

# Town of Drayton Valley Library Board

## 1 Framework Legislations, Bylaws & Policies

- 1.0 Terms, Definitions & Abbreviations (in Legislations, Bylaws & Policies)
- 1.1 Adherence to Library Legislation
- 1.2 Adherence to Alberta Employment Standards Legislation
- 1.3 Adherence to FOIP Legislation
  - 1.3.1 Statement of Intellectual Freedom
  - 1.3.2 **^ Confidentiality ^**
- 1.4 Adherence to Copyright Legislation
- 1.5 **^ Adherence to System Agreements ^** (TRAC, TAL & YRL)
- 1.6 **^ Adherence to Municipal Agreements ^**
- 1.7 Policy on Library Bylaw & Schedules # (*Procedure*)
- 1.8 **^ Library Board Policy & Procedure Development ^**
  - 1.8.1 Policy & Procedure Transmission # (*Procedure*)
- 1.9 Agreement with Friends of Drayton Valley Library Society

## Appendices to Framework Legislations, Bylaws & Policies

Appendix 1-A: *Town of Drayton Valley Bylaw 2019-15B*

Appendix 1-B: *Alberta Libraries Act c. L-11*

Appendix 1-C: *Libraries Regulations AR 141/98*

Appendix 1-D: *TRAC Operational Guidelines for Member Libraries*

Appendix 1-E: *Yellowhead Regional Library Membership Agreement*

Appendix 1-F: *MOU with Town of Drayton Valley*

Appendix 1-G: *MOA with Brazeau County*

~~Appendix 1-H: *Parkland County Agreement Rescinded Dec. 2012*~~

Appendix 1-I: *Drayton Valley Library Board Bylaw & Schedules*

Appendix 1-J: *MOU Between Library Board, Friends & Administration*

**^** Indicates policies required under *section 7* of the *Libraries Regulation*. These policies cannot be rescinded. Any amendment to these policies must be reported to the Municipal Affairs Public Libraries Services Branch in accordance with *section 4* of the *Regulation*. **^**

**#** Indicates *Procedures* or *Forms* associated with a Policy.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.1	Adherence to Alberta Library Legislation	
Approved By:	DVLB Chair - Lyndara Cowper-Smith	Approved:	May 21, 2020
Signature:		Review By:	2023

### Introductory Statement

Public Libraries in Alberta are legislated under the *Alberta Libraries Act* and *Libraries Regulation*.

The ministry responsible for public libraries in the province of Alberta is the Municipal Affairs, Public Libraries Services Branch.

### Policy

The Town of Drayton Valley Library Board was established as a corporate body by resolution of the Town of Drayton Valley Council in accordance with the *Alberta Libraries Act*. The most current iteration of this Bylaw is included in this manual as **Appendix 1-A: Town of Drayton Valley Bylaw 2019-15B**.

The Library Board shall operate public facilities under its jurisdiction in accordance with legislations and regulations governing libraries in the province of Alberta.

The legislation is included in its entirety in this manual as **Appendix 1-B: Alberta Libraries Act** and **Appendix 1-C: Libraries Regulation**.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.2	Adherence to Alberta Employment Standards Legislation	
Approved By:	DVLB Chair - Lyndara Cowper-Smith	Approved:	May 21, 2020
Signature:		Review By:	2023

### Introductory Statement

The Alberta *Employment Standards Code* defines the minimum standards for terms and conditions of employment. The Code recognizes that ‘a mutually effective relationship between employees and employers is critical to the capacity of Albertans to prosper,’ and that ‘employees and employers are best able to manage their affairs when... statutory rights and responsibilities are clearly established and understood.’

The Code establishes ‘legislation that encourages fair and equitable resolution of matters arising over terms and conditions of employment’ with the realization ‘that the employee-employer relationship is based on a common interest in the success of the employing organization, best recognized through open and honest communication between affected parties.’

### Policy

The Town of Drayton Valley Library Board employs a master’s level Librarian to the position of Library Director to act as the Board’s agent on business matters including human resource management.

The Director employs such staff as required to maintain business operations; the Director ensures that employees comply with safe workplace practices as outlined in the *Occupational Health & Safety Act, Regulations, and Code*.

The Board, the Director, and the employees will work together to maintain effective and amiable employer-employee relations in accordance with the *Employment Standards Code*.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.3	Adherence to FOIP Legislation	
Approved By:	DVLB Chair - Lyndara Cowper-Smith	Approved:	May 21, 2020
Signature:		Review By:	2023

### Introductory Statement

Drayton Valley Libraries are committed to providing services where people have the freedom to explore and access information without fear of judgments or disclosures regarding individual reading preferences or accessed materials deemed private under the *FOIPP (Freedom of Information and Protection of Privacy) Act*. Libraries collect information under authority of the Minister of Municipal Affairs for the operation of material lending and tracking. Personal information is used only for the purpose under which it is collected in accordance with sections 33 and 39 of the *FOIP Act*.

### Policy

Drayton Valley Library employees collect personal information from users under authority of the *FOIP Act*, section 33. In accordance with section 39 of the *Act*, personal information may only be used for the purpose under which it is collected.

Personal information collected from Library patrons is used to:

- Track the lending of collection items and other properties owned by the Library Board,
- Monitor the lending of materials to users that have stated a desire to maintain reading lists,
- Send notices regarding patron accounts including follow-up on lost or damaged items,
- Announce changes to services that apply to library users or advertise programs & activities.

Personal information is considered confidential and is used by library employees and administrators for work-related tasks only. Library staff cannot release personal information to third parties without the written consent of the patron whose information is requested.

Drayton Valley Libraries restricts access to records, including digital and paper files, containing personal information. Access to records is restricted to library employees and administrators: computers with digital file access are password-protected; paper files are stored in secure office and work areas in lockable cabinets. Volunteers and contracted employees will not have access to patron records unless otherwise approved by the Library Director.

The Library Director acts on behalf of the Board as the FOIP coordinator. The Director will be consulted in the event of a request for personal information by any agency or individual.

Library employees will respect that library users have the freedom to access library resources without fear that their personal privacy is being scrutinized, judged or violated contrary to the Canadian Federation of Library Association's (CFLA) *Statement of Intellectual Freedom & Libraries*.

Staff and Trustees will adhere to strict guidelines regarding the disclosure of personal information.

#### ***Routine Disclosure of Information***

Drayton Valley Libraries are public bodies governed in trust by the Library Board; therefore, general information regarding operations may be disclosed to the public.

Routine disclosure includes the release of information contained in public documents such as Board meeting minutes, annual or monthly reports, statistics and trends in service for public awareness.

Routinely disclosed information is available for access by the public in either hard copy or electronic format. A member of the public may request assistance in locating routinely disclosed information by asking Library staff directly without having to submit a formal request.

Routine disclosure does not allow for release or reference to personal information regarding patrons, staff, or trustees without that persons expressed and explicit consent.

#### ***Formal Request for Information***

The *FOIP Act*, section 7, outlines a mechanism for requesting information not available to the public by other means, or that involves detailed investigation and records search.

Formal requests for information must be submitted to the Director in writing with clearly defined details of the request. A service fee will be charged for processing a formal request according to **Appendix 1-I: Drayton Valley Library Board Bylaw - Schedule E**.

Additional fees may be charged based on Schedule 2 of the *FOIP Regulation*. A written letter will be sent to the person or party submitting the request to outline the fee schedule as applicable to their request; the formal request will not be processed until the originator agrees to the terms for fee payment.

There is no guarantee of full disclosure of information to the complete satisfaction of the person or party submitting the request. Personal information may be severed from documents to protect individuals or specific details not included in the formal request. Severed information may include, but is not restricted to:

- An individual's name
- An individual's telephone number
- An individual's business telephone number
- An individual's home or business address
- An individual's age, sex, marital or family status
- An identifying number, or symbol assigned to the individual
- An opinion expressed about the individual by a separate party

#### ***Subpoena of Information***

The Director is the only employee authorized to release personal information. This will only be done when a subpoena is produced by the court with specifics of the request, or when the release of information is otherwise required by law.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	<b>1.3.1</b>	<b>Statement of Intellectual Freedom</b>	
Approved By:	<b>DVLB Chair - Lyndara Cowper-Smith</b>	Approved:	<b>May 21, 2020</b>
Signature:		Review By:	<b>2023</b>

### Policy

The Town of Drayton Valley Library Board endorses the Canadian Federation of Library Association's (CFLA) *Statement of Intellectual Freedom & Libraries*.

Drayton Valley Libraries will uphold and abide by the fundamental principles of the CLA's Statement of Intellectual Freedom in the conduct of all business dealings. All employees, trustees and volunteers will respect the individual rights of library users seeking information for personal intellectual pursuits, development of knowledge, or accessing library resources, services and programs.

The *CFLA's Statement of Intellectual Freedom & Libraries* is as follows:

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.3.2	^ Confidentiality ^	
Approved By:	DVLB Chair - Lyndara Cowper-Smith	Approved:	May 21, 2020
Signature:		Review By:	2023

### Preamble

**^ This policy is a requirement of the *Libraries Regulation* section 7.1(a). 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

Drayton Valley Libraries trustees, staff and volunteers will hold all personal information on staff and patrons (including patrons of any other libraries) in strict confidence. Violation of confidentiality is considered a serious breach of public trust and will result in disciplinary action.

Administrative discussions that may potentially or intentionally identify personal details of any individual library user, employee, trustee or volunteer should be conducted behind closed doors out of public view or hearing.

Drayton Valley Libraries employees collect only as much personal patron information as required to effectively track properties owned by the Board for public lending. The Library does not keep permanent record regarding the frequency or context of visits to the library or access to online resources by specific patrons unless violation of approved use of facilities and resources is detected.

All patron records will be kept confidential. Information is accessible to Drayton Valley Library staff and is only accessible by partner libraries for tracking library properties, collecting fines and retrieval of borrowed materials. Library users will sign a registration card acknowledging that their contact information is accurate and can be used for these purposes.

Patron information is stored in an Integrated Library System (ILS) database accessible to all TRAC system member libraries. Records of items borrowed by individual users are not permanently stored on the system database unless the patron specifically requests a reading list be maintained.

Any volunteer who is granted access or becomes privy to personal information in the conduct of their assigned duties will be held to the same standard as an employee for maintaining rules of confidentiality.

Drayton Valley Library Board trustees may become privy to personal or protected information in the conduct of Board business. If confidential information enters discussion during a public meeting, the Chairperson, or any other Trustee in attendance must move that the meeting go “in-camera” for the duration of conversation.

Personal or private information discussed “in-camera” must be kept confidential once the meeting comes out of chamber. Motions that arise from in-camera discussion will be worded in such a way as to protect a person’s identity either by direct indication or indirect implication.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.4	Adherence to Copyright Legislation	
Approved By:	DVLB Chair - Lyndara Cowper-Smith	Approved:	May 21, 2020
Signature:		Review By:	2023

### Introductory Statement

The Canadian *Copyright Act* protects the rights and intellectual property of copyright owners. Under Canadian Copyright Law, it is illegal to copy significant quantities of published materials without the permission of the copyright owner. Published materials can include: text, performances, sound and visual recordings. Copyright is implied and assumed in any creative work whether there is, or is not, a copyright statement attached to the material.

### Policy

Drayton Valley Libraries manages collections of print, audio, video, and electronic resources available to the public. The Library Board pays an annual fee to *Access Copyright* to allow the Library patrons access to copying services. *Access Copyright* fees are calculated based on the number of photocopiers in the facility.

The Board recovers the expense of *Access Copyright* cost by charging fees for photocopying and printing services at Drayton Valley Libraries. Service fees are defined in **Appendix 1-I: Drayton Valley Library Board Bylaw - Schedule E**. The fee schedule will be posted at the library's service desk.

Drayton Valley Libraries complies with Copyright legislation by restricting photocopier access; patrons do not have direct access to the photocopying machine. All requests for copying services must be processed through the service desk.

The *Access Copyright* agreement will be posted adjacent to the photocopier for reference to terms and restrictions of the agreement. Employees are expected to understand fundamental principles and follow procedural guidelines that summarize the Canadian Copyright Act as they apply to copying published works. Employees are advised to consult with the Library Director if there is any uncertainty regarding a request for services or copying restrictions.

Digital media are subject to the same rules regulating copyright as those that apply to print formats. Digital rights management measures are established to prevent abuse of copyright; however, all public computers are networked to a central printer allowing patrons to make hard-copies of items accessed on-line without direct regulation by library staff to ensure copyright compliance.



## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.5	^ Adherence to System Agreements (TRAC, TAL & YRL) ^	
Approved By:	DVLB Chair - Lyndara Cowper-Smith	Approved:	May 21, 2020
Signature:		Review By:	2023

### Preamble

**^ This policy is a requirement of the *Libraries Regulation* section 7.2(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*.**

### Introductory Statement

The Town of Drayton Valley Library Board recognizes its role in the larger operational system of networked libraries as defined in agreement provisions for resource-sharing on provincial and regional levels. The Board may enter into agreements that enhance the level of library services and resources available to library users and is responsible for ensuring compliance with terms outlined in the agreements.

The Public Libraries Services Branch of the Ministry of Municipal Affairs establishes standards for system agreements. The Ministry standards are updated as required to agree with changes in legislations and regulations, specifically the *Alberta Libraries Act* and the *Libraries Regulation*.

### Policy

Drayton Valley Libraries agrees to share resources and services with other libraries to expand and enrich the materials available for all Albertans. Reciprocal resource-sharing and lending between partner libraries within the province of Alberta is accomplished through The Regional Automation Consortium (TRAC), The Alberta Library (TAL) Online Services and through participation in the Alberta Public Library Network.

### TRAC

The Library Board is committed to providing access to resources for all libraries strengthened through the sharing of materials with other libraries in the province of Alberta as outlined by The TRAC Agreement.

TRAC's reciprocal resource sharing agreement is founded on three main principles:

- **Interdependence:** Libraries must, of necessity, share their resources through an organized system to assist every library in Alberta to meet the needs of its clientele.
- **Local Responsibility for self-sufficiency:** Local public libraries are primarily responsible for providing library services to its customers and should develop collections to meet local community needs. The Inter-Library Loan service is intended to supplement, not substitute, local service.
- **Reciprocity:** Exchange of resources and services for the mutual benefit of all participants in the network adhering to the terms set out in the negotiated agreement. Libraries that share resources practice reciprocity by being responsible at all stages of the process including: maintaining correct patron information, packaging and shipping items, tracking missing or lost items and ensuring that payment for items lost or damaged is provided to the owning library by the borrowing library.

Drayton Valley Libraries agrees with the principles of resource sharing and will abide by the terms laid out in **Appendix 1-D: TRAC Operational Guidelines for Member Libraries**.

## TAL

Province-wide borrowing is also available to registered Library users through TAL Online service and the Alberta Public Library Network. TAL Online and the Alberta Public Library Network are supported in whole or in part by the Public Library Services Branch of Alberta Municipal affairs.

TAL Online is a discovery service that allows Albertans to discover and request items held in public and academic libraries across Alberta. The current TAL Online provides a search platform to access the catalogues of all TAL member libraries.

The Alberta Public Library Network supports broadband Supernet services to public libraries, courier delivery of interlibrary loans, public access licensing to electronic resources and access to services for persons with print disabilities.

There is no formal TAL or Public Library Network agreement between Drayton Valley Libraries and other libraries in Alberta. Libraries have the option of declining a request for lending an item; however, Drayton Valley Libraries will only restrict lending of the following Board-owned items:

- Reference collection items that are limited edition,
- Equipment intended for local use only (requires special lending agreement, borrower signature, equipment lease deposit and possible fee payment).

## YRL System

Drayton Valley Libraries is governed by a Library Board consisting of trustees appointed by council representing constituents of the Town of Drayton Valley and Brazeau County. The municipalities maintain membership for extending and enhancing library services offered through Yellowhead Regional Library (YRL) System.

Partner municipalities pay a system levy to the regional library to enhance services and extend operations as per **Appendix 1-E: Yellowhead Regional Library Membership Agreement**. Partner municipalities appoint one elected council member to sit on the Yellowhead Regional Library Board to ensure regional representation.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.6	^ Adherence to Municipal Agreements ^	
Approved By:	DVLB Chair – Karen Hickerty	Approved:	Dec 8, 2022
Signature:		Review By:	2025

### Preamble

**^ This policy is a requirement of the *Libraries Regulation* section 7(3). 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*.**

### Introductory Statement

Sections 12.1 and 12.2 of the *Alberta Libraries Act* allows for municipalities to enter into agreement with one or two other municipalities respecting the establishment of an intermunicipal library board to provide services to the residents of the municipalities.

Section 17.1 of the *Libraries Regulation* outlines the required elements terms of an Intermunicipal Agreement. The Board is responsible for ensuring compliance with terms outlined in the agreements.

### Policy

#### ***Memorandum of Understanding with the Town of Drayton Valley***

The Board has a formal agreement with the Town of Drayton Valley in the form of a Memorandum of Understanding (MOU). The MOU outlines the relationship and responsibilities of the Library as a tenant in Town-owned facilities.

The Agreement is reviewed no less than once every five years by a Management Committee that includes representation from each of the following: Town of Drayton Valley (as land-owners), Library Board and Library administration.

Amendments to the Agreement must be reviewed and approved by each party before coming into effect. Minor evolutions to Library operations may be introduced without requiring amendment to the Agreement; however, all parties must be informed of significant changes that affect Library services or access to facilities.

The current MOU is included as **Appendix 1-F: *MOU with Town of Drayton Valley***.

#### ***Memorandum of Agreement with Brazeau County***

The Board also maintains a formal agreement with Brazeau County in the form of a Memorandum of Agreement (MOA). The MOA outlines obligation by the Board to provide: reciprocal service access to County residents as well as regular reporting of library-use statistical, budgeting and financial reviews. relationship and responsibilities of the Library as a tenant in Town-owned facilities. The MOA also outlines the obligations of the County to provide: municipal appropriation funding as well as operational grant funding from Municipal Affairs based on a portion of County population.

The Agreement is reviewed annually by Library administration and Brazeau County administration prior to approval by the Board and Council.

The current Agreement is included as **Appendix 1-G: *MOA with Brazeau County***.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.7	Policy on Library Bylaw & Schedules #	
Approved By:	DVLB Chair - Lyndara Cowper-Smith	Approved:	May 21, 2020
Signature:		Review By:	2023

### Introductory Statement

Bylaws are intended to empower and equip Library Boards with the legal authority to establish and enforce terms and conditions for use of the Library facilities or resources, establish fees for services, and pursue recovery or restitution for properties owned by the Board from those who violate lending agreements.

Library Boards must report all Bylaws and referenced schedules to the Minister of Municipal Affairs as soon as possible following endorsement from municipal council in accordance with section 36 of the *Alberta Libraries Act*.

### Policy

Drayton Valley Library Board will review its Bylaw at least once every five years. The Board is responsible for ensuring that Bylaws and Schedules do not contravene provincial or municipal legislations or legal agreements to which the Board is a party. The Board is also responsible for ensuring that Library policies and procedures agree with Bylaws and Schedules.

Amendment to the Bylaw requires three readings by the Board before being approved:

**First Reading:** requires majority trustee approval to proceed to Second Reading.

**Second Reading:** requires unanimous trustee approval to proceed to Third Reading.

**Third Reading:** requires 2/3 majority trustee approval to pass into effect.

Amendments to Schedules do not require three readings to be approved by the Board, however motion to approve a change to Bylaw Schedules requires 2/3 majority trustee approval to pass into effect. Schedules do not require signature of the Board to be enforceable.

The Board is required to submit a written letter to municipal councils reporting on any amendment to the Bylaw or Bylaw Schedule within one month following approval by the Board. The Library Director or other representative of the Board may be required to attend council and speak to the amendment(s) and potential impact on services or funding.

Amendments to any Bylaw section or Schedule are not enforceable until it is accepted by council. Once approved by council the Bylaw and Schedules will be broadcast to the public and transmitted to the appropriate offices.

In accordance with Section 6 of the *Libraries Regulation*, the Bylaw and Schedules will be posted on the Library website for public access within two weeks following municipal approval.

Bylaw and Schedule updates will be forwarded to the Municipal Affairs Public Library Services Branch within one month following municipal approval.

Bylaw and Schedule updates will also be forwarded to CRA within one year following municipal approval:

Charities Directorate  
Canada Revenue Agency  
Ottawa, ON K1A 0L5

The current Bylaw and Schedules are included as **Appendix 1-I: Drayton Valley Library Board Bylaw & Schedules** along with the supplementary correspondences from each council approving the amended Bylaw or Schedule.

Refer to **Procedure 1.7 Bylaw & Schedule Review & Transmission** for additional explanation.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.8	^ Library Board Policy & Procedure Development ^	
Approved By:	DVLB Chair - Lyndara Cowper-Smith	Approved:	May 21, 2020
Signature:		Review By:	2023

### Preamble

**^ This policy is a requirement of the *Libraries Regulation* section 7. 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*.**

### Introductory Statement

In accordance with Section 7 of the *Libraries Regulation* and Section 12 of the *Alberta Libraries Act*, library boards are responsible for establishing policies that act as the framework for governance, operation, public use and accessibility of library facilities. Policies and procedures provide clear direction to board and staff and definition of service provision to the public. Policies are a tool used to assist in achieving the library's purpose and advancing the mission.

### Policy

The Town of Drayton Valley Library Board is responsible for the development, review, revision, and implementation of policies that act as the framework for the governance of Drayton Valley Libraries. Policies and procedures are aimed at defining best practices for safe operations to advance the organizational mission.

Section 4 of the *Libraries Regulation* requires library boards to file with the Minister a report that contains the policies established by it under Section 7 of the *Regulation*. Following approval of the Library Bylaw, the Minister requires that the Board establish policies with respect to:

- 7.1 (a) confidentiality of patron records;
- 7.1 (b) orientation & continuing education of trustees and staff;
- 7.1 (c) matters relating to financial management;
- 7.2 (a) personnel related matters including job descriptions, qualification requirements, worker appraisals, conditions of employment, work hours and mechanism for filing grievance;
- 7.2 (b) collection development: acquisitions, dispositions and receipt of gifts and donations;
- 7.2 (c) resource-sharing agreements with libraries on provincial, regional and local levels;
- 7.2 (d) provision of service and resources for users with alternate abilities and needs;
- 7.2 (e) terms and conditions of collection and resource lending;
- 7.2 (f) hours of service at each library service point;
- 7.2 (g) terms and conditions of access and appropriate use of board-managed library facility areas.

The Director assists the Board in researching and developing policies that meet the requirements set out in the *Regulation*. When appropriate, the Director will seek input from staff in drafting policies and procedures that reflect operational realities and to ensure employee support and compliance with the Board's directives.

Policies developed and approved by the Board for Drayton Valley Libraries must:

- agree with legislations and regulations in the province of Alberta;
- not violate or contradict any conditions defined in system or municipal agreements;
- agree with Town of Drayton Valley Library Board Bylaws and schedules;
- be applicable to all service points unless otherwise specified;

- consider future service evolutions to reduce frequent changes in structure or content;
- present information in clear language to support understanding and compliance;
- support Drayton Valley Library Board’s mission and philosophy;
- mitigate risk to the facility and institution;
- meet with majority approval by motion from the Board;
- bear the signature of a Board Executive Officer to be considered a legal binding document.

Original signed documents including Bylaws, policies, and agreements will be kept in the Library Director’s office in a *Master Policy & Procedure Manual*. The Director is the only person allowed to access the original signed documents.

In the absence of policy, the Director is authorized to decide on a course of action. In such instances the Director will report to the Board on the situation, the course of action taken and recommendation for introducing policy or procedure.

Procedures developed for Drayton Valley Libraries are used to describe sequential steps to be followed by the intended audience as required to comply with policy. Procedures must:

- agree with Board-approved policies;
- meet with approval of both Library Director and Operations Administrator;
- use the same numbering system as the relevant policies to provide clear reference to documents;
- be applicable to all service points unless otherwise specified;
- present information in clear language to support understanding and compliance;
- include reference to forms required to conduct the procedure;
- provide options where applicable, such as protocol or decision-trees, to assist in iterative decision-making.

Procedures may be modified by the Director without Board approval only if the revision does not directly violate the existing policy. Procedures are reviewed and approved by the Board but do not require signature of a Board-appointed officer to be enforceable.

Policies and procedures will be reviewed and revised on an ongoing basis to ensure their continued relevance, effectiveness and adherence with legislations, agreements, Bylaws and other policies.

## POLICY MANUAL – SECTION 1: Framework Legislations, Bylaws & Policies

Policy:	1.8.1	Policy & Procedure Transmission #	
Approved By:	DVLB Chair - Lyndara Cowper-Smith	Approved:	May 21, 2020
Signature:		Review By:	2023

### Policy

The Town of Drayton Valley Library Board is responsible for reviewing and maintaining its Policy & Procedure Manual to act as a guide for advising staff, trustees, volunteers, and library users regarding the accepted standards for effective and efficient library operation and safe public use.

The Library Director is responsible for the timely transmission of policies to the appropriate office or officer once approved by the Board.

Copies of all policies will be forwarded to the Municipal Affairs Public Library Services Branch and to Municipal Councils within one month of Board approval. Copies of any policy or procedure that policy may impact level of services or conditions of a legal agreement must be forwarded to all parties to that agreement within one fiscal quarter of the date of Board approval.

The Director will ensure that all employees are aware of amendments to Bylaw, schedules, policies and procedures within one month of approval; the Director is expected to explain context and answer questions regarding content at the next available staff meeting. Employees are expected to review the *Policy & Procedure Manual* and to seek clarification with the Director if they encounter issues not covered in policy or procedure or if they identify conflict with higher legislations or bylaws.

Policies that are applicable to public library services will be posted on the Library website for public access within one month following Board approval. Policies posted on the website will not bear the signature of the signing officer. Certain policies may be exempt from website posting only on reasonable grounds, such as risk reduction. Exemption from website posting requires motion from the Board. Procedures are exempt from website posting.

Hard-copy *Library Policy & Procedure Manuals* will be kept at each service point. The Director is responsible for ensuring manuals are updated whenever new or revised schedules, appendices, policies or procedures come into effect. Copies of the manual will be kept at the service desk for ease of access and staff reference.

The public is not allowed to access hard-copy versions of the *Library Policy & Procedure Manual* as the manual contains protected information including procedures. A member of the public wishing to view protected documents may submit a Formal Request for Information according to *FOIPP policy*.

Refer to **Procedure 1.8.1 Policy & Procedure Development & Transmission** for additional explanation on implementing and reporting policies and procedures.

## APPENDICES – SECTION 1: Framework, Legislation, Bylaws & Policies

Appendix:

1-A

**Town of Drayton Valley Bylaw 2019-15B**

The current iteration of the Municipal Bylaw establishing the Town of Drayton Valley Library Board as a corporate body is registered with the Minister of Municipal Affairs.

The Library Board's Corporate number is identified as the most recent bylaw number and the year it was passed: **2019/15/B/2020**.

The following chart lists the chronological history of Town of Drayton Valley bylaw resolutions regarding the Library. The Current bylaw is attached as reference.

### History of Resolutions by Town Council re Library Board

Resolution	Bylaw Name	Status	Date of Status
42	Women's Institute Community Library grant authorization	Repealed	1957
302	Formation of Municipal Library in Town of Drayton Valley authorization	Repealed	Apr 23, 1964
322	Returning officer to conduct plebiscite for Municipal Library	Repealed	
80-15	Debenture purchase of Lot 15, Blk 3, Plan 5935 HW (Library)	Inactive	Expired Jun 2021
81-08	<b>Town Bylaw 81-08 establishing Municipal Library Board</b>	Repealed	1981
82-12	Acceptance of <a href="#">Library Board Service Provision Bylaw 82-12</a>	Repealed	
82-32	Amendment to <a href="#">Library Board Service Provision Bylaw 82-12</a>	Repealed	
83-11	Amendment to Bylaw 80-15 – Library, Museum debenture bylaw	Inactive	Expired Jun 2021
84-02	Amendment to <a href="#">Library Board Service Provision Bylaw 82-12</a>	Repealed	
84-21	Amendment to <a href="#">Library Board Service Provision Bylaw 82-12</a>	Repealed	
86-20	Amendment to <a href="#">Library Board Service Provision Bylaw 84-21</a>	Repealed	
89-05	Town's Library facility cost-sharing agreement with Brazeau MD	Active	
89-09	<a href="#">Library System Agreement (YRL)</a>	Active	
89-18	Authorize Twin Rivers for purpose of <a href="#">Yellowhead Regional Library</a>	Active	
89-20	Town's Library facility cost-sharing agreement with Brazeau MD	Active	
89-21	Amendment to <a href="#">Library Board Service Provision Bylaw 84-21</a> & repeal Bylaw #86	Repealed	
91-13	<b>Town Bylaw 91-13 (establishing) Municipal Library Board</b>	Repealed	1991
91-25	Amendment to <b>Town Bylaw 91-13 re Library Board</b>	Repealed	
93-01	Establishing duties and responsibilities of the Library Board	Repealed	
95-10	Cost-sharing agreement with Brazeau MD for community facilities	Active	
96-22	Amendment to <b>Town Bylaw 91-13 re Library Board</b>	Repealed	1996
99-15	Acceptance of <a href="#">Library Board Service Provision Bylaw 99-15</a>	Repealed	
2007/09/F	Debentures for Banquet Hall / Conference Centre and Branch Library	Active	
2009/02/B	Amendment to <a href="#">Library Board Service Provision Bylaw 99-15</a>	Repealed	
222/18	Acceptance of <a href="#">TODV Library Board Bylaw - DVLB 2018-01</a>	Repealed	Oct 27, 2018
2019/15/B	<b>Town Bylaw 2019-15-B (establishing) Municipal Library Board</b>	Active	Feb 5, 2020
062/21	Acceptance of <a href="#">TODV Library Board Bylaw - DVLB 2021-01</a>	Active	Apr 21, 2021
<b>Town Bylaws establishing Library Board</b>		<a href="#">Library Board Bylaws for Service Provision</a>	<a href="#">Regional Library (YRL)</a>



## APPENDICES – SECTION 1: Framework, Legislation, Bylaws & Policies

Appendix:

1-B

*Alberta Libraries Act*

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

The most recent iteration of the [Alberta Libraries Act c. L-11](#) is attached for reference.

## APPENDICES – SECTION 1: Framework, Legislation, Bylaws & Policies

Appendix:

1-C

*Libraries Regulation*

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

The most recent iteration of [Alberta's Libraries Regulation AR 141/98](#) is attached for reference.

## APPENDICES – SECTION 1: Framework, Legislation, Bylaws & Policies

Appendix:

1-D

*TRAC Operational Guidelines for Member Libraries*

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

The most recent iteration of [The Regional Automation Consortium \(TRAC\) Guidelines for Member Libraries](#) is attached for reference.

## APPENDICES – SECTION 1: Framework, Legislation, Bylaws & Policies

Appendix:

1-E

*Yellowhead Regional Library Membership Agreement*

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

The most recent iteration of Yellowhead Regional Library (YRL) Membership Agreement is attached for reference.

## APPENDICES – SECTION 1: Framework, Legislation, Bylaws & Policies

Appendix:

1-F

*MOU with Town of Drayton Valley*

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

The most recent iteration of Memorandum of Understanding (MOU) between the Town of Drayton Valley and the Library Board is attached for reference.

## APPENDICES – SECTION 1: Framework, Legislation, Bylaws & Policies

Appendix:

1-G

*MOA with Brazeau County*

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

The most recent iteration of the Memorandum of Agreement (MOA) between Brazeau County and the Library Board is attached for reference.



# Town of Drayton Valley Library Board

## Bylaws

**DVLB-2021-01**

Revised & Adopted by

**The Town of Drayton Valley Library Board**, March 18<sup>th</sup>, 2021

Reviewed & Accepted by

**Town of Drayton Valley Council**, April 21<sup>st</sup>, 2021

**Resolution #062/ 21**

Presented as Information to

**Brazeau County Council**, May 4<sup>th</sup>, 2021

## Preamble

The Town of Drayton Valley Library Board enacts the following Bylaws pursuant to the *Libraries Act*.

### 1. Concerning Definitions and Interpretation of these Bylaws

1.1. In these bylaws and schedules:

1.1.1 “**Act**” refers to the *Libraries Act*.

1.1.2 “**Board**” refers to the Town of Drayton Valley Library Board.

1.1.3 “**Borrower Card**” refers to a piece of identification with a distinct barcode issued to individuals that have successfully registered for borrowing privileges.

1.1.4 “**Cardholder**” refers to the person to whom a library borrower card is issued.

1.1.5 “**Director**” refers to the person employed by the Board to administrate the library on behalf of the Board.

1.1.6 “**Good Standing**” refers to a borrower with no outstanding account charges.

1.1.7 “**Integrated Library System (ILS)**” refers to the database used to record and share item and borrower information between libraries.

1.1.8 “**Librarian**” refers to a library employee.

1.1.9 “**Library**” refers to Drayton Valley Municipal Library unless specified as other libraries.

1.1.10 “**Library Resource**” refers to any material, regardless of format, held in the library collection, or lent by the library including, but not limited to, audio-visual materials, books, magazines, newspapers, micro-materials, multi-media kits, toys or games.

1.1.11 “**Loan Period**” refers to the length of time that a library resource may be borrowed.

1.1.12 “**Manager**” refers to the person employed by the Director to supervise staff in the conduct of front-line service operations.

1.1.13 “**Non-Resident**” refers to any person who resides in a community that does not pay property or business taxes to a municipality that contributes to the operation of Drayton Valley Library OR Yellowhead Regional Library System OR does not otherwise satisfy the terms defining “Resident”.

1.1.14 “**Resident**” refers to any person residing within Brazeau County borders, the Town of Drayton Valley or other community where household taxes are paid to a municipality that meets any of the following criteria:

1.1.14.1 A municipality that is party to the Board.

1.1.14.2 A municipality that is party to the Yellowhead Regional Library System Membership Agreement.

1.1.14.3 An individual student who is a resident outside of Brazeau County or other district, but who attends classes in Drayton Valley or area.

1.1.15 “**The Regional Automation Consortium (TRAC)**” refers to the ILS used to share information and resources between libraries.



1.2 For the purposes of these bylaws:

1.2.1 Words in the singular include the plural, and words in the plural include the singular.

1.2.2 Where a word or phrase is defined, variations and tense in the word or phrase have corresponding meaning.

1.2.3 When a time period, act or event is expressed to begin after, or to be from a specific day, the time period does not include that day, act or event.

1.2.4 When a time limit for action expires or falls on a day when the library is closed to the public, the time limit will be extended to the next following business day.

1.3 The Board may, from time to time, change specific set out in the accompanying schedules.

## **2 Concerning Admittance to and Conduct in the Building**

2.1 The portion of the building used for library purposes is open to any member of the public free of charge during posted operational hours.

2.2 The public may access collection areas or other common areas including program spaces when not otherwise in use. The public may not access work areas without express permission, and under direct supervision, of staff.

2.3 Members of the public are not allowed to:

2.3.1 Violate safe-use or code of conduct policies, including deliberate violation of public health and safety directives.

2.3.2 Behave in a manner that is violent, threatening, abusive, discriminatory, disruptive, intrusive or harassing towards other library users or staff. \*

\* Amended October 20, 2022

2.3.3 Cause disturbance to other library users.

2.3.4 Use the library as a daytime shelter to sleep.

2.3.5 Solicit others for personal, commercial, religious, or political reasons.

2.3.6 Consume food in the library outside of designated lounge areas.

2.3.7 Leave a child unaccompanied in the library space unless arrangements have been made in advance with staff.

2.3.8 Bring a wheeled vehicle, such as a bicycle, into the building; this does not include wheelchairs, walkers, strollers or baby carriages.

2.3.9 Smoke any type of material within 10 meters of building entranceways or consume any product that may be considered an illicit drug while on the premises.

2.3.10 Take or intentionally conceal any library resource without proper transaction through the circulation desk.

2.3.11 Access the building for any purpose outside of the library's advertised public hours without a staff or Board member being present.

2.4 A member of the public may be refused access to the building or asked to leave the premises if they willfully violate any of the above.

2.5 Town of Drayton Valley employees may access the library after-hours only when responding to facility concerns and only if the Director or Manager are notified.

### **3 Concerning Library Borrower Cards**

3.1 Any person may apply for a library borrower card.

3.2 A library borrower card is issued upon:

3.2.1 Completion of a Drayton Valley Library borrower card registration form.

3.2.1.1 Forms will be completed in writing by an employee to include all relevant contact and verification information.

3.2.1.2 Forms must be signed and dated by applicants over 16 years old, or by the parent, or legal guardian of applicants under 16 years old.

3.2.1.3 Online registration request may be processed as an interim registration with borrower signature and date completed later.

3.2.2 Presentation of one piece of photo identification bearing the applicant's current address.

3.2.2.1 If a child or student is applying for a card, a parent or legal guardian must present photo identification bearing his/her permanent address.

3.2.2.2 In the absence of photo identification, the applicant must present a recent item received through Canada Post within the past month as well as one other piece of identification.

3.2.3 Payment of applicable fees as outlined in Schedule B.

3.3 Library borrower cards:

3.3.1 Are valid from the date of issue to the date of expiry, unless revoked by the Library Director under section 6 of these bylaws.

3.3.2 Remain the property of the Drayton Valley Library and must be immediately returned to the library if the cardholder is requested to do so by the Director pursuant to section 6.3.

### **4 Concerning Cardholder Responsibilities**

4.1 The cardholder is the individual named on a library borrower card.

4.2 The cardholder is the only person allowed to use the card for borrowing materials unless approval is extended to another individual by the applicant for in-proxy material borrowing.

4.2.1 The proxy borrower must be named on the application form and Polaris patron record and may be asked to show proof of identification to check-out materials.

4.2.2 Proxy borrowing to individuals not named on a cardholder's application or Polaris record may be allowed at the librarian's discretion only after contacting the primary cardholder to confirm authorization for the proxy borrower to check-out materials.

4.3 Cardholders must notify the library of any change of address, email or telephone contact as soon as possible.

4.4 A cardholder is responsible for all items borrowed on their card and will compensate the library for any items damaged or lost while borrowed on their card.

4.4.1 In the case of Family cardholders, the primary cardholder is responsible for all items borrowed by family members using the card and will compensate the library for any damage or loss of items checked out on the card.

- 4.5 Cardholders are responsible for immediately reporting a card that has been lost or stolen. Cardholders are responsible for fines attributed to items borrowed on a lost or stolen card if the loss or theft is not reported in a timely fashion. There is a minimal fee for a replacement card as defined in Schedule B.
- 4.6 A cardholder is responsible for returning or renewing any library item on or before the due date as provided in Schedule C.

## **5 Concerning Loan of Library Resources**

- 5.1 In accordance with *section 36(3)* of the *Act*, there is no charge for using resources when:
- 5.1.1 Resources are being used on the library premises,
  - 5.1.2 Resources are loaned to a borrower whose cardholder account is in good standing,
  - 5.1.3 Resources are acquired from other libraries through resource sharing agreement.
- 5.2 Library resources may be reserved and/or renewed in accordance with policies established by the Library Board.
- 5.3 Loan periods for Drayton Valley Library resources are set out in Schedule C.
- 5.4 Loan periods and renewals for resources borrowed from other libraries through inter-library loan may differ from those of Drayton Valley Library.
- 5.5 Borrowers may use library cards issued by other TRAC libraries to borrow materials from Drayton Valley Library only if their home library account is in good standing.
- 5.6 Borrowers may use library cards issued by other non-TRAC libraries to borrow materials from Drayton Valley Library only after completing an on-line registration form; home library account must be in good standing to complete the on-line form and allow borrowing.

## **6 Concerning Penalty Provisions**

- 6.1 Fines for late, lost or damaged materials are defined in Schedule D.
- 6.2 The Director may suspend or revoke a borrower card if the cardholder:
- 6.2.1 Fails to comply with the conditions laid out in section 2 concerning admittance to and conduct in the library.
  - 6.2.2 Fails to comply with conditions laid out in section 4 concerning cardholder responsibilities.
  - 6.2.3 Fails to reconcile fines within the time-frame specified by the Director.
  - 6.2.4 Exceeds the maximum allowable fine limit set out in Schedule D.
- 6.3 A cardholder whose borrowing privileges are revoked by the Director under subsection 6.2 may, within thirty (30) days of revocation, submit a written appeal to the Board. The Board's decision regarding an appeal is final.
- 6.4 Measures for pursuing fines or return of library resources are defined in Schedule D.
- 6.5 Any person who willfully contravenes these bylaws is guilty of an offense and is subject to a fine or penalty under *section 41* of the *Act* in addition to any liability that may attach civility or under the *Criminal Code of Canada*.
- 6.6 Any fine or penalty imposed pursuant to the prosecution of an offense under this section of the bylaws inures to the benefit of the Board in accordance with *section 42* of the *Act*.

## **7 Concerning Fees for Service and Equipment Rental**

7.1 There is no charge for accessing basic information services during business hours.

7.2 Fees for services are intended only to offset the cost of supply replenishment or replacement.

7.3 Fees for services and equipment rental are set out in Schedule E.

## **8 Concerning Freedom of Information and Protection of Privacy**

8.1 For the purposes of this section, “applicant” means a person who makes a request for access to a record pursuant to *section 7(1)* of the *Freedom of Information and Protection of Privacy (FOIP) Act* RSA 2000, c.F-25.

8.2 The Director designated as the head of this local public body for the purposes of ensuring compliance with *section 95* of the *FOIP Act*.

8.3 Fees for processing FOIPP requests are defined in Schedule E and will not exceed those prescribed in *sections 11-14* of the *FOIP Regulation 186/2008*.

### **Concerning the History of these Bylaws**

**Library Board Bylaws 99-02** was repealed August 23, 2018.

**Library Board Bylaws DVLB-2018-01** is repealed as of the signing of **DVLB 2021-01**.

### **2021 Revision**

Read a first time on this **21<sup>st</sup>** day of **January 2021**

Read a second time on this **18<sup>th</sup>** day of **February 2021**

Read a third time on this **18<sup>th</sup>** day of **March 2021**

*Lyndara Cowper-Smith*

Lyndara Cowper-Smith  
Board Chair

*Donna Gawalko*

Donna Gawalko  
Board Vice-Chair

## SCHEDULE A - PUBLIC HOURS

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Drayton Valley Municipal Library will be open to the public an average of **50 hours** per week except for weeks that include holidays. Public hours and scheduled closures are defined in policy.

1. **Scheduled Closures** will be determined well in advance of the closure and broadcast publicly using the appropriate media.
2. **Unscheduled Closures** in response to unforeseen events that pose a risk to workers or public.
  - Decision regarding unscheduled closure of the library is the responsibility of the Director and/ or Operations Manager.
  - The Board Chair must be notified as soon as possible following any interruption of library services due to unscheduled or emergency closures. All trustees will be notified at or before the next scheduled Board meeting.

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**Schedule A Effective as of March 18, 2021**

## SCHEDULE B – FEES FOR ISSUANCE OF BORROWER CARDS

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All borrower card fees are based on an annual rate unless otherwise indicated.

### Resident Card Fees

Standard Adult (Individual) Card	Free
Standard Juvenile (Individual) Card	Free
Associated Parent Card	Free
Associated Juvenile Card	Free
Family Card (Single Card - Multiple Users)	Free
Institution / Teacher Card (Primary Cardholder with Multiple Users)	Free
Seniors OR Special Services Card (visual or other impairment)	Free
Replacement Card	\$2.00

### Non-Resident Card Fees

Standard Adult (Individual) Card	\$30.00/ year
Standard Juvenile (Individual) Card	\$10.00/ year
Associated Parent (Family) Card	\$30.00/ year
Associated Juvenile (Family) Card	\$5.00 / year
Family Card (Single Card - Multiple Users)	\$40.00/ year
Institution / Teacher Card (Primary Cardholder with Multiple Users)	\$40.00/ year
Seniors OR Special Services Card (visual or other impairment)	\$20.00/ year
Replacement Card	\$2.00

**NOTES: Non-Resident Card Fees are non-refundable.**

**Non-Resident Card borrowing is restricted to a maximum of five (5) items at any one time.**

1. Applicants registering for a borrower card are required to show government issued picture identification (Passport, Driver's License, or current Student ID or other institution card), or produce a recent utility bill or other piece of mail stamped by Canada Post.
  - 1.a) The Librarian will note the type of ID used for registration on the application card as well as the Polaris ILS Patron Record as a statistical code.
  - 1.b) Applicants that do not provide a government issued ID, mail item or have no fixed address (motel address, campsite, etc.) may be issued a Non-Resident Card with restrictions that limit borrowing to a **maximum of five (5) items at any one time.**
2. Any person registering for a borrower card, in addition to providing a current mailing address, will be required to provide phone contact and/ or email address:
  - 2.a) Applicants that do not provide phone and/ or email address contact information at the time of registration will have borrowing privileges limited to **five (5) items at any one time.**
3. Phone and email information will be checked within two weeks to ensure the modes of contact are "in-service" and/ or active: borrowing privileges will be suspended immediately until correct contact information is provided.

**Schedule B Effective as of March 18, 2021**

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## SCHEDULE C – LOAN PERIODS FOR LIBRARY RESOURCES

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Loan periods for all circulating resources are as follows:

- **Print Item:**                                   **Standard Loan: 21 days**                                   **Renewal limit: 2**  
 Includes: hardcover, paperback, large print, non-reference atlases, oversize books, picture books, combined item kits, graphic novels, etc.
- **Audio Book Items**                                   **Standard Loan: 21 days**                                   **Renewal limit: 2**  
 Includes: MP3 and CD audio books, Play-Away audiobooks, etc.
- **Magazines**                                   **Standard Loan: 7 days**                                   **Renewal limit: 2**
- **Music CDs**                                   **Standard Loan: 7 days**                                   **Renewal limit: 2**
- **AV Items (1-2 Disc)**                                   **Standard Loan: 7 days**                                   **Renewal limit: 2**  
 Includes: DVD, BluRay single or double-disc items
- **AV Items (Multi-Disc)**                                   **Standard Loan: 14 days**                                   **Renewal limit: 1**  
 Includes: DVD, BluRay multiple disc sets (>3 disc)
- **E-Downloads**                                   **Standard Loan: 7 / 14 / 21 days**                                   **Renewal limit: 2**  
 Includes: OverDrive items such as eBooks, eAudio-Book downloads)
- **Reference / Special Items**                                   **Standard Loan: 0 days**                                   **Renewal limit: 0**  
 Includes: newspapers, manuals, annuals, encyclopedias, atlases, items that are of significant monetary or historic value or are otherwise irreplaceable. Loan of Reference / Special Items may be allowed only with approval from the Director with restricted loan periods and renewal limits.

1. **Special Services Cardholders** may be allowed extended loan periods (double the standard loan period), but standard renewal limits still apply.
2. Extensions to standard renewal limits are at the discretion of the Director or Manager.
3. A maximum limit of 10 DVD and/or BluRay items may be borrowed at any one time by any one cardholder.
4. A maximum limit of 50 items of any format may be borrowed at any one time by any one cardholder.

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**Schedule C Effective as of March 18, 2021**

# SCHEDULE D – PENALTY PROVISIONS

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## 1. Penalties for Late Return of Library Materials

1.1. Fines for the late return of library materials will be applied to borrower accounts as follows:

Item Type	Penalty	Maximum Penalty
a. Print Items (Book, Periodical)	\$0.25/ day	\$10.00
b. Audio Items (Music CDs, Audio Books)	\$0.25/ day	\$10.00
c. Audio-Visual Items (DVD, Blu-Ray)	\$1.00/ day	\$10.00
d. Other Equipment (Kits, Special Items)	as per <b>Schedule E</b>	cost of replacement

1.2. Fines for the late return of materials owned by other libraries within the TRAC system that are returned late will be applied according to the owning library's fine schedule; in the absence of an established fine schedule, the fines will default to those listed above.

1.3. Fines for the late return of materials owned by other libraries outside the TRAC system that are returned late will be applied based on the owning library's fee schedule.

## 2. Procedures for Overdue Materials

2.1. Library cardholders have 24-hour access to personal account information through the library website and TRACpac (online public access catalogue) including items currently on loan, item due date, overdue items, and fine summaries.

- a) Fines will accumulate at a daily rate for each overdue item based on the above-listed schedule.
- b) Cardholders with fines exceeding **\$9.99** will have borrow privileges suspended until fines are reconciled below the \$10.00 limit.
- c) Accounts may be paid by installment without loss of borrowing privileges only with approval from the Director or Manager.
- d) Accounts may be reduced or waived by the Librarian for late fines only; fines for lost or damaged items may only be reduced or waived by the Director.

2.2. Library cardholders receive automated notification when borrowed items are nearing (3 days prior to) the due date. Automated notices are delivered automatically by the ILS via email, telephone or text depending on the cardholder's preferred mode of contact.

- a) First overdue notification will be automatically generated on the seventh (7<sup>th</sup>) day following the due date.
- b) Second overdue notification will be automatically generated on the twenty first (21<sup>st</sup>) day following the due date.
- c) Billing notification will be automatically generated on the thirty fifth (35<sup>th</sup>) day following the due date.
- d) The Librarian will attempt to contact cardholders whose automated notifications have failed to correct contact information in the ILS.

## 3. Penalty for Lost or Damaged Materials

Cardholders are responsible for loss or damage to library materials borrowed on their account.

3.1. The original purchase cost as listed in the ILS item record will be charged. If no price code exists, then the replacement cost will be charged according to Yellowhead Regional Library's schedule for item pricing. This charge may be waived if an exact replacement copy in new or pristine condition is provided by the cardholder.



- 3.2. When a cardholder pays for a damaged item replacement, they will be given the option to keep the item. Severely damaged items will not be kept by the library beyond one month.
- 3.3. An additional processing fine of \$5.00 may be charged on any lost or damaged item at the discretion of the Librarian.
- 3.4. When a lost item is found and returned in good condition within six months of fine payment:
  - a) All but the \$5.00 processing fee will be credited to the patron's account.
  - b) Issuance of cheque reimbursement is at the discretion of the Library Director.

#### **4. Legal Measures to Collect on Delinquent Fines**

- 4.1. The Board may pursue legal measures to reconcile significant delinquent fines due to lost or damaged items when:
  - a) Three (3) months have passed since the item was listed as lost or damaged AND at least three (3) attempts to contact the cardholder to return items or reconcile fines.
  - b) Cardholder contact information is inaccurate AND/OR all attempts to communicate have failed.
- 4.2. The Board may pursue borrower accounts depending on severity of loss or damage by:
  - a) Collection agency when fines for lost or damaged items attributed to one cardholder, or the combined lost or damaged fines on family members, exceed **\$50.00**.
  - b) Civil suit when fines for lost or damaged items attributed to one cardholder, or the combined lost or damaged fines on family members, exceed **\$500.00**.
  - c) Criminal charges for severe infractions or damages.

## SCHEDULE E – FEES FOR SERVICE AND RESOURCE LENDING

The fees set out in this Schedule are the maximum amounts that can be charged to patrons.

### Service & Sale Fees:

Description	Details	Definition	Fee
<b>Earbuds</b>	Bookshop- Sale Item	(Supplies)	<b>\$2.50 per item</b>
<b>USB Flash-Drive</b>	Bookshop- Sale Item	(Supplies)	<b>\$10.00 per item</b>
<b>Copying/ Printing</b>	Black & White:	(Supplies)	<b>\$0.25 per page</b>
	Colour:	(Supplies)	<b>\$1.00 per page</b>
<b>Faxing</b>	Outgoing:	(Provider/ Supply)	<b>\$2.00 first page</b>
	Incoming:	(Provider/ Supply)	<b>\$1.00 first page</b>
	Added pages (Outgoing/ Incoming):		<b>\$0.25 per page</b>
<b>Laminating</b>	Full sheet (8.5 x 14"):	(Supplies)	<b>\$2.00 per page</b>
	Certificate wallet-size	(Supplies)	<b>\$1.00 per page</b>
<b>3-D Printing</b>	Any colour filament	(Supplies)	<b>\$0.10 per gram</b>
<b>Public Lockers</b>	Padlock	(Supplies)	<b>\$1.00 deposit</b>
<b>Exam Invigilation*</b>	Under 2 hours	(Administrative)	<b>\$25.00 per exam</b>
	Over 2 hours	(Administrative)	<b>\$50.00 per exam</b>
<b>Facility Use**</b>	<b>Non-Profit Groups &amp; Private Individuals</b>		
	Small Meeting Room	(During Business Hours)	<b>Free</b>
		(Outside of Business Hours)	<b>\$30.00 per hour</b>
	Large Program Room	(During Business Hours)	<b>Free</b>
		(Outside of Business Hours)	<b>\$30.00 per hour</b>
	<b>For-Profit Groups &amp; Private Sector Companies</b>		
	Small Meeting Room	(During Business Hours)	<b>\$25.00 per hour</b>
		(Outside of Business Hours)	<b>\$50.00 per hour</b>
	Large Program Room	(During Business Hours)	<b>\$50.00 per hour</b>
		(Outside of Business Hours)	<b>\$100.00 per hour</b>

#### **Notes on Service Fees:**

\* **Exam Invigilation** must be booked at least one full week in advance. Fee must be paid before the student writes the exam unless otherwise agreed to by library staff invigilating the exam.

\*\* **Facility Use Fees** include the use of projectors, monitors and other presentation equipment. Bookings must be made at least one full week in advance. Fee must be paid at the time of booking.

#### **Waiving Service Fees:**

1. Service fees may be waived in whole or in part at the discretion of the Director or designate.
2. Fees are not waived for private business functions where admission is charged, or products sold.

## Equipment Rental Fees for Off-Premises Lending:

Item Description	Replace Cost	Deposit (Refundable)	Fee/ Loan Period
DVD Player (w/ remote) <sup>‡</sup>	\$100.00	\$10.00	\$5.00 per day
LCD Projector (w/ cables) <sup>‡</sup>	\$250.00	\$25.00	\$10.00 per day
E-Cent Kit (multiple components) <sup>‡</sup>	\$500.00	\$50.00	No Fee/ 7-day loan
Wi-Fi Hub (multiple components) <sup>‡</sup>	\$250.00	\$25.00	No Fee/ 7-day loan
DAISY Victor Reader <sup>‡‡</sup>	\$500.00	\$50.00	No Fee/ 1-year

### Notes on Equipment Lease Fees:

<sup>‡</sup> A waiver form must be used for off-premises borrowing of equipment.

<sup>‡‡</sup> Intended for long-term loan to patrons with special service needs, alternate reading abilities or senior's lodge residents or those with mobility (library access) restrictions.

### **Waiving Equipment Fees:**

1. Equipment Lease fees may be waived in whole or in part at the discretion of the Director or designate.
2. Fees are not waived for businesses leasing equipment for use at events where admission is charged.

## FOIPP Request Fees:

The Drayton Valley Library Board will take steps to manage FOIP requests and keep the personal information in its care confidential, except when required by law.

1. The Library Director is designated as head of the public body for the purposes of the FOIPP Act.
2. The fees set out in this Schedule are the maximum amounts that can be charged to applicants.

<u>Description / Details</u>	<u>Fee</u>
Initial application fee including GST	\$25.00
For locating and retrieving a record	\$5.00 per ¼ hour
For preparing and handling records for disclosure	\$5.00 per ¼ hour
For supervising the examination of a record	\$5.00 per ¼ hour
Photocopying	\$0.25 per page
For shipping a record or a copy	Actual amount incurred
For copying a record in electronic, audio or video formats	Actual amount incurred

**Schedule E Amended and Effective as of October 20, 2022**

## APPENDICES – SECTION 1: Framework, Legislation, Bylaws & Policies

Appendix:

1-J

*MOU Between Library Board, Friends & Administration*

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

The current Memorandum of Understanding (MOU) between the Drayton Valley Library Society (Friends), the Town of Drayton Valley Library Board (Board) and the Drayton Valley Municipal Library administration (Director) representing staff is attached for reference.

The MOU must be reviewed at least once every five years.

## Drayton Valley Municipal Library Memorandum of Understanding Between the Friends of the Drayton Valley Library Society and the Town of Drayton Valley Library Board

This agreement is made by mutual consensus of the Friends of the Drayton Valley Library Society (Friends), the Town of Drayton Valley Library Board (Board) and the Drayton Valley Municipal Library administration (Director) representing staff. This agreement will be reviewed at least once every five years.

The primary purpose of the Friends is to raise money and public awareness in the community to support of the services, resources and programs of the Library. Their fundraising efforts exist to supplement the Library’s normal operating and capital budgets, not to replace them. As a not-for-profit organization, however, the Friends Society is a legally distinct corporate entity and is not a part of the library.

### Relationships

	<b>Board</b>	<b>Director</b>	<b>Staff</b>	<b>Friends</b>
<b>Mission</b>	to govern	to administer	to implement	to support
<b>Mandate</b>	<ul style="list-style-type: none"> <li>Libraries Act</li> <li>Town Bylaw</li> </ul>	<ul style="list-style-type: none"> <li>Job description</li> <li>Plan of Service</li> </ul>	<ul style="list-style-type: none"> <li>Job descriptions</li> <li>Policies</li> </ul>	<ul style="list-style-type: none"> <li>Societies Act</li> <li>Incorporation</li> </ul>
<b>Role</b>	<ul style="list-style-type: none"> <li>Policy and planning</li> <li>Accountability</li> <li>Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>Administration and HR management</li> <li>Advise policy</li> <li>Procedure planning</li> <li>Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>Implement policies and procedures</li> <li>Administration as delegated</li> <li>Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>Fundraising</li> <li>Volunteer support</li> <li>Advocacy</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>Secure support from Council/ community</li> <li>Fiscal management</li> <li>Community representation</li> <li>Community needs assessment</li> <li>Liaise with Council(s)</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of services</li> <li>Ensure staffing levels to sustain Library services, resources and programs</li> <li>Budget monitoring</li> <li>Represent Library in community</li> </ul>	<ul style="list-style-type: none"> <li>Provide services</li> <li>Advise Director on service evolutions</li> <li>Handle moneys received through service operations</li> <li>Represent Library in community</li> </ul>	<ul style="list-style-type: none"> <li>Fundraising activities</li> <li>Volunteer time and effort</li> <li>Speak in support of Library services, resources, programs and engagement in the community</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>Monthly meetings</li> <li>Budget presentation to Council(s)</li> <li>Develop and review policies and plans</li> <li>Evaluate Director’s performance</li> </ul>	<ul style="list-style-type: none"> <li>Carry out Board directives</li> <li>Oversee service delivery</li> <li>Supervise staff</li> <li>Report to and work with Board</li> </ul>	<ul style="list-style-type: none"> <li>Provide front line library services</li> <li>Enforce policies and enact procedures</li> <li>Report to Director</li> </ul>	<ul style="list-style-type: none"> <li>Plan, promote and perform fundraising activities</li> <li>Work as volunteers on specific service support projects</li> <li>Report to and work with the Board</li> </ul>

This table presents the essence and necessary separation of roles and responsibilities for parties involved in the MOU.

### The Director and Library staff agree:

- to follow mutually agreed upon policies and procedures for accepting, tax receipting, safeguarding and transferring funds received on behalf of the Friends through the Library service desk from donors or fundraising activities.
- to follow mutually agreed upon guidelines for receiving and sorting donated materials not selected for Library collections.

- to provide donated and weeded materials to the Friends for fundraising book sales OR for offering to other organizations OR for recycle if otherwise deemed valueless.

### The Board agrees:

- to include a member from the Friends as a non-voting presence at all Board meetings and to allow room on the agenda for a report.
- to include the Friends in the long-term planning process to ensure that the Friends are aware of the goals and direction of the Library.
- to share the Library’s strategic initiatives with the Friends and discuss with them how their resources and support might help forward these initiatives.
- to supply the Friends with a priority “wish-list” of capital project items over and above the Library’s operating budget.
- to promote the Friends in Library marketing materials and publicly acknowledge the support received from the Friends including how funds raised are utilized.
- to provide free space for Friends’ meetings and events.
- to provide free space in the library for office needs as well as work space for sorting, storage and re-sale of donated materials or properly weeded library items.
- to provide free use of the Library’s photocopier (at Director’s discretion) for producing Friends’ promotional and marketing materials.
- to provide free space on the Library website as well as physical space for Friends’ promotional and marketing materials such as brochures or posters.

### The Friends agree:

- to include the Director and a member from the Board as a non-voting presence at all Friends’ meetings and to allow room on the agenda for a report.
- to publicly support the Library and its policies.
- to spend any monies raised solely on Library programs, services, improvements or other defined needs unless otherwise agreed to by both the Friends and the Board.
- to engage in advocacy efforts on behalf of the Library under the guidance of the Board and Director.
- that if they cease to actively fundraise and promote the Library, they will disband, allowing for a new Friends group to be established in the future.
- that the Director has the final say in accepting or declining any and all gifts made to the Library.

### Signatures

Library Board Chair, Karen Hickerty: *K. Hickerty*

Friends President, Amanda Jeffery: *Amanda Jeffery*

Library Director, Doug Whistance-Smith: *Douglas Whistance-Smith*

Date: **September 21, 2023**