



# Town of Drayton Valley Library Board

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## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1	Board Overview & Organization	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Introductory Statement

Legislation governing public libraries in the province of Alberta falls under the purview of the Minister of Municipal Affairs, Public Libraries Services Branch (PLSB).

Public library boards are established under a founding bylaw that defines the board as a legal corporate entity made up of trustees appointed by the parent municipality. Boards have authority to fully and independently enact bylaws, policies and procedures to govern library operations and manage financial affairs as defined under *section 7* of the *Alberta Libraries Act*.

*The municipal board, subject to any enactment that limits its authority, has full management and control of the municipal library and shall, in accordance with the regulations, organize, promote and maintain comprehensive and efficient library services in the municipality and may co-operate with other boards and libraries in the provision of those services.*

The *Act* defines roles and responsibilities for library governance, including the relationship between municipalities and boards, in **Appendix 2-A: Municipal Councils & Library Boards** (PLSB).

### Policy

The Board is the legal corporate body established by **Town of Drayton Valley Bylaw 2019-15-B (Appendix 1-A)** responsible for managing library resources and governing service operations as a public trust for residents of Drayton Valley and surrounding communities.

The Board is committed to upholding the philosophy that libraries are vital to the community's ongoing development and success by providing public access to services, resources and programs that are integral to enhancing quality of life for all Albertans.

The Board is made up of trustees appointed by Town Council following a succession plan for recruiting, vetting and recommending candidates. Any member of the public over the age of 18 years old may apply to serve as a trustee.

The Board elects executive officers from among members-at-large to provide organizational leadership and signing authority on legal or financial matters; the authority of executive officers does not extend beyond consensus of the Board. Any decisions regarding significant financial, organizational or legal matters must be presented and passed by majority vote from the Board.

The Board is obliged to maintain the library's relevance by responding to evolving community needs in general and to library users specifically. The Board advocates for ongoing enhancement to library services, resources and programs on behalf of the community.

The Director serves as the Board's administrative agent to ensure that organizational initiatives and directives are communicated to library staff, patrons, municipal stakeholders and community partners.

**Appendix 2-B: Organizational Chart** shows the hierarchy of library governance.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.1	Board Roles & Responsibilities	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Library Board is committed to providing an environment which promotes mutual respect, provides equal opportunities and is free from harassment.

The primary roles of the Board are to:

- Hire and evaluate a qualified Library Director to implement the strategic plan and to manage the day-today delivery of public service and daily operations of the library;
- Make policy within the framework of government legislation and regulations;
- Set fees where allowed by the *Act*;
- Prepare the annual budget in consultation with the Director;
- Present the operating budget to council(s) along with an estimate of local appropriation.
- Manage and report annually on the library's finances in accordance with public accounting principles and requirements;
- Establish the vision, mission and organizational values for the library;
- Determine a plan of service at least once every five years with objectives and outcomes;
- Monitor progress of the service plan towards meeting community needs;

In addition, the Board supports and engages the community to:

- Promote the library as an essential community service;
- Build public awareness of the library;
- Establish strong supportive relationships with community partners and stakeholders;
- Collaborate with municipal planners to include the library in community enhancement and engagement initiatives.

Trustees act as ambassadors in advocating to promote the library on behalf of the Board. Trustees represent the organization and are expected to conduct themselves in a positive, professional manner always while in the public eye.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.1.1	Trustee Requirements & Expectations	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

Trustees appointed to the Board will act in good faith with the best interests of the library and the community in mind. The interests of the library and its users take precedence over personal interests, or those of any group, with which the trustee is associated.

Applicants for member-at-large trustee vacancies must meet the following minimum requirements:

- Must be age of majority (18 years or older).
- Must NOT be an employee of the library.
- Must be a primary resident of either the Town of Drayton Valley or Brazeau County.
- Must be a registered library card-holder in good standing.

Trustees are expected to uphold the following commitments:

- to support the organizational mission, vision and values as defined in the Board's Plan of Service.
- to devote time, talents and efforts for the betterment of the Library.
- to be respectful of the talents and efforts of others on the governance and operation teams.
- to share knowledge, experience and expertise without expectation of reward or recognition.
- to think clearly, question objectively and plan creatively.
- to willingly become more knowledgeable about library services and standards.
- to regularly attend Board and Committee meetings or to provide notice if unable to attend.
- to be receptive and respectful of opinions, beliefs and lifestyle choices of others.
- to represent the Board in public as advocate for library services, resources or programs.

Trustees are, furthermore, required to observe to the following code of ethics:

- to declare any personal conflicts of interest and avoid voting on issues that may appear to others as constituting a conflict of personal interest or gain.
- to not abuse the position of public trust for personal advantage or the personal advantage of friends and relatives.
- to avoid negative critique, either in or outside of the Board meeting, of fellow trustees or their expressed opinions.
- to support open discussion of issues within the context of Board meetings prior to voting, and to support the decision of the majority once a vote is decided.
- to keep *in-camera* proceedings of the Board private and avoid public discussion of privileged information or details that may violate confidentiality policy or *Freedom of Information and Protection of Privacy (FOIPP)* legislation.
- to avoid interference with the day-to-day work of library staff nor undermine the authority of the Library Director in the conduct of duties.

The Board holds regularly scheduled meetings each month except for July and December unless special circumstances arise. Trustee time commitment is approximately 3 to 4 hours per month including time to review information sent to Board members prior to meetings.

Trustees are also expected to participate in committees where added time commitment depends on the work at hand. Trustees may, on occasion, be asked to participate in advocacy events.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.1.2	Trustee Recruitment & Succession #	
Board Approved:	DVLB Chair – Karen Hickerty	Date Approved:	Jan 19, 2023
Chair Signature:		Review By:	2025

### Policy

The Board is responsible for trustee retention, recruitment and succession planning as agreed by both parties to the Memorandum of Understanding between Town and Board (**Appendix 1F**).

Trustee vacancies represents reduced capacity for the Board to conduct its governance function; therefore, trustee recruitment is vital to continued relevance and effectiveness of the library.

Trustees nearing the end of a term appointment are expected to notify the Board of their intent to renew or resign their seat with fair warning prior to the end of each three-year term.

Trustees are expected to retire from the Board at the end of their third term in accordance with *section 4(4)* of the *Libraries Act*. The vacancy must be advertised several months in advance of the expected retirement to recruit new vision and new voices on the Board.

Trustee succession is necessary for continued relevance and responsiveness to changing dynamics of the community. The Board plans and prepares for trustee succession according to **Procedure 2.1.1.2 Trustee Recruitment**.

The Board will seek to recruit members-at-large from both the Town of Drayton Valley and Brazeau County to maintain an equitable representation of the entire service area.

The Town notifies the Director of any applications for service on the Library Board; the Director maintains a list of qualified individuals that have expressed interest in library governance.

The Executive Committee invites trustee prospect(s) to attend a Board meeting for an informal introduction and discussion of the candidate's interest, expectation and suitability for service on the governance team.

The Board nominates candidates whose experience or expertise best meets organizational needs to Town Council for appointment.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.1.3	Trustee Terms & Appointments #	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 16, 2023
Chair Signature:		Review By:	2025

### Policy

The Town of Drayton Valley, as the parent municipality that established the Board, appoints all trustees including members-at-large and elected members representing other municipalities.

**Appendix 2-C: Appointments to the Board** (PLSB) provides clarification on recruitment, selection and appointment of members to serve on library boards in context of the legislation.

The Board nominates prospective members-at-large for trustee (re)appointment by Town Council according to **Procedure 2.1.1.3 Trustee Nominations for Appointment**.

Appointments for members-at-large are generally for a term of three (3) years to a maximum of three (3) successive terms or the equivalent of nine (9) years; however, the Board may request a special one (1) or two (2) year appointment to maintain a staggered turn-over cycle for trustees.

Trustee appointments for members-at-large generally commence on November 1<sup>st</sup> and terminate on October 31<sup>st</sup>; however, appointment of trustees filling vacant position part-way through a term will commence on the date of appointment and terminate on October 31<sup>st</sup> of the end of term for the position being filled.

Following the completion of three (3) successive terms, a retiring trustee may be conditionally re-appointed for special limited term only under the following circumstances:

- The vacancy puts the Board below minimum capacity of five (5) trustees, AND
- No suitable candidates have applied to serve on the Board despite recruitment efforts.

The reappointment is for 1-year. Advertising will continue until a suitable candidate is recruited to take over the appointment.

A retired trustee may re-apply to serve on the Board following a hiatus of at least one (1)-year from the end of their last appointment.

Elected members are assigned to serve on various community boards each autumn during council's annual organizational meeting; delegate assignments may change each year, therefore, elected member appointments are considered as one-year terms.

Each municipal council may delegate only one elected member to serve as trustee on the Board. The County Council delegate must be officially appointed to the Board by Town Council. A council may select an alternate to attend a meeting on behalf of the appointed elected member, however the alternate does not have voting privileges.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.1.4	^ <b>Trustee Orientation &amp; Continuing Education</b> ^	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Preamble

**^ This policy is a requirement of the *Libraries Regulation* section 7.1(b) and (c). This policy cannot be rescinded. Any amendment to this policy must be reported to the Municipal Affairs Public Libraries Services Branch in accordance with section 4 of the *Regulation*.**

### Policy

The Board encourages all trustees to enhance their knowledge of library governance for the benefit of the organization, the community and the individual Board members.

The Chair along with one other executive officer or Director meet with newly appointed trustees prior to their first official Board meeting as a voting member to review the roles, responsibilities and rules of governing a public body including the legal and moral obligations.

The new trustee is required to make a declaration during their inaugural meeting to uphold rules of professional conduct and confidentiality; the declaration is included in the meeting minutes.

New trustees are presented with a copy of the Policy Manual including:

- All current bylaws, schedules, policies, procedures, protocols, forms and appendices including **Appendix 2-D: ALTA Trustees' Handbook**.
- The approved budget for the current fiscal year, the most recent financial report, and the proposed budget for the upcoming year.
- The approved minutes from the last two Board meetings.

Trustees are encouraged to ask questions or address concerns throughout their service. Experienced trustees are expected to mentor new Board members to provide context or clarification on issues, respond to questions and provide encouragement.

New trustees are required to attend a Public Library Services Branch (PLSB) *Board Basics* orientation workshop within their first three-year term appointment.

All trustees are expected to participate in continuing education activities to remain current in library evolutions and to enhance the effectiveness of the Board. The Director informs the Board of upcoming conferences, seminars, webinars or other events and forwards relevant information that may benefit the Board or individual trustees.

The number of trustees attending courses or conferences may be limited by budget. Trustees are expected to inform the Chair or Director in advance of their intent to attend a continuing education event involving registration fees, travel expenses, lodgings or meals.

The Board may invest in membership with library professional organizations to facilitate access to learning materials, resources, professional networks and continuing education opportunities.

Trustees are not compensated for attendance at Board or committee meetings. However, trustees are reimbursed, in whole or in part, for expenses relating to approved continuing education activities according to *Finance Policies* and following proper procedures.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.1.5	Trustee Evaluation	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

Trustees may be evaluated periodically by the Executive Committee to recognize a trustee's efforts or to identify areas for professional development that enhance Board effectiveness.

Evaluations are part of an ongoing development plan to inspire trustee interest or involvement, and to identify areas for continuing education or recognize individual efforts. Evaluation is aimed at improving the performance of individual trustees as well as the governance team as a body.

Professional development evaluation is an informal process that may include a one-on-one meeting between a trustee and a member of the Executive Committee to identify and measure progress towards achieving personal and organizational goals.

Disciplinary evaluation is formal process to address infraction or failure to meet the expectations and obligations of a trustee:

- Inconsistent attendance at meetings,
- Publicly voicing dissent of majority rulings of the Board,
- Openly disrespectful behaviour towards other trustees or library employees,
- Actual or perceived use of trustee position for personal gain,
- Breach of confidentiality, etc.

The Board may recommend to Town Council that a trustee be removed from the Board depending on the nature, severity or repetition of the infraction. A 2/3 majority vote of the Board is required to recommend removal of a trustee from their position; a secret ballot vote is recommended.



## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.1.6	Director Evaluation	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Library Director is employed by, and is answerable to, the Board. The Director acts as the Board's agent in business matters by overseeing, maintaining and reporting on library operations.

The Director's evaluation will be conducted at least once every two years to identify professional goals and personal performance in representing the business interests of the Board. The evaluation also includes an assessment of progress towards achieving the library's organizational objectives identified in the Plan of Service.

The Board Chair leads the Personnel Committee in conducting the Director's evaluation by formal interviews or informal discussions with library staff, trustees, patrons or community partners.

The Director is expected to cooperate fully in providing the committee with any information requested or required to assess performance, personal development or professional development.

The Chair may use any appropriate measure or mechanism to compile a formal report with a summary of comments and recommendations for presentation to the Board.

The report will be discussed *in-camera* with the Director absent. The meeting remains *in-camera* while the report is presented to the Director. Director is given the opportunity to respond to any questions or comments from the Board or address outstanding issues arising from the evaluation.

The Chair must schedule a follow-up meeting with the Director within one month of delivering the evaluation to finalize and sign the formal report. A copy of the report is kept in a sealed and signed envelope in the Director's personnel file.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.2	^ AOM & Election of Executive Officers ^	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Preamble

**^ This policy is a requirement of the *Libraries Regulation* section 7.1(c). This policy cannot be rescinded. Any amendment to this policy must be reported to the Municipal Affairs Public Libraries Services Branch in accordance with section 4 of the *Regulation*.**

### Policy

The Board elects executive officers from among current members-at-large as required under *section 32* of the *Act*. Elections are held during the Annual Organizational Meeting (AOM) each November following confirmation of new and renewed trustee appointments by the Town of Drayton Valley Council.

Elected council members are exempt from serving as executive officers; however, elected council members may serve as chair of a standing or ad hoc committee.

Executive officers provide leadership on the library's governance team and carry added responsibility for coordinating legal actions, financial activities and advocacy efforts. The elected officers constitute the Executive Committee.

The AOM and officer elections are chaired by the Director. The Director calls for nominations to executive officer positions one position at a time: **Chair, Vice-Chair** and **Treasurer**. A trustee may nominate any serving member-at-large or may volunteer their own name for election to an executive position. Executive officer positions are for a term of one year; however, a snap election may be called when an executive officer is unable to complete on appointment.

Secret ballot voting is used to elect officers when there are two or more nominations for a specific executive office position. Voting is not required when there is only one nominee to an executive officer position. In the case of a tied vote on an officer position, the candidates will present their strengths and priorities before a second round of secret ballot voting; a second hung vote will be deferred to the next scheduled meeting.

Once the Executive Committee is proclaimed a motion is required to forward officer information to the Board's financial institution requesting transfer of signing authority. Newly elected officers do not have signing authority until the financial institution confirms the completion of necessary paperwork to transfer responsibility for account access.

The names and contact information for executive officers are also forwarded to each municipal council for administrative use only and marked as CONFIDENTIAL.

Retiring executive officers are expected to forward any relevant documents, information or files required by the succeeding executive and assist the succeeding officer during the transition.

In addition to officer elections, the AOM is also used to decide on renewing contracts including the accountant, bookkeeper, janitorial, equipment or service providers. The Board also considers any organizational changes such as operating hours, scheduled closures, fee structures, etc.

Minutes of the AOM will be reviewed and moved for adoption as the first order of business at the next regularly scheduled monthly Board meeting.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.2.1	<b>Board Chair – Roles &amp; Responsibilities</b>	
Board Approved:	<b>DVLB Chair – Lyndara Cowper-Smith</b>	Date Approved:	<b>Feb 17, 2022</b>
Chair Signature:		Review By:	<b>2025</b>

### Policy

The Board Chair is elected from among serving members-at-large to assume a leadership role on the governance team, Executive Committee and Personnel Committee.

Once elected, the Chair assumes the following roles & responsibilities:

- Acts as the senior-most executive officer representing the Board in legal and personnel matters;
- Seeks opportunities to expand understanding of library governance, legislation, bylaws and policies by attending workshops, seminars, conferences or courses and encourages other Board members to do the same to improve the effectiveness of the governance team;
- Chairs the Personnel Committee to:
  - Act as the primary employer to whom the Director is immediately accountable.
  - Conduct the Director’s performance review.
  - Mentor the Director on matters of personnel management and policy development.
  - Temporarily assume the Director’s roles and responsibilities in their absence or incapacitation until the duties are reassigned.
- Consults with the Director to draft and distribute Board and Executive meeting agendas;
- Sets the tone and climate for Board meetings, manages meetings and leads discussion when necessary to focus on issues while allowing for respectful debate;
- Mentors new trustees and encourages participation in discussion and decision making;
- Supports the Vice-Chair in recruitment, orientation and mentorship of new trustees;
- Evaluates trustees and recommends continued education opportunities to improve performance;
- Delegates work to committees or assigns tasks to individual trustees;
- Ensures that committees have an appointed chair, a defined mandate, and opportunity to report on progress during Board meetings;
- Signs legal documents including minutes, agreements and contracts on behalf of the Board;
- Has signing privileges to co-authorize legal agreements, cheque payments and approve money transfers according to Finance policies and procedures.

Refer to **Appendix 2-D: ALTA Trustees’ Handbook** for more information on the expectations, roles and responsibilities of the Board Chair.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.2.2	Vice-Chair – Roles & Responsibilities	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Vice-Chair is elected from among serving members-at-large to assume a leadership role on the governance team and Advocacy Committee.

Once elected, the Vice-Chair assumes the following roles & responsibilities:

- Acts as the senior-most executive officer representing the Board in advocacy initiatives and reviewing the library's Plan of Service;
- Seeks opportunities to expand understanding of library governance, legislation, bylaws and policies by attending workshops, seminars, conferences or courses that focus on advocacy, public engagement, community needs assessment or strategic planning;
- Chairs the Advocacy Committee to:
  - Coordinate community engagement and needs assessment activities.
  - Consult with the Director to schedule surveys and prepare relevant questions.
  - Review comments and data collected from surveys and report progress on POS objectives.
- Assumes a leadership role in recruitment, orientation and mentorship of new trustees;
- Assists the Chair in trustee evaluation;
- Temporarily assumes the Board Chair's roles and responsibilities in their absence or incapacitation;
- Has signing privileges to co-authorize legal agreements, cheque payments and approve money transfers according to Finance policies and procedures.

Refer to **Appendix 2-D: ALTA Trustees' Handbook** for more information on the expectations, roles and responsibilities of the Vice-Chair.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.2.3	Treasurer – Roles & Responsibilities	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Treasurer is elected from among serving members-at-large to assume a leadership role on the governance team and Finance Committee.

Once elected, the Treasurer assumes the following roles & responsibilities:

- Acts as the senior-most executive officer representing the Board in financial matters;
- Seeks opportunities to expand understanding of library governance, legislation, bylaws and policies by attending workshops, seminars, conferences or courses with a focus on financial management, record-keeping and grant writing;
- Chairs the Finance Committee to:
  - Review monthly financial reports and investigates irregularities.
  - Consult with the Director to prepare the library's operating budget.
  - Identifies potential grant or other funding sources.
  - Communicates with Accountant, Bookkeeper and Director to ensure accurate financial reporting.
- Supports the Vice-Chair in recruitment, orientation and mentorship of new trustees;
- Assists the Chair in trustee evaluation;
- Temporarily assumes the Vice-Chair's roles and responsibilities in their absence or incapacitation;
- Has signing privileges to co-authorize legal agreements, cheque payments and approve money transfers according to Finance policies and procedures.

Refer to **Appendix 2-D: ALTA Trustees' Handbook** for more information on the expectations, roles and responsibilities of the Treasurer.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.1.2.4	Library Director – Roles & Responsibilities	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Board is responsible for providing accessible quality library service to residents of the Town of Drayton Valley, Brazeau County and surrounding areas with a combined community population in excess of 10,000. The Board employs a master-level librarian as Director in accordance with section 14(1) of the *Libraries Regulation*.

Section 4(2) of the *Libraries Act* states that the ‘person who is an employee of the municipal board is not eligible to be a member of that board’. Therefore, the Director is not a trustee and does not have voting privileges on matters before the Board.

The Director assumes the following roles & responsibilities:

- Acts as the Board’s chief administrative assistant, agent and advisor in all business matters;
- Seeks opportunities to expand understanding of library operations, human resource management, policy writing or other administrative functions by attending workshops, seminars, conferences, courses;
- Encourages staff members to engage in continued education or job-specific training to enhance the effectiveness of the operations team;
- Informs the Board of education opportunities to enhance the effectiveness of the governance team;
- Drafts agreements, bylaws, schedules, policies and procedures for review by the Board;
- Ensures staff and resources are within approved budgets to sustain effective library services;
- Advocates on behalf of employees in conveying operational matters to the Board;
- Advocates on behalf of library users in conveying public feedback to current library services and offer recommendations for future development to meet community needs;
- Providing the Board with current and accurate information on changes to legislation, public policy, business practices or gaps in service, that may affect library operations:
  - Reports to and consults with the Board Chair on personnel related matters as needed.
  - Reports to and consults with the Vice-Chair on advocacy related matters as needed.
  - Reports to and consults with the Treasurer on finance related matters as needed.
- Temporarily assumes the Chair role only for conducting the election of officers at the AOM;
- Has signing privileges to co-authorize legal agreements, cheque payments and approve money transfers according to Finance policies and procedures.

An expanded job description for the Library Director is included in *Personnel Policies*.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.2	Board Operations	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Introductory Statement

The Board is a corporate body established by municipal bylaw to govern the library's operational and financial affairs independent from the municipality as defined in *Sections 3(4) and 7 of the Libraries Act*.

### Policy

The Library Board is the governing body responsible for providing accessible public library services, programs and resources for residents of the Town of Drayton Valley and surrounding areas including Brazeau County and adjacent districts.

The Board meets regularly to deliberate on operational issues and decide on organizational matters. Meetings are held on a regular and recurring schedule and are open to the public unless a meeting is moved *in-camera* to discuss legal matters, personnel issues or other confidential subjects.

Any deviation from the regular schedule is advertised or announced using the appropriate media or methods to publicly broadcast the change.

Standing committees are established to research and reflect on matters relating to personnel issues, advocacy initiatives or financial matters before reporting back to the Board with recommendations for action or motion.

The Board must have a 60% quorum of trustees in attendance to vote on all but procedural motions. Motions on legal and financial matters require a second motion prior to voting.

Each trustee has an equal vote and an equal voice on the Board regardless of their position as member-at-large, elected member or member of executive.

Meeting minutes are legal records of proceedings and resolutions once they have been reviewed, approved and signed by the Board.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.2.1	Board Meetings	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

Library Board meetings are forums for respectful discussion and rational decision making on the library’s organization and operation. Board meetings follow the guidelines outlined in *Robert’s Rules of Order* to establish consistent business proceedings.

The Board meets ten times per year on a regular monthly schedule and are open to the general public. Meetings are held on the third Thursday of each month except July and December and are called to order at 1:15 pm. Meetings take place in the library program space or in a meeting room at the Town Civic Centre.

Any change to the recurring meeting schedule should be avoided unless it is known in advance that the library will be closed for a holiday. The regular meeting schedule is advertised on the library website; however, a meeting that is cancelled on short notice due to unforeseen events or rescheduled to address time-sensitive matters. Rescheduled meetings are advertised on the library website, social media or poster.

The Executive Committee meets with the Director prior to Board meetings to review business matters and draft an agenda using the format in **Appendix 2-E: Meeting Agenda Structure**.

The Director sends the agenda and relevant information or documents to trustees prior to the scheduled meeting. Trustees are expected to arrive on time and prepared to discuss issues. Trustees are expected to inform the Director or Chair when they are unable to attend.

Meetings will be chaired by the most senior executive officer in attendance. The chair determines quorum once the meeting is called to order; quorum requires attendance of at least 60% of trustees to legitimize motions. Trustees are given the opportunity to add business items to the agenda prior to its adoption or present information during trustee reports.

The Board may convene on short notice outside of the regular schedule to address emergency matters or measures. Special or emergency Board meetings may be called at the direction of the Chair, or upon request from a group of three (3) or more trustees to deal with time-sensitive or critical business matters. Special or emergency meetings are held in-camera and are not advertised or open to the public.



## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.2.1.1	Quorum & Trustee Attendance	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

Quorum is defined as the minimum number of voting members in attendance as required to allow decisions on business matters.

The Library Board defines quorum as 60% of serving trustees. The number of serving trustees may vary depending on Board vacancies or pending appointments; the following applies:

- 10 serving trustees: 6 trustees required for quorum
- 9 serving trustees: 6 trustees required for quorum
- 8 serving trustees: 5 trustees required for quorum
- 7 serving trustees: 4 trustees required for quorum
- 6 serving trustees: 4 trustees required for quorum

The Chair determines quorum when calling a meeting to order. The Board has power to authorize business resolutions when quorum is established. However, in the absence of quorum the Board can only approve procedural motions such as accepting information from correspondence or reports; all matters of business that require decision must be tabled to another meeting.

Quorum may be re-assessed during a meeting as trustees enter or exit a session. The note-taker will mark the time when trustees enter or exit and will inform the Chair of any changes to quorum.

Quorum includes trustees who attend a meeting remotely via telephone, video-conference, or other real-time virtual communication; trustees who are in virtual attendance are given the opportunity to participate in debate, propose motions and vote as if they were physically present.

Quorum also includes trustees who convey in-proxy voting privileges to an executive officer in advance of an expected absence according to policy on *Motions, Votes and Resolutions*.

Visitors, delegations and guests are not allowed to vote on motions and are not counted when determining quorum. This also applies to alternates designated by a municipal council to attend a meeting on behalf of an elected member duly appointed to the Board.

Trustees are expected to inform the Chair in advance of a meeting when they are unable to attend and provide a legitimate reason for their absence. A trustee is disqualified from the Board following three consecutive unauthorized absences from meetings. The Executive Committee meets with a trustee following a second consecutive absence to discuss extenuating circumstance for nonattendance and determine whether the Board should consider granting clemency by special resolution in accordance with section 31 (1) of the *Libraries Act*.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.2.1.2	Motions, Votes & Resolutions #	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Board deliberates matters of library organization and operation prior to proposing a resolution by motion and rendering a decision by majority vote. A quorum of trustees must attend the meeting whether physically, virtually or in-proxy for a vote to be considered legitimate.

Only procedural motions can be made in the absence of quorum. Procedural motions include adoption of the meeting agenda, accepting reports and correspondence as information or tabling decision items to a future meeting.

Any appointed member of the Board may propose a motion. Employees, visitors and guests may be invited to present information or take part in discussion but are not allowed to propose motions or vote on matters. This also applies to alternates designated by a municipal council to attend a meeting on behalf of an elected member duly appointed to the Board.

Employees, visitors and guests are required to leave the room when a meeting moves *in-camera* unless asked or allowed by the Board to remain.

All trustees have equal voice during discussion on issues and have equal voting status regardless of position as executive officers or elected members: each trustee has one vote except for in-proxy voting.

In-proxy voting is permitted only when a trustee has completed **Form 2.2.1.2 Vote in Absentia** in advance of a meeting to convey voting privilege to another Board member. The proxy vote must specify agenda item(s), propose motion(s) and voting directive(s). The completed form must be submitted to the Chair before calling the meeting to order and quorum declaration. The form must be signed by the trustee, the proxy Board member and the Chair. The person entrusted with a proxy vote is allowed two votes only on the matter(s) specified on the form.

Trustees are expected to abstain from voting on matters where a conflict of interest may exist; the trustee is not required to explain particulars of the conflict of interest. Abstention from a vote will be recorded in the meeting minutes.

The Director serves the Board as an advisor and may request, or recommend wording of, a motion but does not have voting privileges. The Director may request that a motion be repeated or restated to ensure recording accuracy.

Standard resolution on motions require majority vote (>50%) to be carried.

Special resolution on motions involving legal issues, financial matters or organizational directives require a second motion and 2/3 majority vote of trustees.

The meeting Chair abstains from voting unless there is a tied or unresolved motion; on these occasions, the Chair has the deciding vote.

Votes will be counted by a show of hands unless a trustee requests voting by secret ballot. The Director collects and counts ballots and shows the results to the Chair to announce the resolution.

## **POLICY MANUAL – SECTION 2: Board Governance & Planning**

Policy:	<b>2.2.1.3</b>	<b>Reports &amp; Correspondences</b>	
Board Approved:	<b>DVLB Chair – Lyndara Cowper-Smith</b>	Date Approved:	<b>Feb 17, 2022</b>
Chair Signature:		Review By:	<b>2025</b>

### **Policy**

The Board hears from delegates, committees and administrators to advise decision-making or to provide information on progress or initiatives. Members-at-large and elected members are welcome to share personal insights or municipal perspectives to provide context to service planning and community response.

Delegates that have been invited to attend and report at a meeting are given priority on the agenda to have the Board’s attention before other business matters.

Reports may be delivered verbally or in writing. A summary of verbal reports is recorded in the meeting minutes; written reports are read aloud and included with other documents of record for the meeting.

Reports are accepted as information by procedural motion.

Only relevant correspondences are reported to the Board. Correspondences are chronologically listed in a report identifying incoming information items, incoming decision items and outgoing items. The report lists the date received or sent, the sender, the recipient and a brief description of subject matter. Decision items include a deadline for action and may include a proposed motion for Board consideration.

Correspondence reports are accepted as information by procedural motion.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.2.1.4	Record of Meetings	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Board is required to maintain accurate business records in accordance with *Section 34* of the *Libraries Act*; moreover, as per *Section 39*, the Board's books, accounts and recorded minutes are subject to review by the Minister of Municipal Affairs or an authorized inspector.

The Director acts as the Board's secretary unless otherwise designated prior to calling a meeting to order. The secretary's role is to take accurate notes of meeting details including:

- Times for call to order, trustees entering or exiting meeting, entering or exiting *in-camera* and adjournment.
- Quorum declaration with trustee attendance, absence or changes to quorum during meeting.
- Summary of business discussions and resolutions.

Notes are not taken during *in-camera* discussion. Motions arising following an *in-camera* session are worded to exclude confidential details unless such details are essential to impart meaning to the motion.

The secretary is responsible for preparing minutes prior to the next scheduled Board meeting with properly formatted serial numbering of motions as follows:

- Four-digit prefix indicating the year followed by three-digit sequential resolution number commencing with 001 as the adoption of agenda at the first meeting of the year through to the adjournment of the last meeting of the year.
- Name of trustees offering first or seconded motions.
- Specifics of the motion including details for action and timeline for completion.
- Results of motion: CARRIED, NOT CARRIED, TABLED.

The Board reviews the previous meeting minutes and offers amendments, additions or deletions prior to a procedural motion to adopt them into record. The approved minutes are signed and dated by the Chair and Director or designated secretary at the end of the meeting; amended minutes must be signed within seven days of the meeting.

Minutes are legal record of proceedings once they have been reviewed, approved and signed. The Board operates in the public trust; therefore, minutes are treated as public domain documents and are posted on the library website. Minutes are sent to municipal administrators within three business days of approval to update councils on Board activities and initiatives.

The Director retains and maintains records connected to Board meetings according to policy and procedure on *Records Retention*.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.2.2	Committees & Working Groups	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Board establishes committees to investigate and deliberate upon specific management areas and report findings or recommendations.

Standing committees are led by executive officers according to their position:

- **Executive Committee** is led by the Board Chair and includes the Vice Chair and Treasurer
- **Personnel Committee** is led by the Board Chair
- **Advocacy Committee** is led by the Vice Chair
- **Finance Committee** is led by the Treasurer

Trustees are expected to volunteer for at least one standing committee of their choosing and may be appointed to additional committees as work demands.

Standing committees require a minimum of one executive to act as chair, two trustees to serve as members and the Library Director. The Director provides administrative support and advises on implications or impacts to services or policies.

Ad hoc committees are formed to address specific concerns or issues that do not otherwise fall under the mandate of a standing committee.

The frequency and duration of committee meetings depends on the work at hand, the deadline for achieving objectives or seasonal mandates.

The Director notifies committee chairs of specific deadlines for action by each working group. The chair consults with the Director to draft an agenda, reserve meeting space and send information to members including date and time of the scheduled meeting.

Committee members are expected to arrive on time for scheduled meetings prepared to discuss the work at hand. Committee members are expected to attend at least 66% of planned meetings; members who miss two consecutive committee meetings are required to meet with the Executive Committee to discuss absenteeism and corrective action.

Committee meetings are typically closed to non-members except by invitation of guests to present information or in cases where the committee hosts a public meeting or event to gather feedback for community needs assessment.

Committee chairs provide the Board with a summarized report on committee discussions and recommendations for resolution; recommendation by a committee does not guarantee resolution by the Board.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.2.2.1	Committee Mandates	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

Executive officers acknowledge that authority does not extend beyond consensus of the Board. Deliberation and decision on organizational, legal, financial or administrative matters must be reviewed and resolved by majority vote from the Board.

Committees discuss specific details of library business that may include confidential information; therefore, committee meetings are neither advertised nor open to the general public unless otherwise specified.

### Executive Committee

**Leadership:** Board Chair

**Membership:** Vice Chair, Treasurer, Director.

**Meetings:** The committee meets prior to each Board meeting or as needs arise.  
Meetings are closed to the public.

**Mandates:**

- Develop bylaws, schedules, agreements, policies, procedures or protocols regarding *Framework and Board Governance & Planning*.
- Coordinate activities of working groups to effectively manage workload, including schedule for committee meetings.
- Review drafts of legal documents, contracts or agreements before presenting to the Board.
- Sign Board-approved documents on behalf of organization.

**Authority:** The committee has emergency power to render critical interim decisions with 2/3 majority vote of executive officers, (not including the Director). Board trustees must be notified within 48 hours of any emergency motions or measures taken.

### Personnel Committee

**Leadership:** Board Chair

**Membership:** At least two other trustees and the Director.

**Meetings:** The committee meets at least twice per year or as needs arise.  
Meetings closed to the public; however, the Manager may be invited to attend.

**Mandates:**

- Develop policies, procedures or protocols regarding *Personnel or Risk Management* as they relate to Employment Standards or Occupational Health and Safety.
- Annual review of wage grid and payroll budget.
- Conduct Library Director’s performance review (required at least once every two years).
- Plan public recognition event for Employee Years of Service Awards.
- Advise the Director on response to personnel-related issues as needs arise.

**Authority:** The committee is not authorized to act or pass motions independently of the Board.

## Advocacy Committee

**Leadership:** Board Vice-Chair

**Membership:** At least two other trustees and the Director.

**Meetings:** The committee meets at least once per year or as needs arise (January/ February). More frequent meetings are required during strategic planning cycles.

Meetings are closed to the public; however, community partners or guest presenters may be invited to attend. The committee may decide to advertise and host community consultation events.

**Mandates:**

- Develop policies, procedures or protocols regarding *Operations & Service*.
- Coordinate the community needs assessment for five-year Plan of Service.
- Review draft of the annual report before presenting to the Board with summary report on Plan of Service progress.
- Review list of annual volunteers and donors and send thank you cards
- support library staff at large public events.
- Advise the Director on response to patron-related issues as needs arise.

**Authority:** The committee is not authorized to act or pass motions independently of the Board.

## Finance Committee

**Leadership:** Board Treasurer

**Membership:** At least two other trustees and the Director

**Meetings:** The committee meets at least three times per year (March, June and September) or as needs arise.

Meetings are closed to the public; however, the chair may invite the bookkeeper or accountant to provide information on financial reporting.

**Mandates:**

- Develop policies, procedures or protocols regarding *Finance*.
- Review monthly statements and financial reports and identify unexpected entries.
- Plan operational or capital project budgets and presents appropriation request to councils.
- Prepare grant applications for operational support funding and capital projects.
- Consult with bookkeeper and accountant to conduct annual financial review or audit.

**Authority:** The committee is not authorized to act or pass motions independently of the Board.

## Ad Hoc Committees

The Board may form and appoint members to ad hoc committee to address issues of special interest of concern regarding governance, facility operations, development of agreements, or community initiative planning.

Ad hoc committee structure will be defined by the Board within one month of motion to establish the working group. Defined structure includes designated leadership, membership, meeting exclusions, mandates, special authorities to act and a timeline for achieving objectives.

Ad hoc committees report to the Board on activities and progress towards completing the mandate. Once the ad hoc committee objectives are achieved the Board will move to dissolve the working group.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.2.2.2	Committee Reports	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

Committee chairs are responsible for reporting to the Board on the working group’s activities including findings and recommended action or decision. Committee reports may be delivered as a written document or a verbal summary by the committee chair or designated member.

Reports exclude confidential information or details that are not relevant to the recommended course of action or required by the Board to render a decision.

The Board must go *in-camera* to discuss specifics of a committee’s deliberations or findings that are protected under confidentiality rules.

Following delivery and discussion of a committee report, the committee chair may offer the report as information or propose a motion on behalf of the working group.

Verbal reports are summarized in the meeting minutes indicating the committee and member presenting the report. Written reports are included in the documents of record for the Board meeting in which they were presented with a heading that indicates the committee, the member presenting the report and the date.

The Director retains and maintains records connected to Board meetings according to policy and procedure on *Records Retention*.



## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.2.3	Communications & Public Relations	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Board takes an active participant in communicating the important role that libraries play in improving quality of life and economic well-being of community residents by providing accessible services, resources and programs.

Outgoing communications include official correspondence, public service announcements, interviews with media, news articles or advertisements, social media or website posts, newsletter or any other means of broadcasting or conveying messages.

In the interest of establishing good relations with library users, community residents, business partners and municipal stakeholders, all outgoing messages are phrased and framed in the positive.

The Director is the official spokesperson for communicating operational directives including service access, resource allocation, program activities and staffing.

The Executive Committee are official spokespersons for communicating on behalf of the Board.

- The Chair signs correspondences and issues public statements on organizational directives, legal matters, governance issues and general announcements.
- The Vice Chair signs correspondences and issues public statements on advocacy initiatives, community engagement and Plan of Service.
- The Treasurer signs correspondences and issues public statements or reports on the library's financial status, grant applications and other business matters.

Incoming communications are received and reviewed in the context of business or public relations:

- Operational and organizational business items that do not require higher level decision-making are dealt with by administration; the Director decides if or when to inform the Board.
- Operational and organizational business items that require higher level decision-making are forwarded to the appropriate executive officer; the executive officer decides if or when to inform the Board with a request for decision.
- Community feedback reflects public response to the library's operational or organizational activity; the Director decides if or when to inform the Board.

Public Relations includes Incoming feedback from individuals or groups whether the feedback is unsolicited or solicited.

Unsolicited feedback includes comments, concerns or complaints expressed by individuals or groups. The Director may consult the Board to review the context of negative feedback and decide on the appropriate timing, measure and method for response.

Solicited feedback includes response to surveys, questionnaires or public forums. The Director collects and arranges the information gathered into a report for presentation to the Board to inform the strategic planning process.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.3	Strategic Service Planning	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Introductory Statement

Library Boards are required to conduct needs assessment of the municipalities served as part of the ongoing strategic planning process. An updated Plan of Service must be submitted to the Minister of Municipal Affairs at least once every five years in accordance with *section 13* of the *Libraries Regulation*. The Plan of Service must include a mission statement, defined goals, measures and strategies that address evolutions in the community.

### Policy

The Board is committed to providing exceptional library services, resources and programs that improve the quality of life by supporting a culture of community and promoting literacy in support of leisure, learning and lifestyle for all area residents.

The community served by the Board includes all permanent and temporary residents of the Town of Drayton Valley, Brazeau County and adjacent districts within Yellowhead region.

The Board responds to library usage trends and evolutions in the information industry by annually reviewing the current **Plan of Service (Appendix 2-F)** and adjusting course accordingly to remain relevant in the community.

The Board conducts a comprehensive community assessment at least once every five years by collecting feedback from library users, general public (non-library users), municipal planners, stakeholders, partner groups and support organizations.

The assessment evaluates public awareness of the library's existing service levels and identifies priorities for responding to the needs of residents in the municipalities.

Priority responses are established in the context of the library's vision, mission and values to develop appropriate goals, measures and expected outcomes over the five-year cycle.

Preparing a five-year Plan of Service document takes twelve months starting with reviewing the vision, mission and values, conducting the community assessment and developing responses with objectives and measurable outcomes included in a comprehensive report.

Service planning support is available to the Board through YRL and PLSB. Professional consultants are also available on contract to conduct the community assessment or prepare an organizational Plan of Service.

## **POLICY MANUAL – SECTION 2: Board Governance & Planning**

Policy:	<b>2.3.1</b>	<b>Community Needs Assessment</b>	
Board Approved:	<b>DVLB Chair – Lyndara Cowper-Smith</b>	Date Approved:	<b>Feb 17, 2022</b>
Chair Signature:		Review By:	<b>2025</b>

### **Policy**

The Board conducts a complete community assessment at least once every 5 years as part of the strategic service planning process. The assessment identifies demographics of people residing or doing business in the service area, the existing library services that are being accessed and the library services that are requested or required to remain relevant to the community's needs.

The Advocacy Committee begins the community assessment process at least one full year before the current Plan of Service is due to expire. The process starts with the annual review of progress on objectives and measured outcome.

The committee identifies significant changes to the community profile using the most recent municipal or federal census data for population statistics, industry, economy, education, etc.

The committee reviews monthly and annual library usage statistics to measure public access to existing services, resources and programs. The committee investigates under-accessed services is due to lack of public awareness, repetition, redundancy, obsolescence or other issue.

The committee distributes surveys and engages in forum events to solicit feedback from library users, the general public, partner groups, community stakeholders and municipal planners.

The committee organizes the gathered information and prepares a community profile report and assessment summary for inclusion in the Plan of Service.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.3.1.1	Library User Feedback & Data Collection	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Board collects feedback from library users through statistics and surveys. Library users include library card-holders who access borrowing services as well as non-card-holders who access the facility for any purpose other than borrowing services.

The Director prepares monthly reports with data on library usage including card-holder demographics, circulation statistics, computer resource usage, special services access, program attendance and public awareness activities. Monthly statistical reports are reviewed by the Board prior to sharing with municipal councils.

Surveys are distributed at least three times per year to gather user satisfaction information on any aspect of the library's operation including facilities, services, resources, programs, etcetera. The Advocacy Committee determines the focus of survey questions to examine specific aspects of operations in context with objectives in the Plan of Service. The Director and Manager determine the schedule for survey distribution.

Surveys may include any combination of close-ended yes/ no or number-grade questions, option lists or open-ended comments. Close-ended questions and option lists provide objective data for analysis whereas open-ended responses yield subjective information for detailed, personalized examination.

Draft surveys are reviewed by the Advocacy Committee or Board before public distribution. Surveys are distributed in paper format and on-line web-forms.

The Director collates survey responses for presentation to the Advocacy Committee or Board. All comments, both positive and negative, are included in reports.

Responses are not considered confidential as the surveys do not require or request respondent identification; however, if a respondent submits their name it will be considered as a written consent to publish their comments.

Surveys are retained for one year until the annual report is completed and filed with PLSB. A summary of survey responses, including all comments and statistical reports are kept on file until the Board's subsequent Plan of Service has been completed and filed with PLSB.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.3.1.2	Community Feedback & Consultation	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Board collects feedback from segments of the community that may not otherwise use, or be familiar with, the library. By consulting with non-library users, the Board has a better understanding of the level of library awareness in the community.

Community consultation allows for exploration of new ideas to enhance services, resources or programs, whereas a lack of public awareness in existing services advises the committee on areas for focused advocacy and advertising.

The Advocacy Committee creates opportunities to host public forums or focus groups and engage with interagency partners or municipal planners as part of the five-year strategic planning cycle or as instructed by the Board.

Community engagement initiatives are planned and broadcast in advance by appropriate media to the audience being addressed. Trustees and staff are recruited to attend events and assist in recording and collecting feedback.

The Advocacy Committee organizes the feedback from community consultation events, identifies themes and presents a summary report to the Board.

Any documentation or records gathered from community consultation events is kept until the annual report is completed and filed with PLSB. Committee reports are kept on file until the Board's subsequent Plan of Service has been completed and filed with PLSB.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.3.2	Plan of Service	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Plan of Service records all aspects of the strategic planning process in one document. The Advocacy Committee designates one member to draft Plan of Service for consistency in wording, formatting and writing style.

The document includes an overview of the community profile, a brief report on outcomes from the previous plan based on annual report data and a summary of the strategic planning process. The document may also include an introduction and message from the Board to lend context to the Plan of Service.

These introductory elements provide context for the Plan of Service components required under *section 13* of the *Libraries Regulation*.

The document must include statements that define the library’s mission, vision and values.

The document must also include specific goals or priority responses to feedback collected from the community needs assessment.

Each priority response incorporates a set of specific objectives that satisfy the service needs.

Objectives have measurable outcomes that are reviewed annually by the Board to track progress.

Refer to **Appendix 2-F: Plan of Service**.

## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.3.2.1	Mission, Vision & Values	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Board crafts altruistic statements that define the organizational vision, mission and values to establish a positive work environment and set the tone for all aspects of library operations.

The vision, mission and values are reviewed every five years as part of the strategic planning process. The statements do not have to change so long as they remain relevant to the organization and the community.

**Vision:** Our Library is the gateway to journeys of discovery by providing lasting, meaningful connections between people and ideas, lifestyle and learning, culture and community.

**Mission:** Our Library enriches lives by pulling together the services, resources and programs that incite imagination, encourage social engagement, inspire exploration of ideas and launch journeys of discovery.

**Values:** Our values reflect who we are and who we aspire to be. Values define the culture of our organization and express our commitment to achieve high standards of personal and professional service to the community. We are:

**Accessible & Approachable:** We value our patrons, treating them with compassion and care. We as professionals appreciate the opportunity to serve those who rely on our knowledge and expertise and enjoy giving them tools to succeed in their endeavors. Their success is our success!

**Receptive & Responsive:** We realize that change and challenge inevitably lead to innovation and improvement. Our willingness to accept and adapt to evolutions in our environment help us remain relevant to the community and patrons we serve.

**Innovative & Inclusive:** We commit ourselves and our efforts to exploring new, creative concepts. Our library is an idea lab, where people explore concepts and discover possibilities. We provide a forum for respectful conversation on subjects that matter to community residents. Creativity is limited only by the scope of imagination.

**Diverse & Supportive:** We respect and value unique perspectives that contribute to the culture of our workplace and community. Shared personal journeys, experiences and interests strengthen and support those we work with and serve. We are stronger, more resilient and more successful when we pull together.

**Fun & Friendly:** We believe in individual freedom to explore personal interests. Our library is a discovery zone where people are free to explore a world of information and share in the joy of learning. We provide fun, friendly services and programs that excite and encourage!

## **POLICY MANUAL – SECTION 2: Board Governance & Planning**

Policy:	<b>2.3.2.2</b>	<b>Priority Responses &amp; Objectives</b>	
Board Approved:	<b>DVLB Chair – Lyndara Cowper-Smith</b>	Date Approved:	<b>Feb 17, 2022</b>
Chair Signature:		Review By:	<b>2025</b>

### **Policy**

The Advocacy Committee collects feedback from community assessment activities and organizes the information according to the various aspects of library operations such as services, resources, programs, partnerships, facility or another facet of the library.

The feedback gathered under each operational aspect is reviewed and arranged according to themes. The volume of theme repetition on a specific aspect of operation is used to identify priorities to fill a gap in service or enhance existing levels in response to community needs.

The committee establish priorities for response and develops an overarching resolution statement with expected outcomes when resolutions are successfully achieved.

The committee consults with the Director to define a series of objectives that aim to achieve the desired resolution outcomes. Objectives include a statement of purpose, a series of steps or strategies to progress towards specific targets used to measure the fulfillment of purpose. Measures may specify a proposed target date.



## POLICY MANUAL – SECTION 2: Board Governance & Planning

Policy:	2.3.3	Tracking & Reporting on Progress	
Board Approved:	DVLB Chair – Lyndara Cowper-Smith	Date Approved:	Feb 17, 2022
Chair Signature:		Review By:	2025

### Policy

The Board submits an annual report to the Minister of Municipal Affairs on library operations each February as required under *Section 15* of the *Libraries Regulations*. The Board reviews the data collected for the report to measure the progress towards objectives in the Plan of Service.

The Director collects statistical data on library operations and reports to the Board each month. The Director takes the monthly snapshot data and provides context and broad scope analysis of evolutions in library use.

The Board may request analysis of specific aspects of library operation using data collected in the monthly statistical reports. The Director will inform the Board when changes to data collection or statistical reporting are required to satisfy the request for analysis.

The Director also reports feedback collected from surveys. The Advocacy Committee advises the development of questions for surveys to solicit specific feedback on aspects of library operations and reviews the responses to monitor progress or direct evolutions to the Plan of Service.

Survey comments are also submitted to the Public Library Services Branch of Municipal Affairs as part of the Board's annual report.

## APPENDICES – SECTION 2: Board governance

Appendix:

2-A

Municipal Councils & Library Boards (PLSB)

**This tabbed page is retained in the manual as an introductory place keeper immediately prior to the document.**

The Minister of Municipal Affairs, Public Library Services Branch (PLSB) provides interpretation of the *Libraries Act* regarding the roles and responsibilities at the various levels of library governance.

The PLSB November 2021 publication is accessible online at [Municipal Councils and Library Boards: Roles and Responsibilities](#).

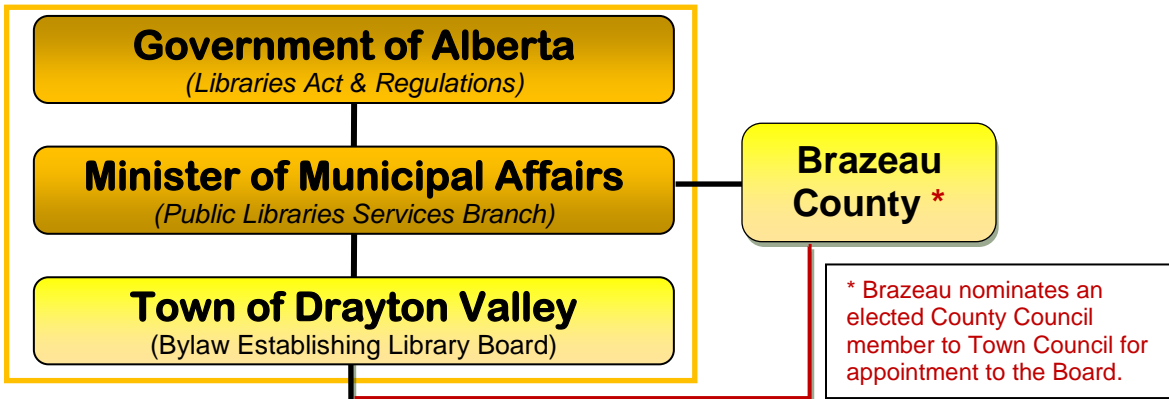
# APPENDICES – SECTION 2: Board governance

Appendix:	2-B	<i>Organizational Chart</i>
Last Reviewed	Feb 17, 2022	DVLB Chair – Lyndara Cowper-Smith

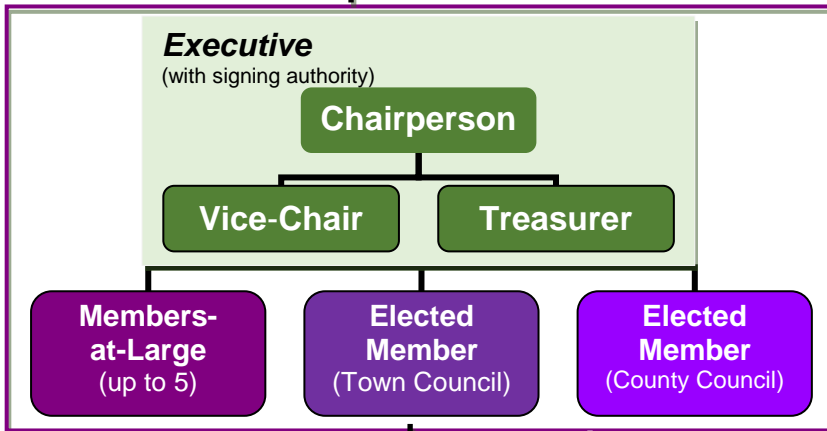
## Organizational Chart

The following is a graphical representation of the governing hierarchy of Drayton Valley Library.

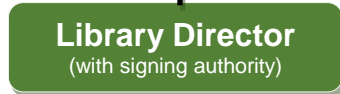
### Regulatory Level



### Governance Level



### Administrative Level



### Operational Level



## APPENDICES – SECTION 2: Board governance

Appendix:	<b>2-C</b>	<b>Appointments to the Board (PLSB)</b>
Last Reviewed	<b>Feb 17, 2022</b>	

**This tabbed page is retained in the manual as an introductory place keeper immediately prior to the document.**

The Minister of Municipal Affairs, Public Library Services Branch (PLSB) provides interpretation of the *Libraries Act* regarding the recruitment, selection and appointment of members to serve on library boards in context of the legislation.

The PLSB November 2021 publication, is accessible online at [Appointments to the Municipal Library Board: A Fact Sheet for Alberta Public Library Boards and Councils](#).

## APPENDICES – SECTION 2: Board governance

Appendix:

2-D

*ALTA Trustees' Handbook*

**This tabbed page is retained in the manual as an introductory place keeper immediately prior to the document.**

The most recent iteration of the Alberta Library Trustees' Association Handbook can be accessed at: <https://librarytrustees.ab.ca/wp-content/uploads/2020/10/Alberta-Library-Trustees-Handbook.pdf>.

A hardcopy of the document is attached for reference in trustee policy manuals.

## APPENDICES – SECTION 2: Board governance

Appendix:	2-E	Meeting Agenda Structure
Last Reviewed	Feb 17, 2022	DVLB Chair – Lyndara Cowper-Smith



### Agenda - Town of Drayton Valley Library Board Meeting

Date: Meeting Location:

**Call to Order** (Start Time):

**Note-Taker:**

**Members Present:**

**Members Absent:**

**Guests:**

**Quorum Declaration:**

**1. Agenda**

- a) Additions and/or Deletions
- b) Motion to Adopt Agenda

**2. Previous Meeting Minutes**

- a) Additions and/or Deletions
- b) Motion to Adopt Minutes from (Previous Meeting Date)

**3. New Business**

- a) Items

**4. Old Business**

- a) Items

**5. Reports**

- a) Committee Reports
- b) Manager's Report
- c) Director's Report
- d) Trustee Reports

**6. Correspondences**

**7. Upcoming Meetings:** Date/ Time/ Location,

**8. Adjournment:** Time:

## APPENDICES – SECTION 2: Board governance

Appendix:

2-F

Plan of Service

**This tabbed page is retained in the manual as an introductory place keeper immediately prior to the document.**

The Drayton Valley Municipal Library Plan of Service is reviewed annually to measure progress and adjust course as needed.

The Plan of Service must be updated and submitted to the Minister of Municipal Affairs at least once every five years.

The current [Plan of Service](#) is accessible on the library's website at [www.draytonvalleylibrary.ca](http://www.draytonvalleylibrary.ca).