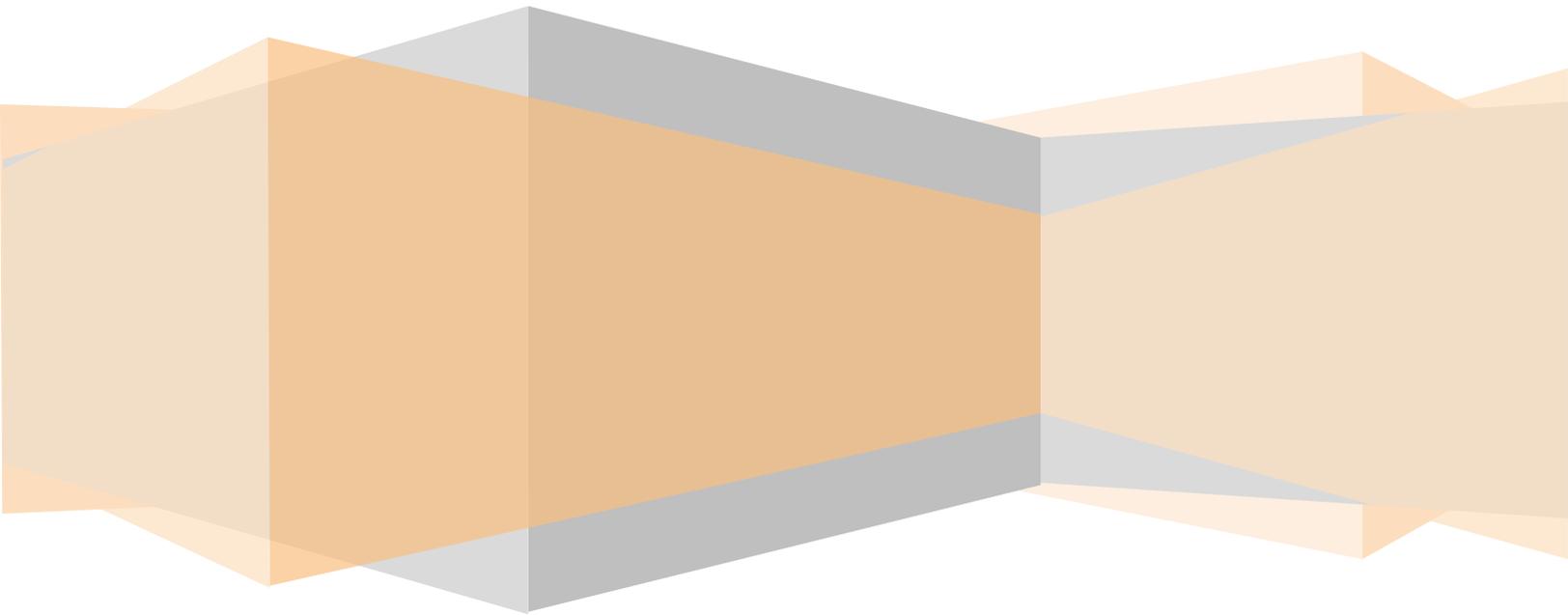


City of Spruce Grove Library Board

Policy Handbook



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PREAMBLE

Trustees of the City of Spruce Grove Library Board (the Board) are appointed by the City of Spruce Grove Council and governed by provincial Legislation, provincial Regulation, City Bylaw and other relevant legislation. The Board has authority for complete management and control of the Library and assumes with that authority, the duty to develop policies related to the framework, governance and operation of the Library.

The Board employs the Director of Library Services (the Director), who, in turn, through the Board Chair to the Board, implements the Board's policies through Administrative Procedures and manages the day-to-day operations of the Library. The Director is accountable to the Board. Staff who implement Library operations are accountable to the Director.

Board Policies

Board Policies clearly define the scope and limits within which the Library operates. Board Policies are used to provide effective parameters and direction for decisions and actions undertaken by the Board, management and staff.

Statutory Policies

(a) The Board shall establish, as Board Policies, those policies required by provincial Legislation and Regulations. The Board shall only revise, repeal and replace such Board Policies as permitted by Legislation and Regulations.

(b) The Board shall file a report with the Public Library Services Branch (Municipal Affairs) that contains the Board Policies, established pursuant to this section, and when the Board revises any Board Policy established pursuant to this section, the Board shall immediately file with the Public Library Services Branch (Municipal Affairs) a report of such revisions.

Other Board Policies

The Board may establish additional Board Policies it considers appropriate and may revise, repeal and replace those Board Policies it considers appropriate.

Defining and Interpreting Board Policies

In these policies, the following words have these meanings

- **Act** means the Libraries Act (Alberta), being Chapter L-11 of the Revised Statutes of Alberta, as amended from time-to-time, or any statute substituted for it.
- **Administrative Procedure** means the operational governance documents, developed and administered by the Director of Library Services, that define or describe the day-to-day operational activities of the Library, subject to applicable Board Policies.
- **Board** means the governing body of trustees who oversee the Library, appointed by City Council, and pursuant to provincial Legislation and Regulations.

- **Board Chair** means the trustee elected by the Board to preside over board meetings, to ensure meetings run smoothly and remain orderly and to work at achieving consensus in board decisions. It also means the Vice-chair or temporary chair when acting in substitution for the Board Chair.
- **Board Committees** mean those standing committees and/or ad hoc committees of the Board created by the Board.
- **Board Trustee** means each person appointed to the Board by City Council.
- **Board Policy** means the foundational governance documents, developed and administered by the Board, that define the broad scope and limits within which the Library operates.
- **Board Protocol** means the operational governance documents, developed and administered by the Board, that describe the operational activities of the Board, subject to applicable Policies.
- **Director of Library Services** means the person hired and appointed by the Board to be the chief executive officer (CEO) of the Library.
- **City** means The City of Spruce Grove.
- **City Bylaw** means regulation enacted by City Council, as amended from time-to-time, and any bylaw substituted for it.
- **City Council** means the Council for the City, elected by residents of Spruce Grove, and pursuant to the valid *Municipal Government Act* (Alberta).
- **FOIP** means the valid *Freedom of Information and Protection of Privacy Act* (Alberta).
- **Hours of Opening** means the hours Library Premises are open to the public for using or borrowing Library Materials and using other Library services.
- **Hours of Operations** mean the hours Library staff work, or are on, the Library Premises beyond normal Hours of Opening.
- **Interlibrary Loan** means acquiring one or more resources from another library system on behalf of a Library Patron.
- **Library** means the Spruce Grove Public Library.
- **Library Materials** means all items in the collection of the Library or borrowed by the Library.
- **Library Patron** means a registered user with a valid Library account.
- **Library Premises** means any building, together with its land and outbuildings, occupied by the Library, or considered in an official context, for Library purposes.
- **Loan Limit** means the maximum number of items that may be on loan to a Library Patron at any given time.
- **Loan Period** means the period of time for which a Library Patron may borrow Library Materials and includes any renewal of an original Loan Period.
- **Person in Charge** means the person providing leadership of any Library Premises at any given time.
- **Plan of Service** means the Library's three-year business and operations plan.

- **Regulation** mean the valid provincial Libraries Regulation, as amended from time-to-time, or any regulation substituted for it, and any additional regulations made pursuant to provincial Legislation.
- **Valid Library Membership** means that a Library Patron’s record is up-to-date.
- **Vice-chair** means the person elected by the Board to fulfill the roles and responsibilities of the Chair when the Chair is unable to carry out the Chair’s duties.

Board Protocols

Board protocols are operational activities trustees are required to know and follow to carry out their duties. Protocols are administered and managed by the Director of Library Services (the Director), in consultation, where or if needed, with the Board. Board trustees shall be provided with copies of all up-to-date protocols, which shall be included in the Board Policy Handbook. The Director shall bring forward to the attention of the Board any actual or proposed changes or updates to Board Protocols. The Board may direct the Director to establish, revise, repeal and replace Board Protocols, as considered appropriate.

Administrative Procedures

Administrative Procedures are defined processes that guide the day-to-day operations of the Library. The Director of Library Services (the Director) shall be responsible for developing and implementing Administrative Procedures and shall show evidence of such, as part of the Director’s annual performance review.

Category	Preamble
Statutory	NO
Approval History	2018.06.19
Approval Motion	055L-18
Review Schedule	2021; 2024; 2027

POWERS, DUTIES AND RESPONSIBILITIES

The Alberta Libraries Act, Chapter L-11, Amended 2006, including the accompanying Regulations, defines the general power, duties and responsibilities of the Board.

LIBRARY TRUSTEES

The Board strives to maintain a full membership of active, committed, informed and multi-disciplined members who represent the community, to provide leadership for excellence in Library Service now and into the future.

CODE OF CONDUCT AND ETHICS

Board members shall maintain the highest ethical standards when representing the Board and, in all dealings, respecting the Library. This includes confidentiality of privileged information, supporting the principles of libraries, representing the needs of the community and fair and balanced consideration of controversial issues.

AUTHORITY

Because all powers of the Board lie in its action as a corporate body, members of the Board collectively exercise full authority over all aspects governing the Library's operations.

Individual Board members exercise their authority over Library affairs only through their vote to take action at a legal meeting of the Board. In other circumstances, an individual Board member, including the Chair, shall have power only when the Board, by vote or approved policy, has delegated authority.

BOARD FUNCTIONS

Mandate

Provide governance, strategic direction, and oversight to the Spruce Grove Public Library in accordance with applicable legislation and the expectations of the communities we serve.

Mission

Provide leadership through governance and advocacy in order to sustain a level of excellence in library service.

Vision

Open Doors and Inspire Minds.

Category	Mandate, Mission, Vision
Statutory	NO
Approval History	2018.06.19; 2018.9.18; 2018.10.16
Approval Motion	052L-18; 053L-18; 066L-18; 080L-18
Review Schedule	2021; 2024; 2027

Financial Management

- Establish a budget process and financial reporting system;
- Develop the Library’s annual budget, balancing the requirements of the Plan of Service and available funds;
- Review the budget regularly and adjust as circumstances require; and
- Identify required financial policies and follow best management practices in managing the Library’s finances.

Advocacy

- Be an active advocate for the Library, taking advantage of all opportunities to raise awareness of the Library, its contributions to the community and its needs;
- Develop and implement an Advocacy Plan for the short and long-term that:
 - Promotes and represents the community to the Library, municipal leaders and all major stakeholders;
 - Promotes and represents the Library to the community, municipal leaders and all major stakeholders;
 - Builds partnerships that support the Library’s needs; and
 - Generates the resources necessary to implement the Plan of Service and the long-term vision of the Library.
- Cooperate with other community groups on mutually beneficial projects.

Policy

- Ensure adherence to *The Libraries Act* and *Libraries Regulation*;
- Update and enact By-Laws as required under *The Libraries Act*;
- Set policy and maintain an updated policy manual; and
- Submit required reports to stakeholders.

Personnel Management

- Require the Director of Library Services to create and maintain an organizational chart that is supported by job descriptions;
- Hire, evaluate, terminate the Director of Library Services;
- Define and review the job description of the Director of Library Services; and
- Approve personnel policies of library staff.

Board Management

- Define role, responsibilities and functions of the Board, its members and committees;
- Recommend prospective candidates for appointment to the Board; and
- Orient and train Board members.

[See Appendix 1A - Board Procedures](#)

[See Appendix 1B - 2017 Advocacy Plan](#)

CONFLICT OF INTEREST POLICY

Policy Statement

The City of Spruce Grove Library Board (the Board) believes it is fundamentally important that Library patrons and the public perceive that all policies and decisions of the Board are fairly and impartially determined. Conflict of interest encompasses situations where it may seem public interest has not been upheld when personal private interests conflict or when there is a reasonable basis for the perception of such conflict.

The Board will ensure all trustees and employees are aware of what constitutes a conflict and that appropriate protocols and procedures are followed when a conflict is perceived or declared. Trustees and employees of the Board shall avoid actual, potential or perceived conflicts of interest in all governance or operational matters pertaining to their respective roles.

Conflict situations

The situations in which a conflict may arise between a person's private interest and public responsibility are many and varied. The following are examples of conflict but are not intended as a comprehensive statement of all conflicts:

- membership in an interest-group seeking to influence Board policy
- participation in decision-making about an issue when the person has a direct pecuniary interest in the outcome
- ownership of property or shares in a company that will profit from outcomes of decision making or tender award
- participation in decision-making about an issue affecting the employment, remuneration or profit of a spouse, family member, close relation or friend

- acceptance of gifts, accommodation, equipment or travel from a company or organization that has, or seeks to establish, a close working relationship with the Board
- use or release of confidential information for personal interests
- use of Board or Library property, equipment or resources for personal interests or profit.

City of Spruce Grove Library Board trustees shall not derive any personal profit or gain, directly or indirectly, by reason of his or her participation on the Board.

In circumstances where an actual, potential or perceived conflict of interest may exist, Board trustees and employees shall declare such conflicts in accordance with applicable protocols and procedures and shall refrain from participation in any decision on such matter.

Other than compensation, no employee shall derive any personal profit or gain, directly or indirectly, by reason of his or her employment by the Spruce Grove Public Library, except through activities that may facilitate professional advancement or contribute to the profession, such as publications and professional service, and have been fully disclosed to the Board.

City of Spruce Grove Library Board trustees, committees and staff shall refrain from obtaining any list of library patrons that result in personal benefit.

Category	Library Board Operations
Statutory	NO
Approval History	2018.06.19
Approval Motion	056L-18
Review Schedule	2021; 2024; 2027

BOARD GRIEVANCE POLICY

1.0 Policy Statement

The Spruce Grove Public Library (SGPL) encourages trustees and staff to communicate their grievances, in order to foster and maintain a supportive, pleasant environment for everyone. The SGPL resolves conflicts that may arise between individual trustees or staff in a timely, fair, transparent and constructive manner. The purpose of this policy is to provide an avenue through which trustees and staff can resolve complaints and conflicts as they arise.

2.0 Scope

This policy applies to all SGPL staff and trustees, regardless of status or position.

3.0 Definitions

Term	Definition
Grievance	<p>any complaint, problem or concern of a staff or trustee regarding their workplace, duties or professional relationships. Grievances can be filed for any of the following reasons:</p> <ul style="list-style-type: none">• workplace harassment• health and safety• supervisor/colleague or trustee inappropriate behaviour• adverse changes in employment conditions <p>This list is not exhaustive; however, staff and trustees should attempt to resolve less important issues informally before they resort to a formal grievance.</p>

4.0 Guiding Principles

4.1 The SGPL shall establish mechanisms to promote fast and efficient resolution of workplace issues.

4.2 All formal avenues for handling of grievances shall be fully documented in determining the appropriate steps and actions.

4.3 No person shall be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue. Staff and trustees are encouraged to share open and without negative recourse.

4.4 Trustees who believe or feel they are being treated disrespectfully, unjustly or unfairly by another trustee or staff shall follow the process(es) outlined in the Board Grievance Protocol.

4.4.1 Trustees who believe or feel the resolution process has not been followed appropriately may appeal any decision, in accordance with the process(s) outlined in the Board Grievance protocol.

4.5 Staff who believe or feel they are being treated disrespectfully, unjustly or unfairly by another staff or trustee shall follow the process(es) outlined in the Grievance protocol.

4.5.1 Staff who believe or feel the resolution process has not been followed appropriately may appeal any decision, in accordance with the process(s) outlined in the Grievance Procedure.

4.6 Staff or trustees who file grievances can

- follow the steps in the Grievance Procedure (staff) or Grievance Protocol (trustees)
- refuse to attend formal meetings on their own
- appeal on any formal decisions

4.7 Staff or trustees who face allegation have the right to

- receive a copy of the allegations against them
- respond to the allegations
- appeal on any formal decisions

4.8 The SGPL is obliged to

- have formal grievance procedures in place
- communicate the procedures
- investigate all grievances promptly
- treat all those who file grievances equally
- preserve confidentiality at any stage of the process
- resolve all grievances when possible
- respect its no-retaliation principle when staff or trustees file grievances with the SGPL or external agencies

5.0 Communication of Policy

A copy of this policy shall be given to new staff and trustees as part of their on-boarding. It shall also be included in the Policy Manual and made available to all staff and trustees.

6.0 Review

6.1 This policy shall be formally reviewed at least once every three (3) years or as otherwise required.

6.2 The Policy and HR Committee shall administer and manage the Board Grievance protocol, in consultation with the Board, and review it at least once every three (3) years or as otherwise required. The chair of the Board Policy and HR committee shall bring forward any proposed changes to the Board Grievance protocol to the Board.

6.3 The Director of Library Services shall administer and manage the Grievance protocol and review it at least once every three (3) years or as otherwise required.

Category	Library Board Operations
Statutory	NO
Approval History	2018.11.20
Approval Motion	099L-18
Review Schedule	2021; 2024; 2027

BOARD ORIENTATION AND CONTINUING EDUCATION

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

The Board encourages skill development of its Trustees and provides, within available resources, institutional memberships in key library organizations and financial support for attendance at library conferences and relevant workshops, including registration fees, travel and accommodation expenses. Entitlement for financial support for these activities requires the approval of the Board Chair or Vice-Chair.

Category	Library Board Operations
Statutory	YES
Approval History	2018.03.20;
Approval Motion	028L-18
Review Schedule	2021; 2024; 2027

BOARD RECRUITMENT

Philosophy

We want to recruit trustees

- who are passionate about the value of public library service and promote its benefits to the community
- who are committed to learning and practicing principles of effective governance
- who are future-focused and strategic in their thinking
- who can work collaboratively in respect of diverse backgrounds and viewpoints
- and who reflect, represent, and engage the public whose trust they must uphold

Strategy

We will recruit trustees by

- having a fair and transparent process for recommending trustee appointments to city council
- creating an ecosystem around the library that produces qualified, well-informed, interested trustee candidates
- assessing a trustee candidate's understanding of the governance function in the context of public libraries
- engaging all currently-serving trustees in recruitment and evaluation of trustee candidates
- proactively recruiting on an ongoing basis to ensure a full complement of trustees is maintained despite regular and unexpected turnover
- Conducting a regular inventory of the board's recruitment needs

COMMITTEES

The Board will maintain three standing committees: Finance, Policy & Human Resources and Advocacy. The Board recommends the standing committees meet once a month.

The Board may appoint special-interest committees on an ad hoc basis, as required for in-depth research, deliberations and recommendations on any matter.

Meetings of ad hoc and standing committees of the Board are official SGPL business; records will be created and kept in accordance with applicable legislation and records retention policy.

Committee meetings are not public meetings and notes recorded at these meetings are not public minutes.

Memberships on all committees may include non-Board members. The Board Chair and the Director of Library Services may attend as ex-officio members of all committees.

All committees will have Terms of Reference approved by the Board and will report to the Board at every regular Board Meeting.

ANNUAL ORGANIZATIONAL MEETING

The Board shall hold its annual organizational meeting in conjunction with the regular January meeting each year. The election of Board Chair and Vice-chair for one-year terms shall take place at this meeting, and the Board will make any other organizational or procedural changes deemed necessary. Members will also indicate at this meeting which Board committee(s), minimum of one, on which they are prepared to serve.

BOARD MEETINGS

All meetings of the Board shall proceed according to the requirements of *The Libraries Act*. Parliamentary procedure (according to the latest edition of Roberts' Rules of Order) shall be observed, unless otherwise agreed by the Board.

Regular Meetings

Regular meetings of the Board will take place the third Tuesday of each month, except for when a Board meeting falls on the Tuesday following a holiday Monday, at 7:00pm. There is no meeting in July, August and December. All regular meetings of the Board are open to the public. The Board Chair (or, in the absence of the Chair, the Vice-chair) shall have the authority to call special meetings with 48 hours' notice to Board members. The meeting may be held with less than 48 hours' notice with the consent of a 2/3 majority of the Board.

An audio recording device records all board meetings, and if so desired, may be used during Committee meetings with the terms of the supporting guidelines:

- Recording occurs from the moment the meeting is called to order until the meeting is adjourned;
- At the start of the meeting, all attendees will be informed/reminded that it is the policy of the SGPL to record its meetings;
- No recording will be made of the "in-camera" sessions;
- The recording device and recorded information will be kept in a designated and secure location; and
- The recorded information is destroyed from the device and the digital copy is deleted after the minutes from that meeting are approved.

The Quorum

The quorum for Board Meeting shall consist of a simple majority (50% plus 1) of the number of members appointed to the Board

Virtual Attendance at Board Meetings

Board members may participate in meetings virtually, with the following restrictions:

- If communicating via teleconference and a physical quorum is not present, any decision must be ratified at a subsequent Board Meeting with a quorum.
- A Board member communicating via videoconference (FaceTime, Skype, etc.), is permitted to vote by a show of hands.
- Board members are limited to three "virtual" attendances in one calendar year.

In Camera meetings of the Board may be held in accordance with the *Freedom of Information and Protection of Privacy Act* RSA 2000, c.F-25

ADMINISTRATION IN THE ABSENCE OF POLICY

In the absence of policy, the Board authorizes the Director of Library Services to act on its behalf. Prior to actions, the Director of Library Services may consult with the Board

Chair and/or other Board members. These actions are reported to and reviewed by the Board.

The Board authorizes the Director of Library Services to create, update and maintain the content of Board Appendices referenced by Board Policy, as required. When a change is made to an appendix, the Library Director will bring the revised appendix forward at the next Board meeting for information.

VOTING

A motion before the Board does not need a seconder.

Voting shall normally be by a show of hands. Secret ballots are used for election of officers and for other matters deemed by the meeting to require secrecy. A recorded vote is allowed when requested in advance of the vote being taken.

The Chair has the right to vote on all motions before the Board, but if the Chair's vote results in a tie vote, the motion shall be considered defeated.

BOARD RECOGNITION

The Spruce Grove Public Library Board recognizes those who serve on the Spruce Grove Public Library's Board of Trustees for their contributions to the library and the City of Spruce Grove.

Trustees must complete at least three full years as a Board member; except in extenuating circumstances as determined by the Board (e.g. illness, death, moving away).

Trustee contributions will be recognized in two ways.

- Presented with a formal Recognition of Service Certificate from City Council and recognized publicly at a City Council Meeting if the recipient so chooses.
- Presented with a letter of thanks from the Board and a gift from staff at a SGPL Board meeting.

History	Date	Motion
Approved	November 16, 2010	031L-10
Revised	September 18, 2012	041L-12
Revised	May 20, 2014	034L-14
Revised	September 16, 2014	050L-14 & 051L-14
Revised	December 15, 2015	105L-15

FINANCIAL MANAGEMENT

The Board shall adopt regulations to ensure that the finances of the Spruce Grove Public Library are managed in an efficient and accurate manner and in accordance with generally accepted accounting principles and to provide a sound basis for long-term financial management of the affairs of the library.

BUDGET PROCESS

The Board and administration of the library will budget on a three-year cycle and present the plan in accordance with the process established with City Council. Once the budget is approved, the Director of Library Services will authorize expenditures that are included in the budget.

AUDIT

The Board will ensure that the Spruce Grove Public Library's financial records are audited annually as soon as possible after the end of the fiscal year. The selection of auditor must be approved by City of Spruce Grove Council, as prescribed by the Libraries Act 15 (b). The Board shall approve the audit.

FISCAL YEAR

The fiscal year of the Spruce Grove Public Library shall be January 1 to December 31.

SIGNING AUTHORITY

The signing officers for the Spruce Grove Library Board shall be the Director, Administrative Assistant, the Board Chair and the Vice-Chair. Cheques and pre-authorized debit agreements shall be signed by at least one of either the Director or Administrative Assistant and one of either the Board Chair or Vice-Chair.

ONLINE BANKING

To maintain segregation of duties, only the Director of Library Services shall process transactions through secure online banking when necessary and the Administrative Assistant shall reconcile bank statements.

CAPITAL ASSETS

The Board shall maintain capital assets. [See Appendix 2A - Tangible Capital Assets](#)

INVESTMENT

Spruce Grove Public Library Board will only invest its money in the following:

- Securities issued or guaranteed by the Crown in right of Canada or an agent of the Crown or the Crown in right of a province or agent of a province;

- Securities that are issued or guaranteed by a bank, treasury branch, credit union or trust corporation.

GRANTS

The Board authorizes and requires Spruce Grove Public Library administration to apply for applicable grants to support the Library’s Capital and Operational expenses.

EXPENSE REIMBURSEMENT

Within budget guidelines and with prior Board Chair approval, expenses incurred by individual Board members on Board business will be reimbursed upon submission of receipts.

While conducting Board Business, Board members will make every reasonable effort to minimize costs.

[See Appendix 2B - Expense Reimbursement Schedule](#)

HONORARIA

Honoraria for the attendance of Board meetings, including per diem and mileage, will be waived by Board members.

INSURANCE

The Board shall ensure there is adequate insurance coverage for its operations.

PURCHASING

When purchasing goods and services, the Spruce Grove Public Library will follow sound business practices.

The Library Director may authorize any single expense up to \$10,000, single expenses above \$10,000 must be authorized by a Library Board signatory. Library managers and individuals authorized by the Library Director may authorize any single expense up to \$2,500, single expenses above \$2,500 must be authorized by the Library Director.

The Spruce Grove Public Library credit card limit is \$25,000. The Library Director shall define individual cardholders and allocate individual credit limits, the total of which shall not exceed the credit card limit specified above. Changes to the list of authorized cardholders or their individual credit limits shall be reported by the Library Director to the Board at the next regular board meeting.

Approved	November 16, 2010	031L-10
Revised	December 17, 2013	076L-13
Revised	May 20, 2014	032L-14
Revised	March 17, 2015	036L-15

Revised	June 16, 2015	060L-15
Revised	December 15, 2015	106L-15
Revised	February 16, 2016	014L-16

PURPOSE

In accordance with its mission, the Spruce Grove Public Library provides access to a broad range of information resources, including those available through the internet.

This policy applies to all users of the library's computers and wireless network.

Library staff may provide limited computer assistance to patrons, as approved by the Director of Library Services.

PUBLIC INTERNET ACCESS

The library does not monitor and has no control over content accessed through the library's internet, and disclaims responsibility for the content, accuracy, currency, or other quality assessments of information gained by users of the library's internet connection.

Library patrons use the internet at their own risk, and at their own discretion. Each patron must agree to the rules and protocols regulating use of the computers as outlined in this policy. Willful disregard of these rules will be grounds for suspension of the privilege of using the computers and accessing the internet.

Patrons are liable for any damage done to an internet workstation's hardware or software and for any illegal or unethical acts performed through the library's system. Patrons must respect copyright and licensing agreements in their use of library workstations. Unlawful activities will be dealt with in a serious and appropriate manner.

Any attempt to access the computer system or gain access to unauthorized information is considered unacceptable use and will result in a loss of internet privileges.

As with other resources, parents, or guardians, are expected to monitor and supervise their children's use of the internet.

Children under the age of 16 who are not current library cardholders will not be allowed to access the internet without written consent of their parent or legal guardian. Library personnel may request proof of age.

PROHIBITED USES

Spruce Grove Public Library's computers and wireless network are located in public areas shared by Library users of all ages, backgrounds, and sensitivities. Individuals are expected to consider other Library users when accessing the internet in the Library.

Spruce Grove Public Library prohibits use of its workstations and wireless network for illegal activity and inappropriate behaviour as outlined in the Code of Conduct ([See Appendix 5A](#)) including:

- **Harassment** - libeling or slandering of others
- **Fraud** - invasion of privacy
- **Gambling** - casino games
- **Hate literature** - to expose any person to hatred, or to affront human dignity
- **Pornography** - child pornography or graphic adult imagery which may offend sensitive audiences
- **Infringement of copyright**
- **Violence** - brutal, graphic, and/or sexual
- **Spamming** - creating or distributing spam mail messages
- **Destruction** - damaging or modifying the Library's computer equipment, software, or network
- **Use of multiple library cards** – use of other cards to extend time

The Library reserves the right to:

Limit internet use in terms of the amount of time used and/or network load

Terminate an internet session at any time

Failure to comply with this Policy and related appendices will result in loss of internet access and possible banning from the Library. Unlawful activities may result in prosecution.

WIRELESS ACCESS

Wireless access is available to patrons of the Spruce Grove Public Library. The library assumes no responsibility for the safety of equipment, notebook/laptop computer or other wireless device configurations, security or data files, resulting from a wireless internet connection at the Spruce Grove Public Library.

Library patrons are cautioned that when using any wireless connection, it is possible that information sent to and from a notebook, laptop computer or other wireless device may be captured by a third party with their own wireless devices and software unbeknownst to library staff. The library assumes no responsibility for the actions of third parties that attempt to do this.

WEBSITE AND SOCIAL MEDIA

Links on the Spruce Grove Public Library website and social media are provided to library patrons as a convenience and for informational purposes only. The presence of a link on the Spruce Grove Public Library website and social media does not constitute an endorsement by Spruce Grove Public Library. The library does not control the availability of information links.

The library assumes no responsibility for damages, direct or indirect, arising from the use of its website or for that of any external site or link.

Spruce Grove Public Library respects and protects the privacy of the individuals that use its website (www.sGPL.ca) and social media. Individually identifiable information about patrons and their computer is not willfully disclosed to any third party without first receiving the patron's permission.

TELEPHONES

Library telephones are intended for the use of library staff but may be made available to patrons at staff discretion.

History	Date	Motion
Approved	September 20, 2011	061L-11
Revised	December 15, 2015	107L-15

DEFINITION

Collection development is the process of selecting materials to add to the collection, and of maintaining the collection.

RESPONSIBILITY

The ultimate legal responsibility for collection development rests with the Spruce Grove Public Library Board, which delegates the task to the Director of Library Services. The Director may further delegate responsibility for specific tasks or areas of the collection to individual staff members.

SCOPE

The library will provide a highly selective collection, which serves to introduce and define a subject, but does not offer exhaustive coverage of that subject. As the interests and needs of the community emerge, so will the collection evolve.

In general, the scope of the library's collection will be:

- Contemporary materials representing various points of view, which are of current interest and possible future significance, including materials which reflect current conditions, trends, and controversies.
- Materials which increase the individual's ability to function effectively in our society, or stimulate the imagination, or increase the individual's potential for creativity.
- Materials, including the experimental or controversial, which extend the individual's capacity to understand the world in which we live.
- Materials which entertain and enhance the individual's enjoyment of life, especially those in current demand.

MAINTENANCE OF THE COLLECTION

The collection will be evaluated on an ongoing basis. A collection development plan will be developed and revised on an ongoing basis to ensure that each area of the library receives regular consideration.

The purpose of maintenance, which includes evaluation and weeding, is to:

- Utilize library space in the most effective manner.
- Maintain a reliable collection (i.e. ensure that the information is accurate)
- Improve access to the collection, by removing unused materials.
- Present an inviting appearance to patrons.

- Locate items in need of repair or replacement.

PRINCIPALS OF RESOURCE SHARING

The library participates in the Provincial resource sharing program through the Yellowhead Regional Library system. The library, through the Yellowhead Regional Library, is a member of the Tri Regional Automated Consortium (TRAC), and the Alberta Library (TAL).

INTELLECTUAL FREEDOM

The library subscribes to the Library Association of Alberta's Statement on Intellectual Freedom.

DONATED MATERIALS

The library reserves the right to use and dispose of gifts as it sees fit; no conditions relating to any gift may be imposed after its acceptance by the library.

[See Policy 8.0, Donations and Fund Development](#)

RESTRICTED ACCESS

At the discretion of the Director of Library Services, access to rare or popular materials may be restricted. The purpose of placing such restrictions on the material is for protection from theft or mutilation.

[See Appendix 4A - Request for Reconsideration of Materials](#)

History	Date	Motion
Approved	June 21, 2011	042L-11
Revised	December 15, 2015	108L-15

PROVISION OF RESOURCES FOR THOSE UNABLE TO USE CONVENTIONAL PRINT

The Library, in cooperation with national, provincial, regional and local agencies, provides Library Materials in alternative formats to individuals with special needs, such as print or perceptual disabilities. The Library will respect any conditions of use imposed by these agencies.

Category	Library Materials
Statutory	YES
Approval History	2018.03.20
Approval Motion	029L-18
Review Schedule	2021; 2024; 2027

HOURS OF SERVICE

Hours of service of the library shall conform as closely as possible to the needs of the community, with due consideration to limitations of budget and staffing. Emergency Closures will be at the discretion of the Director of Library Services or Acting Director in consultation with the Board Chairman and/or other members of the Board of Officers.

INTERLIBRARY LOAN

The Board encourages the use of interlibrary loan to enhance the library's collection. If the library does not own the needed information, the library will endeavour to obtain it through the most efficient means possible.

The library reserves the right to refuse to loan new materials and/or those materials in heavy demand locally. Final decision on materials available for interlibrary loan to other libraries through Yellowhead Regional Library will be at the discretion of the Director of Library Services. Any charges incurred from materials borrowed through interlibrary loan will be passed on to the patron.

COMMUNITY PROGRAMS

The library presents programs in response to the current Plan of Service, as approved by the Library Board. The library may charge for programs as required.

RELATIONS TO COMMUNITY GROUPS

The library will work with other groups and agencies offering community programs to coordinate activities which reflect the outcomes of the Plan of Service. Such cooperative efforts seek to avoid duplication of library programs with other programs funded by the City of Spruce Grove, and to leverage opportunities to meet community needs.

PROMOTING LITERACY

The Spruce Grove Public Library supports literacy through the provision of library programs and services, cooperation with agencies promoting literacy within the community, the promotion of public awareness, and through the library's collections.

LIFETIME MEMBERSHIPS

The Board, at its discretion, may confer an Honorary Life-time Membership upon any individual who, or group which, in the opinion of the Board has contributed to the advancement of the library in some unique or outstanding way.

USE OF THE LIBRARY BY CHILDREN

Parents or legal guardians are responsible for deciding what library resources are appropriate for their children. Access to library resources is not limited to “age appropriate” material, and includes print, audiovisual and unfiltered internet access. Library staff are not in a position to provide this monitoring and supervision or to serve *in loco parentis*.

Pursuant to Library By-law 3(2) (d) Borrower’s cards must be signed and dated by a parent or guardian of the applicant, if the applicant is less than 18 years old.

Children eleven and under must be accompanied by a parent or caregiver in the library. Children ages twelve and older may be unaccompanied provided they abide by the Library’s [See Appendix 5A - Public Code of Conduct](#)

Children of any age who require special supervision must be accompanied by a parent or responsible caregiver at all times.

The Library Board bases the age of unattended children on the recommended home alone ages as outlined by the Alberta Government.

Children left unaccompanied in the library in violation of this policy may necessitate a referral to Children’s Services or other authorities.

PUBLIC CODE OF CONDUCT

In order to provide a safe and welcoming library that operates effectively, efficiently and in accordance with Spruce Grove Public Library’s values, every individual on library premises are asked to respect and abide by the Library’s [Public Code of Conduct, Appendix 5A](#), when using Library facilities.

COMPLAINTS

Complaints received by the library from the public will be handled according to procedures established by the Board and staff [See Appendix 4A - Request for Reconsideration of Materials](#).

History	Date	Motion
Approved	June 21, 2011	042L-11
Revised	September 18, 2012	040L-12
Revised	September 16, 2014	053L-14
Revised	December 15, 2015	109L-15
Revised	June 18, 2019	052L-19

INTERNAL COMMUNICATIONS POLICY

Purpose

SGPL strives to ensure that our staff members are provided with accurate and appropriate information on a regular basis that details the processes, achievements, and changes that occur within the organization. This policy has been adopted to establish guidelines for appropriate internal communication and to ensure that SGPL staff members are able to work effectively as a team. SGPL will provide our staff with the internal resources to send and receive information in an effective manner that will ensure awareness of company news, initiatives, changes, and achievements.

Policy

SGPL will communicate the following forms of information:

Employment Opportunities – In the event that a position within the organization becomes available SGPL will post the opportunity internally prior to the posting being made public. Internal postings will be made available through the website, social media, e-mail and in print on the staff bulletin board.

Staffing Changes – SGPL will communicate staffing changes that affect the organization, including promotions, retirements, and vacancies created through other means of attrition. This information will be communicated in an effort to recognize the achievements of staff, appreciate the service of our retiring employees, and ensure that staff members are aware of any changes made in staffing that may affect the flow of work.

Organizational Change – SGPL will ensure that all changes regarding the way that we do business or manage the flow or work within the organization is properly communicated to all staff. Changes regarding company initiatives, goals and objectives will be communicated to provide staff with the updated information. Similarly, SGPL will communicate news regarding changes made within the organization, to our internal structure (e.g. departments, work-units), our physical structures, and any other form of change regarding the operations of the company.

Policy Change – Where SGPL and/or “The Board” implement a new policy, or revises a previously existing policy that affects our staff and/or the organization, the change will be communicated through appropriate channels.

Motivational Information – In the event of any new incentive programs regarding performance, rewards made available or awarded, and/or the recognition of achievements made by our staff, we will ensure that these are effectively communicated to staff. SGPL recognizes and rewards the achievements of our staff, and

will work to ensure that they are provided with motivational forces that spur on their achievements.

Health and Safety – In the event of any changes made to work-processes, or where any workplace hazards are identified, and control measures are put into place, SGPL will ensure that all staff are provided with appropriate information regarding the change.

Information for the Public – SGPL will provide our patrons and the public at large with information regarding organizational news, disruptions in service, and other appropriate information regarding our products and/or services. This form of communication will be governed by the SGPL Board and this policy.

CORPORATE IDENTITY

Purpose

- To provide the Spruce Grove Public Library with a professional visual identity.
- To ensure ongoing visual standardization.

The corporate identity may NOT be used by any groups, organizations, businesses or agencies without the written permission of the Spruce Grove Public Library Board, with the exception of the City of Spruce Grove when using the logo for information and marketing purposes.

The Library Director is charged with the administration of this program.

Administration of the Corporate Identity Program

The Director shall:

- implement the program
- manage and review the program
- protect the integrity of the program
- make any revisions of the program known to all departments

Approval Process

Any changes to the program require approval and are divided into two categories.

Minor issues identified as those changes in line with a seasonal or program theme can be approved by the Director.

Major issues identified as a total modification or replacement of the corporate identity must be approved by the Library Board.

THE LOGO



The Spruce Grove Public Library corporate logo shall be used in accordance with this policy, and shown as a row of icons that represent technological and traditional library service: DVD/audio book, a smartphone, a tablet, and a book. The logo is created by four columns. The width of all columns from left to right are 56.7pt, 110.4pt, 38.7pt and 115.3pt; height of the columns from left to right are 372.6pt, 236.3pt, 372.6pt and 372.6pt; white space between columns is 14.6pt; this white space represents expansion of services and reduction in available space.

The library's name (Spruce Grove Public Library) is stacked to the far right adjacent to the book column. The font of all text in the logo is Calibri with the word Library in bold.

SIZING

The Spruce Grove Public Library corporate logo may be resized but the pre-established proportions of the logo must be retained to ensure legibility and recognition. As a result, Spruce Grove Public Library prohibits stretching or skewing the logos and/or icons.

COLOUR

The first column is Red (RGB 233, 69, 42; #e9452a), followed by Lime (RGB 139, 181, 68; #8bb544), Teal (RGB 41, 184, 191; #29b8bf), and Gold (RGB 241, 176, 26; #f1b01a) with text being Pantone Black #Black 3C. The field behind the image can only be white or transparent.

A colour logo is preferred. Alternately, the logo should be represented in greyscale. No other colours are acceptable.



LOGOS AND BRANDING DOCUMENTS

Spruce Grove Public Library employees shall be required to use Spruce Grove Public Library letterhead with appropriate compliant logos for all official documentation and/or correspondence.

CORPORATE NAME

The name Spruce Grove Public **Library** appears within the logo and should appear without additional wording. Font choice is Calibri 87.89pt, tracking between letters is 65.81pt, and the colour is Pantone Black #Black 3C.

Disclaimer Language

Spruce Grove Public Library shall review all marketing, advertising, sales and promotional materials prior to release to ensure that appropriate legal disclaimers are applied, as necessary.

Do Not Alter Brands or Logos

When using Spruce Grove Public Library branding, alterations to the design, or language used therein is prohibited.

Reservation of Rights

Spruce Grove Public Library is the rightful owner of all Spruce Grove Public Library brands and logos. No person or entity may reproduce or use (or authorize the reproduction or use of) Spruce Grove Public Library brands and logos in any manner without the express written authorization of Spruce Grove Public Library. Unauthorized use of Spruce Grove Public Library brands and logos is strictly prohibited.

Mission Statement. The mission statement may be represented a distance apart from the library logo (for example on the bottom of a brochure or letterhead or other publication) but may not be used as a standalone element.

History	Date	Motion
APPROVED	NOVEMBER 16, 2010	031L-10
REVISED	OCTOBER 16, 2012	050L-12
REVISED	APRIL 19, 2016	035L-16
REVISED	AUGUST 1, 2017	056L-17

7.0 RECORDS MANAGEMENT AND RETENTION

RECORDS RETENTION POLICY

The Spruce Grove Public Library Board keeps orderly and timely records of its business in compliance with the *Income Tax Act of Canada*, the *Freedom of Information and Protection of Privacy Act*, and with the needs of the Spruce Grove Public Library.

Spruce Grove Public Library retains and disposes of records as outlined [See Appendix 7A – Schedule of Record Retention and Disposal](#)

The Board gives authority for the destruction of the records in accordance with the schedule to the Director. The Director is responsible for the proper and complete destruction of the records disposed of under this policy. The Director has the discretion to retain records longer than the period provided for in this policy.

Permanent records are stored at the Spruce Grove Public Library in appropriate secure storage. Where applicable, records are stored with the City of Spruce Grove, in accordance with the Memorandum of Understanding between the Spruce Grove Public Library Board and the City of Spruce Grove.

CONFIDENTIALITY OF USER RECORDS

In accordance with the FOIP Act, access to user records is provided to library staff and volunteers as required in order to carry out the business of the library. All Spruce Grove Public Library employees and trustees shall hold in strict confidence any records or transactions relating to patrons' individual memberships, use, borrowing, complaints, delinquent accounts, etc.

Records of library members are stored on a single database for all TRAC member libraries, therefore member records may be accessed by other TRAC libraries' staff if required. In accordance with the FOIP Act, member records may be shared with other libraries within Alberta for the purpose of collecting fines and retrieving borrowed material.

Upon request, a library user will be given access to all information concerning their records that the library has on file. In accordance with the FOIP Act, access to a user's record is limited to that user with the following exceptions:

- In the case of a library user seventeen (17) years of age and under, access is provided to the parent or guardian on record to aid in the retrieval of borrowed library material or the collection of outstanding library charges.

- In the case of a person with diminished capacity such that the law has deemed that person not to be responsible for his/her actions, access will be provided to the person(s) noted in the user record as assisting in the management of the care and return of library materials.
- In the case of a library user who wishes to allow specified other people full access to his/her user record, access is also provided to those individuals named on a 'Disclosure Agreement' form signed by the person granting access. Full access to the user's record will be provided to the person(s) named on the form until such time as the user rescinds his/her permission.
- User records showing library resources used or user requests for information and/or library resources may be accessed by a law enforcement agency only upon the production of a court order.

History	Date	Motion
APPROVED	SEPTEMBER 18, 2012	041L-12
REVISED	SEPTEMBER 16, 2014	050L-14
REVISED	MARCH 15, 2016	025L-16

GIFT ACCEPTANCE GUIDELINES

Introduction

The library welcomes and encourages gifts from individuals, groups, businesses, foundations and corporations.

Gift Definition

For income tax purposes, a gift or donation is defined as a voluntary transfer of property to the library, made without the expectation that any benefit will accrue to the donor or anyone designated by the donor. Donors are eligible for a charitable tax receipt that may be claimed as a non-refundable tax credit on an income tax return.

No benefit of any kind may be provided to the donor or to anyone designated by the donor except where the benefit is of nominal value. Canada Revenue Agency defines nominal value as a fair market value of less than the lesser of \$50 or 10% of the amount of the gift. It is permissible and encouraged for donors to receive recognition for their gift.

Guidelines governing gift acceptance

The library staff shall analyze proposed gifts or donations and then make a recommendation to the Library Board. The Library Board shall accept those gifts which they feel are consistent with the library's vision, mission and guiding principles. Gifts that are not consistent with the library's objectives and policies may be refused. The Library Board may accept conditions on the disposition of donations where it deems the proposed conditions to be reasonable and feasible. The Library Board reserves the right to use the donation in the best interest of the library, and shall make decisions regarding the investment, disposition and/or eventual disposal of all donations. Donations become the exclusive property of the library and must be of a clear and unencumbered nature, verified in writing. All donors will be informed of potential uses of their gift.

Types of Gifts

Contributions to the library may be made in the following forms:

- Gifts of cash
- Cash, cheque, money order, and credit card are accepted by the library. Gifts of cash are also accepted in honour of someone.
- Life Insurance: A donation of an irrevocable life insurance gift can be accepted if the Spruce Grove Library Board is named the beneficiary of the policy. The Canada Revenue Agency recognizes all premium payments as a tax deduction.

- Planned gifts: a donation of property, stocks, bonds, or other capital assets are recognized for the value of the gift on the day that the gift has been legally transferred to the Spruce Grove Library Board and is non revocable.
- Bequests: Donors may choose to leave a donation to the Spruce Grove Library Board through their will.
- Gifts of library materials: These fall into two categories: library collection materials and book sale materials. Donated materials will be added to the collection only if they meet the standards of the Collection Development Policy and will not result in unwanted duplication of the collection. They will be evaluated and disposed of in accordance with the criteria applied to purchased materials. If a tax receipt is required, the materials will be evaluated by appropriate staff using discounted rates for the items the library wishes to add to the collection. Income tax receipts are not given for items donated for the book sale. [See Appendix 8A - Gift of Materials Release](#)
- Gifts - in - kind (artwork): Artwork can be accepted under the following conditions:
 - a) If a donor requires an income tax receipt, pursuant to Canada Revenue Agency rules and regulations, a bona fide, independent art appraiser must review the work and place a fair market value on the artwork if valued at more than \$1,000.00. All costs are incurred at the donor's expense.
 - b) All accepted artwork should be framed and ready for hanging. Costs associated with this may be part of the "fair market value" of the artwork. However, there may be exceptions to this arrangement dependent on the work involved.
 - c) Spruce Grove Library Board must approve all submitted artwork prior to acceptance.
 - d) Any accepted art can be used for display purposes, auction or any other purpose deemed suitable by the Spruce Grove Library Board.
[See Appendix 8B - Gift of Artwork Release](#)
- Endowments: A donor wishing to make a contribution towards the cost of programs or the purchase of certain materials should be aware that such a donation may require an ongoing commitment. In such a situation, the donor may wish to make arrangements for the donation to be placed in an interest-bearing account managed by or for the library. Revenue then can be earned on the capital and applied to maintain the donor's gift on an ongoing basis.

Quid Pro Quo

If the library provides something of value in return for a gift the donor's tax receipt is reduced by the fair market value of the benefit received.

Non-Gifts

The following transactions do not constitute philanthropy and are not eligible for charitable tax receipts:

- a gift of service
- the purchase of an item from the library; and
- sponsorship of library programs or events

The library encourages and solicits contributions of cash, securities, and personal and real property, either as outright gifts or through planned gift vehicles in accordance with Canada Revenue Agency, [Folio 1 Charitable Gifts and Deductions – Income Tax Folio S7-F1-C1, Split-receipting and Deemed Fair Market Value](#). Planned gifts include bequests, life insurance policies, endowments and gift annuities.

Gift Designation

All gifts, regardless of value, form or designated use, should be made payable to Spruce Grove Library. Donors may choose to have their gift fully expended or endowed and may direct their gift to a specific department or service provided that:

- no benefit accrues the donor
- the directed gift does not benefit any person not at arm's length with the donor; and
- decisions regarding the use of the donation within a program rests with the library staff, although, where possible, the library will act in concert with and be respectful of the donor's wishes.

Investment Policy

When the library receives a gift as an endowment, it is the Library Board's policy to preserve the principal.

Responsibility to Donors and Donor Recognition

The library holds all donors in high esteem. While seeking donations in support of library priorities, staff, Board members, and volunteers have an ethical responsibility to uphold the interest and well-being of the library's benefactors. Without exception, the library's donor relationships are of utmost priority.

Policy for Donor Recognition and Stewardship

The library staff shall maintain donor records, the contents of which shall remain confidential unless the donor provides written consent to do otherwise. Public acknowledgement and recognition will take place when a signed permission form has been received back to the library from the donor. [See Appendix 8C - Donor Recognition Release](#)

The library staff will maintain a donor recognition system that will serve as a proud statement of past and current accomplishments and will also be a vehicle for attracting new donors.

Recognition will be commensurate with the value of the donation.

Tax Considerations – Receipts

For monetary donations, for \$10 or more, official receipts will be issued to donors for income tax purposes. In accordance with Canada Revenue Agency - Folio 1 Charitable Gifts and Deductions - Income Tax Folio S7-F1-C1, Split-receipting and Deemed Fair Market Value, the library requires the following in regard to official donation receipts:

Receipts are only issued for funds that the library will be responsible for spending.

Receipts must be prepared in duplicate and must bear their own serial number.

For in-kind donations, other than library materials, official receipts will be issued provided that the value of the donation exceeds \$10 and the donor provides written appraisal of the donation's worth.

The library staff shall make every effort to guard against the unauthorized use of official receipts.

The library staff may issue a replacement for an official receipt. The replacement receipt must include a notation confirming it as a replacement for receipt # (serial number of original receipt). The library staff must mark the copy of the lost or spoiled receipt as "cancelled".

FUND DEVELOPMENT

The Spruce Grove Library is a public institution funded primarily by taxes from the municipal and provincial governments. Fund development is one option open to the Board to increase the library's ability to deliver services to the public and/or to provide enhanced levels of service beyond the core levels funded by taxes. However, the library actively encourages the business community, as well as service and other organizations, to become library sponsors.

Spruce Grove Library seeks to raise funds in three areas, as set out in the library's Fund Development Plan: capital campaigns for major capital projects, annual fundraising campaigns to enrich library materials collections and services, and planned giving for future growth and financial stability.

SPONSORSHIP GUIDELINES

Introduction

The Library Board and staff actively solicits and encourages the business community, service clubs and other organizations to become sponsors of library events, programs

and services, which will benefit the community by allowing the library to increase the level of service it can provide to the people of Spruce Grove.

Definition

A sponsorship is a mutually beneficial exchange whereby the sponsor receives value in return for cash and/or products and services in kind to the library. Official tax receipts are not issued to sponsors for their contributions to the library. Sponsorships afford opportunities for participating organizations to raise their profile and enhance their image within the community. A sponsorship partnership gives the outside organization ongoing recognition through public awareness for a defined period of time while providing financial and other benefits to the library.

Corporate event sponsorship is an opportunity for corporations to invest marketing and advertising funds in a venture, usually a special event, which is mutually beneficial for both groups. It is important in offsetting event expenses for the library.

Sponsorship Acceptance Guidelines

The Library Board shall approve sponsorships if they are determined to be in the best interest of the library and support the mission, vision and guiding principles of the library.

Notwithstanding the above, the Library Board reserves the right to refuse any sponsorship opportunity.

Sponsorship agreements which are valued at \$5,000 or less may be approved by the Director and reported to the Library Board at its next regular meeting.

Sponsorship agreements with values in excess of \$5,000 shall be presented to the Library Board for approval.

Acceptance will take the form of a written agreement signed by representatives of the sponsoring organization and authorized representatives of the library. This agreement will define the terms of the sponsorship and any recognition to be provided by the sponsor.

Sponsorship Conditions

The sponsor must have no impact on the policies and practices of the library such as materials selection or purchasing.

Where a sponsorship agreement limits the library's ability to enter into other sponsorships, such an agreement shall clearly define the nature and extent of the exclusivity, and the time frame over which the exclusivity is to be granted.

Sponsorships do not imply endorsement of products and services by the library.

Any public use of the name and/or logo of the library, its Friends, and other affiliated organizations, special collections, resource collections, special services, programs, and

departments, must be approved by the Director. Any public use of the Friends of the Spruce Grove Library names must also be approved by the Executive of the Friends of Spruce Grove Library Society.

Sponsorships cannot be made conditional on library performance outcomes.

Sponsor Recognition

Sponsors shall be provided with a level of recognition commensurate with their contribution. Recognition shall be in conjunction with, but not limited to, the programs or services which are supported by the sponsor. Sponsorships are not eligible for tax receipts.

Sponsor Agreement Termination

The Library Board reserves the right to terminate existing agreements should conditions arise during the life of the agreement where it no longer supports the interests of the library or is in conflict with this policy. Should a sponsor commit a crime, the library has the right to remove the sponsor's name from all recognition.

THIRD PARTY FUNDRAISING GUIDELINES

Introduction

The Library Board welcomes and encourages fundraising efforts by other organizations and citizen groups, where it feels that they fit the library's mission, vision and guiding principles. In order to coordinate a variety of fundraising efforts and avoid duplication, the Director must be informed of all proposed fundraising initiatives.

Definition

The library defines fundraising as a project undertaken by any individual, affiliated group or organization, for the purpose of raising funds for, or on behalf of, the library. This policy covers any project that:

- will require the use of library resources, including staff time, rooms, equipment and images that belong to the library; and/or
- will require the library to issue official receipts under its charitable tax number; and/or
- will be targeting an audience outside the existing membership of the group that wishes to undertake the project.

Acceptance of Fundraising Projects

To secure Library Board endorsement, individuals or groups who wish to initiate a fundraising project on behalf of the library must present a fundraising plan to the Director.

The Library Board may approve fundraising ventures which it deems suitable in fulfilling its mission, vision and guiding principles, and will not result in compromise to the library's public image

Conditions of Acceptance

The Director must be consulted in advance prior to issuance of all materials, merchandise, and/or publicity produced in conjunction with the campaign.

The Director must also approve the use of any library resources, including all staff time, which is required by the group to implement the campaign.

The library is not responsible for the costs of fundraising or for shortfalls in campaign goals.

GAMING PROCEEDS

As stewards of the library's programs and services, the Library Board has determined there is a need to pursue multiple funding options available to them. The Library Board:

- will not engage in any form of gaming in which there is a risk that public funds may be lost and will not be available to provide library services.
- will accept grants and donations that ultimately derive from provincial lottery funds, the provincial government's share of net revenue from VLT's, slot machines, and ticket lotteries. Alberta Lottery Fund dollars support provincial government grants; for example, the Community Initiatives Program (CIP) and the Community Facility Enhancement Program (CFEP).
- will accept the proceeds from casinos.
- will accept the proceeds of raffles and 50/50 campaigns that are conducted according to provincial regulations.

DONOR RECOGNITION

Spruce Grove Library recognizes that a philanthropic gift is one whose worth is relative to means and that only the donor can define generosity. It is the act of giving and not the size of any donation that underlies our donor recognition and communication philosophy and our actions.

Spruce Grove Library's donor-centered communications and recognition activities adhere to the following principles:

- Donors can expect to receive prompt acknowledgement of their gifts
- Donors can expect to be informed of the specific destination of their gifts.
- Donors can expect to receive meaningful and measurable information of their gifts at work prior to being asked again to give to the library.

Spruce Grove Library welcomes designated giving to specific programs or services.

Spruce Grove Library will:

- Issue prompt personalized thank you letters to donors upon receipt of their gifts.
- Acknowledge donors' generosity from time to time through personal calls from the Director and Chair of the Library Board or designate.
- Communicate information on their gifts at work to all our donors as effectively as possible.
- Ensure the donor is central to the donation process. Care and attention will be given to address donor needs and requests through the library's recognition program. Donor input will be sought and respected in determining the final method of recognition appropriate to them, including anonymity. All public acknowledgement of the donor will be dependent on the library receiving a signed permission form back from the donor that their name can be displayed.
- Ensure that donor recognition will be visible upon completion of a signed permission form. Recognition is a proud statement of past and current accomplishments. It is also a vehicle for attracting new donors. The library will maintain a prominently displayed donor recognition system that will serve both objectives.
- Ensure that all donations, regardless of amount, will be treated with a sense of equity. While the donor recognition program provides for distinguishing among donations based on the size of the gift, it is the primary intent of the library to view all gifts as significant and to treat all donors and their gifts in the same manner.
- Ensure that forms of donor recognition are to be tasteful. Donor recognition should neither be, nor perceived to be, extravagant. It is the practice of the library, in administering its donor recognition program, to maintain expenditures on all recognition devices to within two or three percent of the value of the contribution. A higher percentage may be required to adequately recognize smaller gifts.

Who is Recognized?

Specific recognition categories for Annual Campaigns as well as the recognition devices for each category are listed in [See Appendix 8D - Donor Recognition Guidelines.](#)

Naming Facilities and Facility Components

At their own discretion, the Library Board may choose to name certain areas or sections within the library after organizations or individuals who have made significant contributions to SGPL.

Without limiting the generality of the foregoing, areas could include neighbourhoods, meeting rooms, tables or benches. Other methods of naming could a recognition wall.

The manner of identification of these areas so recognized shall be at the discretion of the Library Board.

The Library Board acknowledges that corporations and individuals that make significant contributions want to leave a legacy. The Library Board has chosen to consider that once an area or item is named, it is always named this. Certain specific exceptions have been identified, such as equipment that is not of a permanent nature, which lend themselves to shorter-term naming opportunities.

The Library Board reserves the right to terminate previously awarded naming recognition should conditions arise during the functional life of the component of the library so named, that the circumstances concerning the donor change, and as such are considered detrimental to the reputation of the library.

Charitable Donations

The Spruce Grove Public Library will not make charitable donations in the form of a direct monetary contribution to any organization or individual.

History	Date	Motion
Original approval	November 16, 2010	031L-10
Revised	September 18, 2012	041L-12
Revised	January 16, 2018	006L-18

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Communication Between the Board and Staff

History	Date	Motion
Approved	January 19, 2016	006L-16

The main channel of communication between the board and the staff will be between the Board Chair and the Director of Library Services and Board Secretary (collectively, the “Administration”). Within the context of a board meeting, trustees may ask questions of the Administration relevant to the business in front of the board. Outside board meetings, trustees, in general, should direct questions to the board chair, who may ask those questions of the Administration or direct that the topic be placed on a board meeting agenda.

To expedite the work of the board and its committees, the chairperson of a standing or ad-hoc committee (“Committee Chair”) may communicate directly with the Administration using the following protocol.

- Any communications by committees to the Administration will occur via email from the Committee Chair to the Administration. This does not mean face-to-face or phone conversations cannot occur between the Committee Chair and the Administration, but actionable requests will occur by email.
- Emails between a Committee Chair and the Director of Library Services will always carbon-copy the Board Chair and the Board Secretary. Likewise, emails between a Committee Chair and the Board Secretary will always carbon-copy the Board Chair and the Director of Library Services. To whom in the Administration a specific message should be directed depends on its nature, general guidelines for which are listed below.
- The following types of communication should be directed to the Board Secretary and carbon-copied to the Director of Library Services:
 - Submissions of board meeting agenda items and committee reports.
 - Requests for records of the board, such as historical board or committee minutes or trustee contact information
 - Requests to disseminate information to the board when direct dissemination by the trustee to the board is impractical.
 - Requests to produce paper copies of electronic documents, such as letters to be signed.
 - Requests to reserve a library meeting room for official library business or any changes to or cancellations of such reservations.
 - Requests to register for educational events and conferences, pending approval of the board chair.

- The following types of communication should be directed to the Director of Library Services and carbon-copied to the Board Secretary:
 - Requests for library operational information and statistics to support the committee's work.
 - Requests for the director or designate to appear at a committee meeting to provide input to the committee's work.
 - Requests for input on the development of policies, procedures, and other plans or documents.
- In the event that a Committee Chair or Administration feels a breakdown in communication has occurred, the matter may be referred to the Board Chair, whereupon the Board Chair and Director of Library Services will remedy the matter.

Adding Topics to Board Meeting Agendas

History	Date	Motion
Approved	January 19, 2016	006L-16

In accordance with our observed parliamentary procedure, Robert’s Rules of Order, defined in “Policy 1 – Board Operations”, the SGPL board makes use of an agenda to define the sequence and items of business that are in order at a particular board meeting. The agenda is sub-divided into two main parts, the first being the consent calendar, which contains routine or noncontroversial matters meant for the information of the board only. The entire contents of the consent agenda are accepted with a single motion, saving a great deal of time for the board. The second part of the agenda is the business agenda, items on which are brought up individually for deliberation and possible action by the board. Prior to adoption of the agenda, trustees may request that individual topics included in the consent agenda be moved onto the business agenda for specific discussion instead.

Any trustee may request that the Board Chair add items of business to the board meeting agenda’s consent calendar or business agenda. Committee Chairs, especially, should provide a report of their most recent meeting(s) every month to be included in the next regularly scheduled board meeting’s agenda. The preferred means for any trustee to add items to the agenda would be in advance of the draft agenda’s distribution one week prior to regularly scheduled board meetings. Requesting that an item be added in this way ensures trustees have sufficient time to review and consider the matter to be discussed. Trustees wishing to add items of business to the board agenda in advance should request the agenda item coversheet template or committee report template from the Board Secretary. Both templates clearly define the important elements to be present in the definition of an item for consideration by the board. These documents should be used to formally make the request of the Board Chair to add the item to the agenda.

Trustees may also request that items of business be added to the agenda after a board meeting has been called to order but before the agenda for the meeting has been adopted. While this method of adding items to the agenda is permissible, it is not favourable except in the case of emergent matters, as doing so permits no time for trustees’ consideration of the matter prior to the meeting.

Reports, correspondence, and presentations added to the business agenda directly at a given board meeting will also be placed in the next regular board meeting’s consent calendar to maintain a permanent record, inform trustees not present at the prior meeting, and provide accountability to the public.

The board may conduct certain types of discussions in an *in camera* session, one that is not open to the public, and one at which the board chair may exclude all individuals except library trustees. Section 18(1) of the *Freedom of Information and Protection of Privacy Regulation* specifies the types of matters permitted to be discussed in an *in camera* session by a public library board, including legal matters, security matters, specific personnel matters, or labour relations matters. Trustees may request that *in camera* business items be added to the agenda in the same way as other items, specifying that they should be items considered *in camera*.

The Director of Library Services or Board Secretary may request that the Board Chair include items of business to the agenda using the all of the same mechanisms afforded trustees as detailed above.

Booking a Library Meeting Room

History	Date	Motion
Approved	January 19, 2016	006L-16

SGPL and the Allied Arts Council routinely book meeting rooms in the Melcor Cultural Centre for their own activities and those of outside parties who have requested a room rental. The board and its committees must not presume that any meeting room is available at any time for their purposes. To maintain a consolidated calendar of room reservations, the Board Secretary or Director of Library Services must handle all room reservation activities for the board.

Committee Chairs or the Board Chair may check the availability of library meeting rooms and request their reservation through an email request to the Board Secretary in accordance with the “Board – Staff Communication” procedure. The email will note the desired date, time, duration, and meeting room to be reserved as well as list of recipient names and, if the recipients are other than library trustees or staff, email addresses to whom a calendar invitation will be sent.

Once a date and time for the reservation has been established by the Board Secretary in accordance with the requestor, he or she will create a calendar invitation and send it to the recipients listed in the request as well as the initiator of the request.

Changes to or cancellations of meeting room reservations will likewise be handled by an email request to the Board Secretary, who will make the appropriate changes to the calendar invitation and send notifications to the meeting recipients.

Library Director Performance Appraisal Process

History	Date	Motion
Approved	September 20, 2016	060L-16

The following is the timeline and process for carrying out the performance review of the SGPL Director by the SGPL board of trustees. The intent is to have each trustee carry out a review that, when consolidated, forms the voice of the board. The Director has opportunities to provide feedback throughout the process and to view all respondents' input. The review is based on the implementation of the Plan of Service, outcomes expected from the Director's position description, a 360° evaluation of the director's leadership qualities, and any goals set during the past year in the Director's performance plan.

The process and timelines is as follows:

1. September Board Meeting, Chair reviews the process and expectations
2. Following the September Board Meeting the Board Chair forwards to the Director a copy of the **Director Performance Review** form and the **360° Evaluation of the Library Director** form for self-evaluation and asks the Director to report on achievement of the goals identified in the current year's professional growth plan. The Chair also sends the **360° Evaluation of the Library Director** form to all of employees who report directly to the Library Director. These completed forms are to be returned to the Board Chair directly and confidentially within 10 days following the Board meeting.
3. The Chair then distributes to all trustees:
 - the **Director Performance Review** form to be completed
 - the **360° Evaluation of the Library Director** form to be completed
 - the Director's completed self-evaluation on the **Director Performance Review** form for information
 - the Director's current-year professional growth plan report for information

Trustees will return the completed evaluation forms directly and confidentially to the Board Chair 5 days before the October Board Meeting.

4. The Chair collates the all the responses to the **Director Performance Review** form (from trustees and the director) and the **360° Evaluation of the Library Director** form (from trustees, the director, and the direct reports), and produces a report sent directly and confidentially to the trustees for discussion at the October Board Meeting in an *in camera* session. See "A Note about Reports of Evaluation Results".

5. At the October Board Meeting, resulting from the *in camera* discussion, trustees pass a motion to establish the Board's official evaluation of the Director.
6. Following the October Board Meeting and before the end of October, the Chair, Vice-chair and the Director meet to discuss the Board's evaluation of the Director. At this meeting, the following information will be presented to the director, following which, the Director creates a professional growth plan for the following year.
 - A summary of trustees' responses to the **Director Performance Review**, including all comments made on the form.
 - A summary of trustees' and direct reports' responses to the **360° Evaluation of the Library Director**
 - See "A Note about Reports of Evaluation Results" below regarding the format and content of the above reports.
7. The director will submit his or her professional growth plan for the coming year as a confidential business item for the November board meeting. At the November meeting, *in camera*, the director will present the professional growth plan to the Board. The Chair then excuses the Director from the *in camera* session, reports the results of the discussion he or she and the Vice-Chair had with the Director in October, and the board considers the Director's merit increase. Upon coming out of the *in camera* session, the Board moves to offer the merit increase or not. NOTE: For this meeting, the Chair should come prepared with the following information to be shared if requested during the in-camera session:
 - The director's current step on the salary grid
 - The director's current salary
 - A copy of the salary grid as proposed or approved in the budget for the forthcoming fiscal year.
8. Following the November board meeting, the board secretary prepares a letter for signature by the board chair and addressed to the City of Spruce Grove Human Resources Department indicating the change in rate of pay for the Library Director.

A Note about Reports of Evaluation Results

The collated and summarized reports of evaluation results produced by the Chair for the board and the Director must contain every individual response collected during the evaluation process, including both structured responses and free-form text responses. Means, averages, medians, minima, and maxima related to structured responses may be reported, but not to the exclusion of the report of individual responses. The summary of responses to the **Director Performance Review** and **360° Evaluation of the Library**

Director shall take the form of histograms indicating how many respondents selected each answer for each question.

Library Director Performance Review Form



Library Director Performance Review Form

(To be completed by Trustees and the Library Director)

1. Vision, Mission, and Plan of Service

Reference: Current SGPL Plan of Service; Job Description, Section 2 "Purpose"

How satisfied are you that the Library Director has a clear understanding of the vision and mission of the organization, and that the Library Director plays a key role in translating that mission into realistic action through the Plan of Service?

Very Satisfied *Satisfied* *Unsatisfied* *Very Unsatisfied* *Cannot Assess*

Please share examples:

2. Achievement of Results

Reference: Current SGPL Plan of Service, Director's Professional Growth Plan

How satisfied are you that the Library Director has accomplished the objectives and priorities set by the Board for the performance period within the Plan of Service and the established professional growth plan?

Very Satisfied *Satisfied* *Unsatisfied* *Very Unsatisfied* *Cannot Assess*

Please share examples:

www.sGPL.ca

35 – Fifth Avenue, Spruce Grove, Alberta T7X 2C5
Telephone: (780) 962-4423 • Fax: (780) 962-4826



3. People Management

Reference: Job Description, Section 3, Heading "Personnel Management"

How satisfied are you that the Library Director has selected and developed qualified Managers and has built a strong service delivery team among staff and volunteers to maximize the patron experience.

Very Satisfied *Satisfied* *Unsatisfied* *Very Unsatisfied* *Cannot Assess*

Please share examples:

4. Program Management

Reference: Current SGPL Plan of Service

How satisfied are you that the Library Director has appropriate knowledge of the Library's programs and services, and provides suitable oversight for the provision of programs and services defined by the Plan of Service at a level of excellence?

Very Satisfied *Satisfied* *Unsatisfied* *Very Unsatisfied* *Cannot Assess*

Please share examples:

5. Fiscal Accountability

Reference: Job Description, Section 3, Heading "Fiscal Responsibility"

How satisfied are you that the Library Director is knowledgeable regarding financial matters, and ensures appropriate oversight for accurate accounting and informed financial decision-making?

Very Satisfied *Satisfied* *Unsatisfied* *Very Unsatisfied* *Cannot Assess*

Please share examples:

www.sgpl.ca

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Telephone: (780) 962-4423 • Fax: (780) 962-4826



6. Operations Management

How satisfied are you that the Library Director has assured that the Library has suitable systems, policies, and processes for:

- Accounting (Reference: Job Description, Section 3, Heading “Fiscal Responsibility”),
- Personnel management (Reference: Job Description, Section 3, Heading “Personnel Management”),
- Facility management (Reference: Job Description, Section 3, Heading “Facility Management”),
- Information technology (Reference: Job Description, Section 3, Heading “General Duties”), and
- Risk management (Reference: TBD)?

Very Satisfied Satisfied Unsatisfied Very Unsatisfied Cannot Assess

Please share examples:

7. Board/Staff Relationship

Reference: Job Description, Section 3, Heading “Board Support”

How satisfied are you that the Library Director works effectively with the Board, maintaining good communications (e.g. financial, operational) and a supportive, professional environment?

Very Satisfied Satisfied Unsatisfied Very Unsatisfied Cannot Assess

Please share examples:

www.sgpl.ca

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Telephone: (780) 962-4423 • Fax: (780) 962-4826



8. External Liaisons and Public Image

Reference: Job Description, Section 3, Heading "General Duties"

How satisfied are you that the Library Director maintains a positive, professional reputation in the local community and cultivates effective relationships with patrons, public officials, and other relevant community organizations?

Very Satisfied *Satisfied* *Unsatisfied* *Very Unsatisfied* *Cannot Assess*

Please share examples:

9. Trends Monitoring

Reference: Job Description, Section 3, Heading "General Duties"

How satisfied are you that the Library Director monitors trends and is able to anticipate changes in the environment that are likely to affect long-range goals?

Very Satisfied *Satisfied* *Unsatisfied* *Very Unsatisfied* *Cannot Assess*

Please share examples:

www.sgpl.ca

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Telephone: (780) 962-4423 • Fax: (780) 962-4826

Library Director 360° Evaluation Form



Library Director 360° Evaluation Form

Please complete this evaluation based on your observations and experiences working with the individual for whom the evaluation is being conducted. Before you begin, please read the pages following the evaluation form for information regarding “The Five Practices of Exemplary Leadership” model on which this evaluation is based.

Model the Way

(Director’s Name) displays the actions and attitude she expects from others...

<i>Always</i>	<i>Most of the Time</i>	<i>Regularly</i>	<i>Sometimes</i>	<i>Never</i>	<i>Cannot Assess</i>
---------------	-------------------------	------------------	------------------	--------------	----------------------

(Director’s Name) sets interim goals so that people can understand what is expected as they work toward larger objectives...

<i>Always</i>	<i>Most of the Time</i>	<i>Regularly</i>	<i>Sometimes</i>	<i>Never</i>	<i>Cannot Assess</i>
---------------	-------------------------	------------------	------------------	--------------	----------------------

Inspire a Shared Vision

(Director’s Name) offers a vision of the future for the library...

<i>Always</i>	<i>Most of the Time</i>	<i>Regularly</i>	<i>Sometimes</i>	<i>Never</i>	<i>Cannot Assess</i>
---------------	-------------------------	------------------	------------------	--------------	----------------------

(Director’s Name) includes others in shaping exciting possibilities for the future...

<i>Always</i>	<i>Most of the Time</i>	<i>Regularly</i>	<i>Sometimes</i>	<i>Never</i>	<i>Cannot Assess</i>
---------------	-------------------------	------------------	------------------	--------------	----------------------

Challenge the Process

(Director’s Name) encourages and accepts ideas for change and innovation...

<i>Always</i>	<i>Most of the Time</i>	<i>Regularly</i>	<i>Sometimes</i>	<i>Never</i>	<i>Cannot Assess</i>
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www.sgpl.ca

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Telephone: (780) 962-4423 • Fax: (780) 962-4826



(Director's Name) encourages risk-taking and accepts the disappointments as learning opportunities...

Always *Most of the Time* *Regularly* *Sometimes* *Never* *Cannot Assess*

Enable Others to Act

(Director's Name) actively involves others...

Always *Most of the Time* *Regularly* *Sometimes* *Never* *Cannot Assess*

(Director's Name) makes each person feel capable and powerful...

Always *Most of the Time* *Regularly* *Sometimes* *Never* *Cannot Assess*

Encourage the Heart

(Director's Name) recognizes the efforts and contributions that individuals make...

Always *Most of the Time* *Regularly* *Sometimes* *Never* *Cannot Assess*

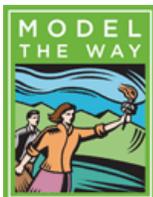
(Director's Name) encourages the celebration of accomplishments...

Always *Most of the Time* *Regularly* *Sometimes* *Never* *Cannot Assess*

The Five Practices of Exemplary Leadership® Model

Leadership is not about personality; it's about behavior—an observable set of skills and abilities. And when we first set out to discover what great leaders actually do when they are at their personal best, we collected thousands of stories from ordinary people—the experiences they recalled when asked to think of a peak leadership experience. Despite differences in culture, gender, age, and other variables, these “Personal Best” stories revealed similar patterns of behavior. In fact, we discovered that when leaders are at their personal best there are five core practices common to all: they Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and last but certainly not least, they Encourage the Heart.

Three decades later, The Five Practices of Exemplary Leadership® model continues to prove its effectiveness as a clear, evidence-based path to achieving the extraordinary—for individuals, teams, organizations, and communities. It turns the abstract concept of leadership into easy-to-grasp Practices and behaviors that can be taught and learned by anyone willing to step up and accept the challenge to lead. As measured and validated by the Leadership Practices Inventory (LPI)—one of the most widely used leadership assessment instruments in the world—ongoing studies consistently confirm that The Five Practices and our assessment tools are positively related to both the effectiveness of leaders and the level of commitment, engagement, and satisfaction of those that follow.



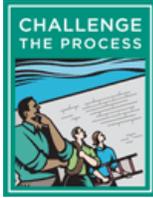
Model the Way

Leaders establish principles concerning the way people (constituents, peers, colleagues, and customers alike) should be treated and the way goals should be pursued. They create standards of excellence and then set an example for others to follow. Because the prospect of complex change can overwhelm people and stifle action, they set interim goals so that people can achieve small wins as they work toward larger objectives. They unravel bureaucracy when it impedes action; they put up signposts when people are unsure of where to go or how to get there; and they create opportunities for victory.



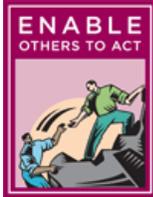
Inspire a Shared Vision

Leaders passionately believe that they can make a difference. They envision the future, creating an ideal and unique image of what the organization can become. Through their magnetism and quiet persuasion, leaders enlist others in their dreams. They breathe life into their visions and get people to see exciting possibilities for the future.



Challenge the Process

Leaders search for opportunities to change the status quo. They look for innovative ways to improve the organization. In doing so, they experiment and take risks. And because leaders know that risk taking involves mistakes and failures, they accept the inevitable disappointments as learning opportunities.



Enable Others to Act

Leaders foster collaboration and build spirited teams. They actively involve others. Leaders understand that mutual respect is what sustains extraordinary efforts; they strive to create an atmosphere of trust and human dignity. They strengthen others, making each person feel capable and powerful.



Encourage the Heart

Accomplishing extraordinary things in organizations is hard work. To keep hope and determination alive, leaders recognize contributions that individuals make. In every winning team, the members need to share in the rewards of their efforts, so leaders celebrate accomplishments. They make people feel like heroes.

From “The Five Practices of Exemplary Leadership” Article by James M. Kouzes & Barry Z. Posner.

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The Five Practices and Ten Commitments of Exemplary Leadership

MODEL the Way

1. FIND YOUR VOICE by clarifying your personal values
2. SET THE EXAMPLE by aligning actions with shared values.

INSPIRE a Shared Vision

3. ENVISION THE FUTURE by imagining exciting and ennobling possibilities
4. ENLIST OTHERS in a common vision by appealing to shared aspirations

CHALLENGE the process

5. SEARCH FOR OPPORTUNITIES by seeking innovative ways to change, grow, and improve
6. EXPERIMENT AND TAKE RISKS by constantly generating small wins and learning from mistakes

ENABLE Others to Act

7. FOSTER *COLLABORATION*, by promoting cooperative goals and building trust
8. STRENGTHEN OTHERS by sharing power and discretion

ENCOURAGE the Heart

9. RECOGNIZE CONTRIBUTIONS by showing appreciation for individual excellence
10. CELEBRATE THE VALUES AND VICTORIES by creating a spirit of community

From "The Five Practices of Exemplary Leadership" Article by James M. Kouzes & Barry Z. Posner.

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Background:

Each year the Board approves an advocacy plan that directs its advocacy actions for that year. The plan is based on achieving the objectives of the board's advocacy strategy.

The 2017 Advocacy Plan focuses on increasing the support of elected officials and the Spruce Grove community to allow the library to meet the future needs of the community.

This being a municipal election year much of the actions are concentrated on bringing the library into the election's conversation and the recognition that planning needs to begin now to ensure the infrastructure of the library will meet these future needs.

For each action a work plan is developed to guide its implementation. The work plans development includes consultation with the library marketing section to ensure a coordinated approach

Plan's Key Messages

- A healthy, vibrant library is a strong thread in the rich fabric of the Spruce Grove community.
- Spruce Grove is a growing, thriving Community of Choice whose residents will continue to demand a high level of library service for themselves and their families.
- Planning for infrastructure needs to begin now.

Target Audiences:

- Existing city councilors
- Candidates in the 2017 municipal election
- Community members
 - Key influencers
 - Business leaders and organizations
 - Library users
 - Service clubs
 - Social delivery organizations
 - Educational Institutions
 - General Community
 - Non-users
 - Seniors
 - Youth

Possible Actions and Opportunities

- Build out a plan tailored to a specific audience
- Build on identified needs
- Create a general community message
- Publicize results of survey

Targeted Opportunities

The main focus is the upcoming civic election.

The plan needs to take advantage of existing and react to new opportunities. Example of existing include

- Library Marketing Plan
- City events
- Regional or provincial events
- Canada's 150 birthday
- Trade show
- Golf tournament
- 2017 municipal election
- Friends Reel Thursdays and TIFF event

Advocacy Strategy Delivery Framework

- Public Advisory Committee created and meeting held
- Begin to identify Champions of the Library
- 2018 Plan presented to the Board at November meeting

Intended Results of 2017 Plan

- Recognition that action regarding library facilities is required soon
- Profile and value of library raised in community
- Library part of the election conversation
- Increased use of library resources
- Advocacy Strategy delivery framework advanced

Next Steps

Build out a detailed work plan for each action and implement

History	Date	Motion
2017 Advocacy Plan Approved	February 21, 2017	017L-17

Purpose

The objective of this policy is to prescribe the accounting treatment for tangible capital assets so that users of the financial report can discern information about the investment in Library property and equipment and the changes in such investment.

Definition

Tangible Capital Assets (TCA) are non-financial assets with physical substance that are acquired, constructed or developed and are held for use in the production or supply of goods and services; have useful economic lives extending beyond an accounting period; are intended to be used on a continuing basis in the Library's operations; and are not intended for sale in the ordinary course of operations.

Presentation and Disclosure

Tangible capital assets are reported in the Library's financial statements when the following criteria are met:

- It must satisfy the definition of a tangible capital asset.
- It must have a cost or other value that can be reliably measured and meet the capitalization threshold.

The presentation and disclosure layout is outlined in Section C

Capitalization Thresholds

Tangible capital assets should be capitalized (recorded in the fixed asset sub-ledger) according to the following thresholds:

- Furniture, computers, software, collections & equipment with a unit cost of \$1,000 or greater (library collections are recorded and valued as a whole as opposed to item by item)
- Capital assets not meeting the threshold are expensed in the year in which they are purchased.

Capital Asset Classifications

Capital assets should be assigned to the classifications outlined in Section A based on their nature, characteristics and useful life.

Donated or Contributed Assets

A tangible capital asset may be gifted or contributed by an external third party with no cash outlay. For example, collections or furnishings may be donated to the Library. A fair value may be estimated using either market or appraised values or cost may be determined by an estimate of replacement cost. When an estimate

of fair value cannot be reasonably estimated, the asset will be recognized at a nominal value. Donated or contributed assets are capitalized over their useful lives.

Amortization

Unless otherwise stated, the acquisition cost will be amortized over its estimated useful life, on a straight-line basis. All capital asset classifications have predetermined estimated useful lives as outlined in Section B.

Section A -- Asset Classification

Tangible capital assets will be defined as:

- Furniture – shelving, tables, desks, chairs, etc.
- Computers & Software – computer hardware & software
- Collections – All Library materials in print, audio and video
- Equipment – photocopiers, fax machines, postage meter, audiovisual, etc.

When equipment is purchased, the cost should include the amount of money ultimately paid, including ancillary charges such as transportation, installation, extended maintenance/warranty contracts and any other expenditure required to place the asset in its intended location and condition for use.

Section B - Capital Asset Estimated Useful Lives

- Furniture 10
- Computers & Software 3
- Collections 7
- Equipment 5

Section C – Presentation and Disclosure

The financial statements should disclose the following information about tangible capital assets, where beneficial a breakdown for each major category:

- Cost at the beginning and end of the period;
- Additions in the period;
- Disposals in the period;
- The amount of any write-downs in the period;
- The amount of amortization of the costs of tangible capital assets for the period;
- Accumulated amortization at the beginning and end of the period;
- Net carrying amount at the beginning and end of the period;
- The amortization method used, including the amortization period or rate for each major category of tangible capital asset;

- The net book value of tangible capital assets not being amortized because they are under construction or development or have been removed from service;
- The nature and amount of contributed tangible capital assets received in the period and recognized in the financial statements: and
- The nature of the works of art and historical treasures held by the Library. Works of art and historical treasures are not recognized as tangible capital assets, as a reasonable estimate of the future benefits cannot be made. Nevertheless, their existence and nature must be disclosed.

Capital transactions include acquisitions, disposals, betterments, write-downs, amortization and other adjustments. Sufficient information should be maintained through source documents, working papers and files supporting capital asset transactions for internal and external audit or review.

1. Registration for attending authorized professional development opportunities will be reimbursed at the Early Bird rate.

2. Expenses will be reimbursed at the following rates:
 - a) Provincial government mileage rate.
 - b) Meals (to a maximum of)

Breakfast	\$10.00
Lunch	\$12.00
Dinner	\$20.00
 - c) Accommodations : standard single room rates appropriate to the locale
 - d) Travel: economy class expenses

3. Receipts will be required for all expenses except mileage.

4. Expenses will be claimed using the appropriate form.

APPENDIX 4A – REQUEST FOR RECONSIDERATION OF MATERIAL



Spruce
Grove
Public
Library
35 Fifth Avenue
Spruce Grove, AB T7X 2C5
PH: 780-962-4423
Fax: 780-962-4826
www.sgpl.ca

1 Request Initiated By		
Last Name	First Name	Middle Initial
Address (<i>Street</i>)		
(<i>City</i>)	(<i>Province</i>)	(<i>Postal Code</i>)
Telephone (<i>Residence</i>)	(<i>Business</i>)	(<i>Cell</i>)
E-mail		
I bring forward this request on behalf of:		
<input type="checkbox"/> Myself <input type="checkbox"/> Group/organization (<i>indicate name</i>):		
2 Material to be Reconsidered		
Title		
Author/Performer	Publisher (<i>if known</i>)	
Type of material: <input type="checkbox"/> Book <input type="checkbox"/> Magazine <input type="checkbox"/> DVD/Blu-ray <input type="checkbox"/> CD <input type="checkbox"/> Video Game <input type="checkbox"/> Other		
<i>Details:</i>		
1. What do you object to in the material? (<i>Please be specific; cite pages, passages, tracks, etc.; use extra sheets if needed.</i>)		
2. Did you read/view/listen to the entire material? <input type="checkbox"/> Yes <input type="checkbox"/> No If not, what parts?		
3. What are some good or positive things you found in this material?		
4. For what age group would you recommend this material?		

5. Are you aware of the assessment of this material by others? What reviews or interpretations of this work have you consulted?	
6. What do you believe is the overall theme of this material?	
7. What other material of equal or greater value serving substantially the same purpose would you recommend in place of this?	
8. Are you requesting any specific action, besides reconsideration of the place of the material in the Library's collection. If so, what?	
9. Further comments:	
3 Signature of Complainant	
	Date (DD/MM/YYYY)

Internal Use Only:	
Date (DD/MM/YYYY)	Received by Staff Member

Personal information is collected under the authority of Alberta Libraries Act and the Freedom of Information and Protection of Privacy Act, section 33 (c) in order to respond to the request to reconsider library material.

Spruce Grove Public Library, as a key information provider and community meeting place, strives to offer the best possible service at all times, to all persons.

To fulfill this mandate, the Library endeavours to provide the public with safe and comfortable surroundings, equitable access to library materials and facilities, and a courteous response to all requests for service.

Purpose and Objective:

The *Public Code of Conduct* describes what is considered acceptable conduct at the Spruce Grove Public Library. Furthermore, the *Public Code of Conduct* enables staff to respond consistently and fairly to all users.

Acceptable Behaviour Requirements

Mutual Respect: Members of the library public are expected to act with respect and consideration towards other members of the public, staff and volunteers. Behaviour that is illegal, unsafe, disruptive, intrusive, harassing, threatening or otherwise not appropriate in a public place is not permitted.

Library Patrons Will:

- Dress appropriately, including wearing shirts and proper footwear at all times.
- Attend to, and supervise, children in their care ([see Policy 5, Use of the Library by Children](#)).
- Place personal belongings on or against buildings, furniture, equipment or fixtures in a manner that does not impede safe passage by Library staff or patron use of the facilities.
- Attend to personal belongings.
- Use library furniture, equipment, and facilities only for the usual and intended purposes.
- Use washrooms only for their usual and intended purpose.
- Use personal electronic devices at a volume that does not disturb others' enjoyment of the Library.
- Follow the reasonable direction of a library staff member, including leaving the Library promptly at closing time and when asked to leave during fire or other emergency situations.
- Open all bags for inspection by staff, if so requested.

Library Patrons Will Not:

- Use threatening, abusive, discriminatory, obscene or harassing language or conduct of any kind.
- Deliberately damage, misuse, steal or otherwise use Library equipment, material, or property in a manner likely to cause personal injury to the user or others.
- Be under the influence of any intoxicating liquor or illegal substances.
- Sell, use or possess illegal substances.
- Possess, sell, distribute or consume any alcoholic beverage, except as allowed at a Library-approved event.
- Carry weapons or implements which can be used as weapons.
- Sleep in or on library premises.
- Engage in vandalism or graffiti.
- Smoke or use tobacco.
- Consume food or drink that creates a nuisance because of odour, garbage or spills.
- Disturb others due to offensive body or clothing odour.
- Use sports equipment on Library property, including roller skates, skateboards, bicycles and other similar items.
- Park vehicles on Library premises for purposes other than Library use (vehicles parked in violation of this stipulation may be towed at the owner's expense).
- Take Library materials into washrooms if the materials have not been checked out.
- Solicit, petition, or distribute written materials or canvass for political, charitable or religious purposes without Library staff authorization.
- Violate the Library's rules for Internet Public Access ([See Policy 3.0 Public Internet Access](#)).
- Bring animals into the Library, or leave animals tethered and unattended on Library premises (animals may enter in the Library if they are either a Registered Service animal at work, or participating in a Library program organized to accommodate them).
- Access "employee-only" areas of the Library, unless authorized by staff.
- Photograph or film without prior approval from the Director of Library Services or designate.

Application:

Library staff apply this Public Code of Conduct in an equitable manner. When violations occur, staff inform violators of appropriate conduct and state the consequences.

Those persons who do not follow this Public Code of Conduct may be subject to the following:

- Exclusion from the Library premises.

- Suspension of Library privileges and services.
- Cost-recovery for damages.
- Criminal prosecution.

Repeat Offenses:

Individuals who repeatedly violate the Public Code of Conduct may not be warned that their behaviour is inappropriate before being excluded.

Legislation:

Conduct in public libraries is prescribed by various federal, provincial, and municipal pieces of legislation, including (but not restricted to):

- *Human Rights Act* (Alberta)
- *Criminal Code* (Canada)
- *Child and Family Services Act* (Alberta)
- *Child, Youth and Family Enhancement Act* (Alberta)
- *Trespass to Premises Act* (Alberta)
- *Libraries Act* (Alberta)

APPENDIX 7A – SCHEDULE OF RECORD RETENTION AND DISPOSAL

The retention period for records shall be:

Specified for a number of years;

Permanent - the original record shall be preserved and never destroyed; or

Retained until superseded.

The retention of records may be in hard copy or electronic, at the discretion of the Director of Library Services.

Records shall be retained for the period specified, and then destroyed following appropriate record destruction protocol.

Record Description	Retention Period (Years)
General Administration (Includes records on general administration not found elsewhere)	2
Annual Reports	P
Board Minutes	P
Recorded Board Minutes	R
Board Packages	5
Building: Records relating to planning and construction of facility. (Architectural drawings and relevant construction documentation stored at City of Spruce Grove)	P
Building Maintenance: Records retaining to maintenance and repair of the building including janitorial services	5
By-Laws	P
Contracts and Agreements: Includes records relating to persons, firms or corporations with whom SGPL has entered into some form of contract or agreement	Retain until expired +7
Correspondence: Includes incoming and outgoing correspondence	1
Finance – Accounts Payable: Records of payment made to vendors providing service to SGPL (includes invoices and supporting documentation)	7

Record Description	Retention Period (Years)
Finance – Accounts Receivable: Control and operation of receivable accounts such as invoices, statements and supporting documentation. Documentation may be in hard copy or electronic format	7
Finance – Audits: Annual Audited Financial Statements, including statement, recommendations and background documentation	P
Finance – Banking: Administration of banking methods and establishment, maintenance and termination of banking arrangements.	P (for duration of relationship with financial institution)
Finance – Banking: Records of deposits, cheques, statements and reconciliation	7
Finance – Budgets: Includes records relating to preparation of budgets	7
Finance – Collection Agency: Records of patrons forwarded to collection agency for collection, including supporting documentation.	7 (or until payment received)
Finance – Grant Applications: Original grant submissions, supporting documentation and final reporting documents.	7
Finance – Taxation: Taxation matters at all government level and records pertaining to GST, customs and excise taxes. Records of charitable tax receipts issued, annual reports and supporting documentation.	7
Incident Reports: Public incident reports. Copy only – original retained by City of Spruce Grove.	3
Legal Matters: Records relating to legal issues, opinions and advice provided to the Board by a solicitor.	P
Motion History	P
Patron Records: Current card holders.	P
Patron Records: Expired user records with outstanding charges less than \$20.	2

Record Description	Retention Period (Years)
Patron Records: Expired user records with outstanding charges over \$20.	6
Personnel—applications & resumes (interviewed but not hired): Includes applications and resumes of people interviewed but not hired for vacant positions, including notes of interviewers	1
Personnel—applications & resumes (not interviewed and not hired) Includes applications and resumes of people not interviewed and not hired, and applications for employment for which no opening exists.	Not Retained
Personnel – General (Current Staff) Includes the master record copy on individual employees, personal data, resumes, employment history, time sheets, appraisals and evaluations, pay and benefits, training, commendations, etc.	P
Personnel – General (Former Staff) Includes the master record copy on individual employees, personal data, resumes, employment history, time sheets, appraisals and evaluations, pay and benefits, training, commendations, etc.	5
Personnel – Transitory Records: Records include items such as vacation requests, monthly schedules, etc.	1
Photographs	P
Policy, Bylaws and Agreements: Records relating to SGPL policies, bylaws, and agreements.	Retained until superseded
Promotional Publications: Brochures, handouts, advertising copy and publications produced to promote the library.	5

History	Date	Motion
New Appendix Created	2016-03-15	025L-16

APPENDIX 8A – GIFT OF MATERIALS RELEASE FORM



GIFT OF MATERIALS RELEASE FORM

DATE: _____

The library welcomes the following donations:

- Current or popular authors, fiction or nonfiction in excellent condition
- Children’s titles in excellent condition
- Movies on DVD and blu-ray in their original packaging and in excellent condition
- Music CDs and Books on CD in their original packaging and in excellent condition
- X-box, Playstation, Wii and Nintendo brand console games with original packaging and in excellent condition

The library cannot make use of:

- Textbooks or encyclopedia sets
- Back issues of magazines or journals
- VHS, cassettes, records, computer software, and other outdated audiovisual formats
- Items discarded by other libraries
- Materials in poor condition: yellowed pages, water damaged, moldy, torn, written in, highlighted, or other physical damage

Donor Name (Adult, 18+ yrs)		
First:	Last:	Middle Initial (required):
Address:		
City /Province:	Postal Code:	Phone #:
EMAIL:		

Dedication: *We can add a bookplate featuring the name of someone who you are honouring with your donation*

ELIGIBILITY FOR CHARITABLE TAX RECEIPT

If your items are accepted into our collection, we can issue a charitable tax receipt for up to 70% of current fair market value of your donation. Charitable tax receipts cannot be given for items put into the book sales.

Would you like to receive a charitable tax receipt for your eligible materials? YES NO

I, _____, hereby release all gifted materials to SGPL. I understand that the library reserves the right to use and dispose of gifts as it sees fit; no condition relating to any gift may be imposed after its acceptance by the library. Donations of materials will not be considered as payment for outstanding library fine.

Signature of Donor

Staff Initials:



DATE: _____

GIFT OF ARTWORK RELEASE FORM

The library welcomes and encourages gifts from individuals, groups, businesses, foundations and corporations.

For income tax purposes, a gift or donation is defined as a voluntary transfer of property to the library, made without the expectation that any benefit will accrue to the donor or anyone designated by the donor. Donors are eligible for a charitable tax receipt that may be claimed as a non-refundable tax credit on an income tax return.

- Gifts - in - kind (artwork): Artwork can be accepted under the following conditions:
 - a) If a donor requires an income tax receipt, pursuant to Canada Revenue Agency rules and regulations, a bona fide, independent art appraiser must review the work and place a fair market value on the artwork if valued at more than \$1,000.00. All costs are incurred at the donor's expense.
 - b) All accepted artwork should be framed and ready for hanging. Costs associated with this may be part of the "fair market value" of the artwork. However, there may be exceptions to this arrangement dependent on the work involved.
 - c) Spruce Grove Library Board must approve all submitted artwork prior to acceptance.
 - d) Any accepted art can be used for display purposes, auction or any other purpose deemed suitable by the Spruce Grove Library Board.

Donor Name: (Full Legal Name)		
Address:		
City /Province	Postal Code	Phone Number

Signature of Donor:

Signature of Director:



DONOR RECOGNITION RELEASE FORM

I, _____, (*please print name*) give Spruce Grove Public Library permission to recognize donations I have made to the library. This may include but is not limited to:

- printing my name on a book plate
- posting my name on the Donor Wall
- publishing my name on the Library's website
- publishing my name in Library publications and/or local newspapers

Signed _____

Date: _____

Please return this to:

- Mail:

Attn: Administrative Services
Spruce Grove Public Library
35 Fifth Avenue
Spruce Grove, AB T7X 2C5

or

- Email: library@sgpl.ca indicating we have your permission.

If we do not have your permission, we recognize this as "Anonymous Donor".

Donor Categories

Under \$100:

- Thank you letter and income tax receipt for donation of \$10 and greater

\$100 - \$499:

- Thank you letter signed by Board Chair, income tax receipt and permission form to post name
- Website recognition
- Thank you in library publications
- Donor Wall recognition

\$500 - \$999:

- Thank you letter signed by Board Chair, income tax receipt and permission form to post name
- Website recognition
- Thank you ad in local newspapers
- Donor Wall recognition

\$1000 - \$4999:

- Thank you letter signed by Board Chair, income tax receipt and permission form to post name
- Website recognition
- Thank you ad in local newspapers
- Thank you in library publications
- Donor Wall recognition

\$5000 - \$9,999

- Thank you letter signed by Board Chair, income tax receipt and permission form to post name
- Website recognition
- Thank you in library publications
- Press release and photo opportunity sent to local papers
- Donor Wall recognition

\$10,000 - \$25,000:

- Thank you letter signed by Board Chair, income tax receipt and permission form to post name
- Website recognition
- Thank you ad in local newspapers
- Thank you in library publications
- Press release and photo opportunity sent to local newspapers
- Donor Wall recognition

Over \$25,000:

- Thank you letter signed by Board Chair, income tax receipt and permission form to post name
- Website recognition
- Thank you ad in local newspapers
- Thank you in library publications
- Free personal lifetime membership
- Press release and photo opportunity sent to local newspapers
- Donor Wall recognition

Annual Campaign Donor Wall Recognition Considerations:

- Written permission must be obtained from all donors before putting their names in the newspapers, on the website, or on the donor wall.
- The library will add a donor's name to the \$100 plaque when their accumulated giving reaches this level. Staff will track small donations over multiple years.
- Will include pledges from a planned giving commitment, life insurance gifts, non-revocable planned gifts of property, stocks, bonds, or other capital assets.
- Naming opportunities and gifts-in-kind donations of new equipment and furniture over \$500 will be included Donor Wall recognition will NOT include used materials or artwork.
- Sponsorships (cash or in kind) will NOT be recognized on the Donor Wall as they have had benefits through increased advertising opportunities or promotion at events.

The above recognition is also for donations to the library through the Sponsor the Stacks Program.

Memorial Donations

For the purposes of this policy, the term Memorial Donations means cash donations made to the library in memory of another person.

Recognition for memorial donations will be under the name of the honoree, (eg. "In Memory of _____" or "In Honor of _____"), and will not list individual donors . A family member will be asked for permission to do this.

Donors will not be sent a free membership coupon, nor are they sent a permission form to post their name on the annual donor thank you ad, on the library's website, or on the donor wall. The contact person for the family will be sent the names of all donors, but not the addresses or donation amounts, as well as the total amount of the funds donated.