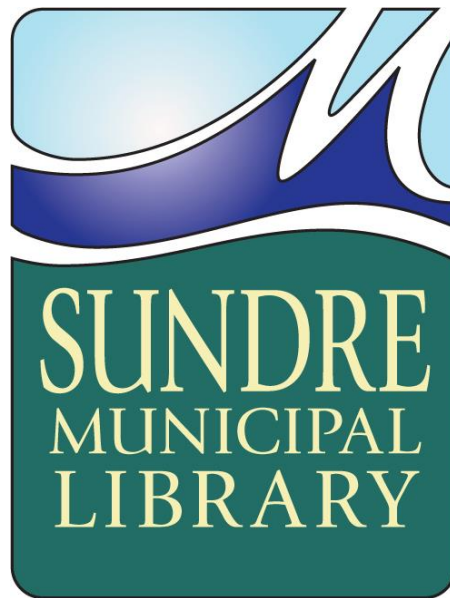


Sundre Municipal Library Personnel Policy Manual



Approved: Feb 28, 2007

Chairperson: Barbara Bell

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Mission and Belief Statement:

Where members of the community (of all ages and abilities) can use all services available. The Sundre Municipal Library makes an essential contribution to the social, recreational, and educational development of the entire community. Committed to giving access to information in all its forms, and striving to achieve higher and better levels of service to our community. The Sundre Library is committed to responding to technological and social changes in the community to ensure continuity, appropriateness and excellence in the provision of all services.

Goals and Objectives:

The Sundre Municipal Library shall strive to meet the following Goals and Objectives:

1. To be committed to serving our community as a center of reliable information and technologies.
2. To maintain, preserve and expand collections of books, educational, cultural and recreational materials.
3. To promote, encourage, and provide opportunity for continuous education to our clients.
4. To seek and identify community needs. To provide services and programs to meet those needs. To cooperate/coordinate with other organizations, agencies and institutions that can provide services or programs to meet the community's need.
5. To reach out to all members of the community.
6. To coordinate with the Parkland Regional Library System to provide services to our clients and other community libraries within the system.
7. Engage in on-going strategic planning.
8. Operate in a fiscally responsible manner.
9. Engage in on-going policy and service development.

Plan of Service:

The Sundre Municipal Library endeavors to create a "plan of service" for the library on a three year rotation based on staff recommendations, client survey results and Board input. The current plan of service will be included with the employee's staff manual.

General Application of Personnel Policies:

The Personnel policies apply to all staff of the Sundre Municipal Library. Where a Collective Agreement or contract specifically outlines a contract guideline, the provisions of such agreements or contracts shall apply to the employees covered by the scope of the agreement or contract. Interpretation of personnel policies will be clarified through written procedures developed by the Library Manager. Throughout the personnel policies, the feminine gender will mean either the masculine or feminine gender, and the singular will mean to include the plural and vice-versa as applicable. Where this document refers to "staff", this includes employees and volunteers. In the event of any discrepancy between this policy manual and the Employment Standards as set by Alberta Labor, the latter shall prevail.

Job Descriptions

Job title: Library Manager

Principal Responsibilities:

The Library Manager is the administrator for the Sundre Municipal Library. The Library Manager is accountable to the Board, and is tasked with translating board policies governing the supervision of all personnel, building, programs, and services. Where this document refers to “staff”, this includes employees and volunteers

The Library Manager may delegate responsibilities and authority to staff; however, the final accountability to the Board for the delegated task shall reside with the Library Manager. Library Manager is also responsible for leadership in developing new directions for the organization regarding service to clients.

General Responsibilities:

1) Sundre Municipal Library Board:

- Provides regular reports to the Board on all matters essential to the effective functioning of the Library and the Board.
- Provides professional expertise, prompt and accurate Library information and opinions to the Board.
- Maintains a good working relationship with the Library Board.
- Participates in Board and Committee activities as required.
- Attends Board meetings or sends a staff representative.

2) General Administration:

- Directs policy implementation and administers the organization of the Sundre Municipal Library.
- Manages the day-to-day operations of the Library.
- Oversees property security, maintenance of the Library
- Oversees safety of staff and public.

3) Personnel Administration:

- Accepts responsibility for hiring, supervising, evaluating, disciplining, and dismissing of staff.
- Monitors staff progresses, suggests further training, and provides motivation.
- Performs an annual performance evaluation for all employees and reports results to the Board.
- Accepts responsibility for staff performance.
- Arranges staff work schedules for the purpose of providing fair and adequate staff coverage during the hours of Library operation.
- Delegate duties to staff

4) Planning:

- Suggests policy to be set by the Board.
- Assesses needs for new programs.
- Prepares long and short-term program plans and proposals in consultation with the Board, staff, volunteers, and other community organizations.
- Establishes operational program objectives, based on Board direction.
- Establishes ongoing plans for existing Library activities.
- Provides an atmosphere of continuous improvement.
- Provides a long and short-term plan of service and annual goals to Staff, Board, and Town of Sundre.

5) Financial Control:

- May administer Library funds according to the approved budget.
- Puts together all monthly financial records including all revenue and expenditures.
- Oversees bookkeeping and entry of financial information for accounting purposes.
- Provides monthly reports to the Board.
- Assists in Budget review meetings as requested by the Board.
- Oversees expenditures according to approved budget.
- Advises and assists the Board on annual Budget.
- Provides a short and long-term plan of service to aid with budget preparations.
- Completes all applications for grants and financial assistance with the aid of the Board or designate.

6) Public Relations:

- Promotes positive public awareness of the Sundre Municipal Library.
- Ensures effective and friendly representation of the Library to the community.
- Maintains an active role in the community.

Principal Duties:

1) Primary Functions:

- Direct control over the employees
- Hires, supervises, evaluates, disciplines and dismiss staff.
- Arranges staff work schedules to cover hours of operation.
- Delegate duties for staff to carry out.
- Attends Board meetings.
- Recommends policy to the Board.
- Provides advice to the Board.
- Participates in Board committee activities as requested.
- Prepares agenda for Board meetings with the assistance of the Chair.
- Prepares reports for the Board meetings, keeping the Board informed about the operations of the Library.
- Plans, implements, and evaluates program policies.
- Orients new Board members to the Library and operations.
- Engages in community relations.
- Administers all aspects of the Library's Operation.
- Technology education and training of staff. Including recommendations of technology upgrades or changes to the Board.
- Initiates and prepares applications for funding, and required reporting to Municipal Affairs and Housing.
- Initiate projects and programs, and follow through on reports of expenditures, and outcomes as required.
- Compiles necessary statistics.
- Performs all acquisition responsibilities.
- Maintain collection development, including processing new books, weeding, and repair when needed.
- Responsible for **Freedom of Information and Protection of Privacy Act.**

- Performs and develops a Hazard Assessment for the Sundre Municipal Library and it's staff.
- Provides friendly, helpful and efficient service to Library users.

2) Other Functions:

- Recruits new volunteers.
- Trains volunteers working in the Library
- Represents the Library at community functions when required.
- Assists Board Chair in identifying assignments to committees of the Board and developing Board leadership.
- Compile necessary statistics.
- May be required to do duties of other staff when circumstances require.
- Performs or delegates all postal and courier duties including mail distribution.
- Participate in training courses, workshops, seminars and conferences as budget allows.

Qualifications:

- A minimum of Post-Secondary Education in Library Field.
- Exceptional interpersonal and communication skills, able to work effectively with Board, staff, volunteers, and community clients. Able to mediate problems when they arise with clients, staff, or board and take positive action.
- The ability to effectively interpret policy to staff, and volunteers effectively.
- Strong leadership, coordination, and organizational skills.
- Works well independently and in a team environment.
- Demonstrate keen personal and financial management skills.
- Knowledge of computers, and have the ability to become skilled with P.R.L. system IT network, and other library technology services.

Barb Bell
Board Chair

February 28, 2007
Date approved

Job Title: Assistant #1

Definition:

The Library Assistant #1 position is defined for comparison purposes as an Assistant librarian and Program Coordinator.

Principal Responsibilities:

The Library Assistant #1 is responsible for all program coordination and is a front-line service person, responsible for ensuring that Library client's needs are met and that duties outlined by the Library Manager are fulfilled. The Library Assistant #1 is under the supervision of the Library Manager. In the Absence of the Library Manager, Assistant Librarian #1 will be responsible for Library operations, including the supervision of library staff and volunteers.

General Responsibilities:

1) General Description:

The Library Assistant #1 is hired by, responsible to, and reports to the Library Manager. Assistant Librarian #1 is responsible for program development and operations within the library. The Library Assistant #1 provides quality service to clients and guests of the Library. They will assist the Library Manager in the discharge of duties and responsibilities relating to operations of the Library.

2) General Duties and Responsibilities:

- Plans and develops new library programming with approval of the library manager.
- Organizes and administers library programs, including registration, displays, and liaising with presenters/volunteers.
- Coordinates with other agencies to implement library programs.
- Coordinating the Summer Reading Club, may include supervision of summer student.
- Manages all VDX system requests.
- Prepares and arranges for all government courier shipments.
- Prepares and sends out inter-library loan requests.
- Arranges tours and orientations of the Library and provides information to patrons relating to Library services.
- Assists Library Manager with acquisitions and all collection maintenance and development, including; processing new books, weeding of materials, and arrangement of collections.
- Takes registration of patrons and maintains files accurately.
- Checks Library materials in and out and maintains circulation files accurately.
- Accepts, records and reports to Library Manager all monies coming into the library including donations, borrower fees and fines.
- Answers reference questions and assists patrons in finding appropriate Library materials.
- Telephones patrons for interlibrary loans, overdue materials, fines, etc.
- Provides patrons with Online Public Access Catalogue (OPAC) and Internet assistance.
- Shelving and shelf reading to maintain order and neatness when necessary.
- Prepares and maintains Library displays.
- Enters information into database.

- Manages to the Library web site.
- Assist Library Manager to identify policy gaps, development of programs and services in the library.
- Positively acts as a spokesperson for the library to the community, participates in an active public relations program including informing patrons of Library programs and hours.
- Participate in training courses, workshops, seminars and conferences as budget allows and approved by Library Manager.
- Assist Library Manager in compiling necessary statistics.
- Assists in training and supervision of volunteers in the Library.
- Maintains Library appearance by maintaining tidy areas.
- Updates the Library social media.
- Develop patron resources, i.e. reading lists.
- Develop marketing materials and plans.
- Markets the Library to current and prospective patrons, donors, sponsors, and the community as a whole.
- Performs other Library duties as required by the Library Manager.
- In the absence of the Library Manager, assume extra duties as relating to library operations.

3) Percentage breakdown of time spent on duty areas:

Task	Percent of time taken
Program Coordination	40%
Collection Maintenance	30%
Marketing	10%
Task specific work (i.e. web site)	10%
VDX and Interlibrary loans	5%
General library/circulation	5%

Qualifications:

- Successfully completed College diploma in a related field.
- Effective interpersonal skills, able to work effectively with Library Manager, other staff, volunteers, and community clients.
- Understanding of computer technology and programs and other Library related technology.
- General knowledge of library operations.
- Be a positive team player.

Amended August 11, 2011

Job Title: Assistant #2

Definition:

The Library Assistant #2 position is defined for comparison purposes as Library Clerk.

Principal Responsibilities:

The Library Assistant - Clerical is a front-line service person, responsible for ensuring that Library client's needs are met and that duties outlined by the Library Manager are fulfilled. The Library Assistant #2 is under the supervision of the Library Manager. In the absence of the Library Manager, Library Assistant #2 reports to Library Assistant #1.

General Responsibilities:

4) General Description:

The Library Assistant - Clerical is hired by, responsible to, and reports to the Library Manager. The Library Assistant #2 provides quality service to clients and guests of the Library. They assist the Library Manager in the discharge of duties and responsibilities relating to operations of the Library.

5) General Duties and Responsibilities:

- Takes registration of patrons and maintains files accurately.
- Checks Library materials in and out and maintains circulation files accurately.
- Preparation and receiving of "van run" bags/boxes.
- Telephones patrons for interlibrary loans, overdue materials, fines, etc.
- Mending and repair of collection materials.
- Provides patrons with Online Public Access Catalogue (OPAC) and Internet assistance.
- Accepts, records and reports to Library Manager all monies coming into the library including donations, borrower fees and fines.
- Answers reference questions and assists patrons in finding appropriate Library materials.
- Assists with shelving and shelf reading to maintain order and neatness when necessary.
- Prepares and maintains Library displays.
- Enters information into database.
- Assist Library Manager to identify policy gaps, development of programs and services in the library.
- Positively acts as a spokesperson for the library to the community, participates in an active public relations program including informing patrons of Library programs and hours.
- Participate in training courses, workshops, seminars and conferences as budget allows and approved by Library Manager.
- Assist Library Manager in compiling necessary statistics.
- Assists in training and supervision of volunteers in the Library.
- Maintains Library appearance by maintaining tidy areas.
- Performs other Library duties as required by the Library Manager.
- In the absence of the Library Manager, assume extra duties as directed by Library Assistant #1.

6) Percentage breakdown of time spent on duty areas:

Task	Percent of time taken
Circulation	80%
Collection Repair	2%
Van Run Preparation/Receiving	13%
General Library Tasks	5%

Qualifications:

- Minimum grade 12 education.
- Effective interpersonal skills, able to work effectively with Library Manager, other staff, volunteers, and community clients.
- General knowledge of library operations / or ability to quickly grasp.
- Be a positive team player.

Amended October 15, 2009

Job Title: Casual/Temporary Employee

Principal Responsibilities:

Casual/Temporary Employees are responsible for ensuring that Library client’s needs are met and that duties outlined by the Library Manager are fulfilled. Casual/Temporary employees are bound by the terms of their specific contracts, and are under the supervision of the Library Manager.

General Responsibilities:

1) General Description:

The Casual/Temporary Employee is hired by, responsible to, and reports to the Library Manager. Primary responsibility is to provide quality service to clients and guests of the Library. Assists the Library Manager in the discharge of duties and responsibilities relating to operations of the Library.

2) Duties and Responsibilities:

- As outlined under Assistant Librarian

Qualifications:

- As outlined under Assistant Librarian

Job Title: Summer Student

Principal Responsibilities:

Summer Students are bound by the contract under the grant their employment was secured. The summer student is bound by same standards as all other employees.

General Duties and Responsibilities:

- As set by the Library Manager.

Qualifications:

- Summer Student must meet qualifications as outlined in grant application.

Job Title: Volunteer

Principal Responsibilities:

The Sundre Library recognizes the importance of volunteers in the library, and as such volunteers are always welcome. The value they bring to the library is a huge asset to the operation of the organization. Volunteers are accountable to the Library Manager and staff.

General Duties and Responsibilities:

- Volunteers shall be bound by the same standards of conduct, obligations, confidentiality, and policies as paid staff, and can expect in return the same treatment as to orientation, training, performance evaluations, and access to opportunities for development of library skills according to budget.
- Entitled to position description with responsibilities and expectations clearly set out. Responsibilities indicated in the position will determine the necessary degree of supervision and evaluation as determined by the Library Manager or appointed supervisor (Assistant Librarian).
- Volunteers will be provided with a written description of the tasks assigned, outcome expectations, and target deadlines for completion (may include the operation of assigned programs). Any revisions to these task parameters in the course of the project will be noted on the volunteer's task sheet.
- At the completion of their task, the volunteer will advise the Library Manager or supervisor and together they will review the progress, confirm completions, and sign off the task sheet.
- Task sheets will be placed in the volunteer's personnel file and will become the basis for planning future projects, as well as references the Library may be requested to provide on behalf of the volunteer in job searches.
- Frequent feedback is particularly important, from both the volunteers and the Library Manager.
- Volunteers are not allowed to bring friends, relatives or other family members into the library work areas.

Qualifications/Requirements:

- Volunteers will fill out an application form that provides needed contact information. In addition the application form will ask for references.
- Due to the possible interaction with young clients, all volunteers must have a criminal record check completed. Any cost will be reimbursed (with receipt) by the library.
- Volunteers will be interviewed by the Library Manager to ensure candidate compatibility with the organization.
- Library Manager (or Assistant) will conduct orientation and training to familiarize volunteers with policies of the library.
- **Library Board Members may be Library Volunteers, however, they are under the supervision of the Library Manager. The Library Manager has the final decision to not allow the Board Member as a volunteer.**

Employee Obligations

Amended:

These obligations apply to all employees and volunteers. Every effort has been made to ensure that the provisions are in accordance with all applicable legislation including the Employment Standards Code and the Human Right, Citizenship and Multiculturalism Act. The Employee is obligated to be familiar with the Mission, Goals, and Objectives of the Sundre Municipal Library; employees shall have access to a copy of these. Employees must carry out their duties with integrity and fidelity to the Library. Employees are expected to report lateness or absence to the Manager as early as possible. Employees are expected to inform the Manager of any changes in personal status and changes to personal address and information.

1. External Relationships

Since the Sundre Municipal Library's operations fosters friendly cooperation and understanding between Parkland Regional Library System, its funding jurisdictions, its public clients and many other agencies and organizations, it is imperative that all employees make every effort to foster a continuing climate of mutual respect, understanding, and cooperation. When dealing with the public, employees are obligated to avoid and refrain from any kind of behavior that amounts to any form of verbal, personal or sexual harassment as defined in Board policy. Employees must not accept a second job, which conflicts with or restricts their ability to perform their duties at Sundre Municipal Library, every effort will be made to accommodate those employees who have a second employment elsewhere.

2. Internal Relationships

All employees are expected to exhibit courtesy to and cooperation with fellow employees and clients. The Sundre Municipal Library is committed to an abuse-free work environment, characterized by respect and tolerance. Acts of violence or harassment committed by or against any individual(s) affiliated with this organization are considered as unacceptable conduct, and will be dealt with disciplinary action.

Inappropriate behavior includes, but not limited to threatening behavior, such as shaking fists, destroying property, or throwing objects. Verbal or written threats, including any expression of intent to inflict harm. Harassment- any behavior that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known, or would be generally expected, to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities, including electronic communications generally disseminated. Verbal abuse, including swearing, insults and slurs and physical attacks will not be tolerated.

(Note those negative performance evaluations and interviews by the Manager/Board, which might cause an employee distress, are covered by the above categories of unacceptable behavior).

An employee subjected to any of the above behavior should report the incident(s) to the Library Manager, and with his/her assistance, should let the perpetrator know the employee's objections to the alleged behavior. If the alleged perpetrator is the Library Manager, the Chair of the Personnel Committee will receive the complaint and investigate the matter. All complaints will be documented, including actions taken, and placed in the employee's personnel file.

In the unlikely occurrence of extreme violence, where there is reasonable fear for personal safety, the police should be contacted immediately by any staff person, whether or not directly involved in the incident.

If the alleged abuse is committed by one of the Sundre Municipal Library clients, the complainant should submit a written description of the incident(s) to the Library Manager. Their Manager will investigate and take such action as is warranted and agreed to by the Personnel Committee. This action may include temporary or permanent withdrawal of service privileges or legal action.

No action will be taken against a complainant for making a complaint unless the complaint is deemed to be malicious or without reasonable grounds.

Employees are expected to maintain an orderly work area and ensure that the business of the Sundre Municipal Library is carried on in an efficient manner. Similarly, documents that are the property of the Sundre Municipal Library should be appropriately filed and accessible in a standardized and efficient manner.

Employees are expected to cooperate in keeping common areas such as the staff kitchen, office/work areas and washrooms, clean, tidy and well organized any employee may be assigned to make coffee for staff, Board, and public when necessary. An employee may be assigned to assist with service and clean up following meetings, minor maintenance duties such as but not limited to snow removal, changing of lightbulbs, etc. Booting up of computers, purchasing supplies, trips to post office are duties, which will be done during hours of operation of the Sundre Municipal Library.

For the employees' health, The Sundre Municipal Library is a Non-Smoking facility.

3. Employment Conditions

a. New Positions and Job Vacancies:

The Personnel Committee in consultation of the Manager shall present proposals for new positions including qualifications, job description, hours of work, and proposed pay to the Board. The Board must approve all new positions. All new positions and job vacancies shall be posted in the Sundre Municipal Library for 5 business days so that all employees have an opportunity to apply if they so desire. All applications must be submitted in writing to the Manager.

b. Job Descriptions

A job description shall exist for each position. It shall be in existence prior to any advertisement of new or vacant positions and available to any candidate applying. It is the responsibility of the Manager in consultation with the employee, to maintain a current job description. Recommended changes of job description are to be brought to the Personnel Committee, and approved by the Board.

c. Employment of Relatives

The Manager shall give careful consideration to the possible implications when considering the employment of the relative of an existing employee or board member. A selection process by the Manager must be carried out to ensure that the best candidate is employed. If hired, members of the immediate family of an existing employee or board member may not be subject to the direct supervision of the existing employee.

d. Appointment of Employment

Written notice-specifying details of the appointment, a copy of the Personnel Policy Manual and an appropriate job description shall be given to each employee. Employment is conditional on the acceptance of the terms contained therein. Acceptance shall be deemed to have occurred upon the receipt of written acceptance and commencement of employment.

e. Orientation

New employees shall be given orientation and training, consisting of an introduction to all employees by their Manager; an overview of the Sundre Municipal Library's mission, goals and objectives, and plan of service. A copy of the Personnel Policy Manual, and a training schedule for their new position.

f. Initial Probationary Period

i) Promotions :

Promotions will be awarded to the employee who best meets the qualifications of the position and have the ability to perform the duties required. Final decision for the promotion is that of the Manager. The successful applicant shall be placed in the posted promotion for a trial period of thirty (30) working days. Conditional upon satisfactory completion of the trial period, the employee shall continue in the new classification. In the event the applicant proves unsatisfactory or the applicant deems the position unsatisfactory, the employee shall return to the former position without loss of wage rate.

ii) New Employees :

New employees shall have an initial probationary period of six-month (6), and prior to the end of this probationary period, shall receive a probationary appraisal. All employees may have a preliminary meeting to discuss their progress with the Manager at any time in the probationary period. At any time prior to the expiry of the probationary period, employment may be terminated in the absolute discretion of the Manager without notice or salary in lieu thereof.

g. Performance Appraisal

All employees shall have their performance-appraised annual in January by the Manager. The Board Chairperson in consultation with the Personnel Committee will do the Manager's performance-appraisal.

To be eligible for an increment following the annual appraisal, a new or promoted employee must have worked in the position for a minimum of six months in the prior year, i.e. since July 1st. The employee must obtain a **Fully Satisfactory** level of performance to receive a level increase on the wage grid. An **Unsatisfactory** level of performance will not receive a wage step increase and the employee may be placed on a three-month (3) probation period, at which time a re-evaluation will be performed and the appropriate action will take place.

Completed performance appraisal forms shall remain confidential. Access to employees performance appraisal shall be limited to the person appraised, the Manager and the Board. Employees shall sign their completed forms and receive a copy. Appraisal forms and any disciplinary letters and other related document shall remain in the employee's personnel file for the full employment with the Sundre Municipal Library.

Employees who wish to appeal their performance appraisal will follow the steps outlined in the grievance procedure.

The Manager shall take responsibility for the performance appraisal process and may change and adapt it from time to time.

h. Resignations

All Employees are expected to give two-week notice in writing to the Manager of intent to resign. Resignation is final, if an employee wishes to reapply for their possession; he/she is subject to same conditions as new employees.

i. Staff Reduction

Should the Board deem a reduction in the number of employees necessary, it will endeavor to do this through a variety of measures in accordance with Employment Standards Code. Staff who have been laid-off, shall remain on a recall list for six (6) months, and be given one written recall notice. If it becomes necessary to reduce staffing levels by layoffs, the layoff will be immediate on verbal notice to the employee(s), with pay in lieu of notice. The Board will endeavor first to affect such reduction through voluntary attrition, which includes the following:

- Resignation
- Retirement
- Leave of absence without pay
- Change in employment status, i.e. full-time to part-time
- Reduction of hours; or if necessary through a) lay-off or b) mandatory reduction of hours of part-time staff at the discretion of the Library Manager

Should reduction not be achieved through the above means the Board will effect reduction through termination of employment, in accordance with Alberta Labor Code.

Employees will be retained on the basis of the following criteria:

- The most appropriate qualifications as applied to the job description
- The highest level of relative competency based on written performance appraisals done by the Manager.
- Where employees are equal in the above criteria, seniority will take precedence.

The Library Manager is responsible for applying the above criteria when making the decision for employee termination, or lay-off.

4. Regulations in Hours and Absence

a. Hours of Operations and Work

The Sundre Municipal Library has various hours of operation as determined by the Board. Employees may be required to work a flexible schedule. Staff are expected to work evening and weekend shifts. The hours of Full-time position is set and become regular shifts, the hours of a part-time position may vary. The Manager will assign shifts; the Board sets the hours for the Manager. Employees may exchange shifts amongst themselves provided such requests are made and approved in advance, in writing to the Manager. Shift changes will only be granted under the condition that there will be no increase in cost to the Board.

b. Lateness and Absenteeism

Employees are expected to make every effort to be at their workstation at the time of their shift. If employees are not able to report for work as scheduled, they shall notify the Manager as early as possible.

In the event of consistent lateness or absenteeism, the Manager is expected to ascertain the reason and take steps to solve the problem. Continued excessive abuse will be recorded in the employee's personnel file and will result in disciplinary action.

Excessive use of sick leave without appropriate medical certification will be treated as absenteeism.

c. Desertion of Assignment

- i) When an employee does not report to work for three working days and does not give a valid reason for the absence, such absence shall constitute a desertion of the job starting from the date of the beginning of the absence, and shall be without pay and disciplinary action.
- ii) If, however, a valid reason for the absence can be given, whose burden of proof the employee must bear, such absence will not be considered a desertion of assignment.

d. Overtime

Overtime shall be paid at the rate of one and half (1 ½) times the employee's regular rate of pay for any work performed beyond the employee's eight (8) hours of work per shift or forty four (44) hours per week. All overtime must be pre-approved in writing by the Manager. Time off in lieu of overtime will be provided in accordance with the overtime agreement and with requirements of the Employment Standards Code. Manager is exempt from overtime and accumulating in-lieu time except in cases where he/she is called in and required to work outside the regular hours of operation.

e. Leave of Absence

The Manager may, at his/her absolute discretion, grant leave of absence without pay, provided satisfactory arrangements can be made for the performance of an employee's duties.

Leave of Absence may be granted following the use of:

1. accumulated lieu time in full day blocks
2. vacation days

A written request must be presented in advance of the date of leave except in emergencies.

f. Health Care

Health care plans and Alberta Health Care are the responsibility of the employee.

g. Maternity/Parental Leave

Maternity/Parental leave shall be granted in compliance with the Employment Standards Code and relevant federal statutes.

h. Sick Leave

Sick leave benefits are intended only for the purpose of protecting an employee from loss of income when the employee is ill.

An employee is eligible to accumulate sick leave at the rate of one and half (1 ½) days per month to a maximum on eighteen (18) working days. Each day or portion of a day of illness used within a year of service, shall be at full pay unless there is a discernible pattern of misuse at which time the Manager can withhold pay entitlements and request a medical certificate from a qualified medical practitioner. A medical certificate is required for illness absence in excess of three (3) consecutive working days.

The Manager may, in his/her absolute discretion, allow an employee to take sick leave beyond that employee's accumulated amount, but such sick leave will be unpaid.

Sick leave credits shall not be used in advance of being earned. Records of earned and spent sick leave credits shall be kept and updated monthly by the Manager. Periodic reports will be made to employees and any employee may examine own record, on request.

An employee may request sick leave credits for the purpose of attending a dental, optical or medical appointment, and other health related appointments.

An employee is not eligible for any sick leave benefits if:

- a) the absence is due to an injury incurred while in the employ of any other employer, nor for any subsequent absence caused by that injury, or
- b) The absence is due to an intentional self-inflicted injury.

When a day designated as a Paid Holiday falls within a period of general illness, it shall be counted as a day of illness and under no circumstances shall an employee receive any additional entitlement in respect to the day.

The Manager may require that a qualified medical practitioner examine an employee:

- a) in the case of prolonged or frequent absence due to general illness, or
- b) When it is considered that an employee is unable to satisfactorily perform his/her duties due to disability or illness.

i. Bereavement Leave

At the time of the death of an employee's spouse, parent, brother, sister, child, parent-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandparent, grandchild, or legal guardian, the employee shall be granted seven (7) calendar days with no loss of regular pay. Additional time off without pay may be granted in conjunction with this leave, upon approval of the Manager. Spouse is defined under legislation as married, common-law and same gender partner.

j. Worker's Compensation

Employees are covered under the Workers' Compensation Act. When an employee has an occupational accident, the Sundre Municipal Library may elect to continue payment of the employee's regular wages during the negotiation of the claim. In such a case, the employee must remit to the Sundre Municipal Library all monies received from the Workers' Compensation Board, provided in lieu of wages.

5. Various Reimbursements

a. Payment of Wages

Payment of wages as set out in Contract Payroll Services Policy provided by the Town of Sundre.

At the Board's discretion, in consultation with the Personnel Committee, wages may be adjusted.

In accordance with the overtime agreement.

Adjustments in pay due to absence may be made during the current pay period, or on the next pay period.

b. Travel Allowance and Expenses

Travel Allowance:

Employees will be reimbursed at the approved rate for using their own automobiles for library business. Use must be pre-approved by the Manager.

Expenses:

Only Pre-approved, out-of-pocket expenses supported by receipts, will be reimbursed to employees on library business.

c. Staff Development

Professional Development Resources of Employees:

The continued development of employees is encouraged at the Sundre Municipal Library. The Manager in consultation with the Personnel Committee shall evaluate and recommend to the Board a budget for employees to attend conferences, seminars, and workshops for the following year prior to budget deliberation in the existing year. The attendance is to be determined by the Manager, but will not interfere with the hours of operation of the library. A reporting of attendance and outcome will be made to the board.

Training required by the Sundre Municipal Library

Employees may be required to participate in training as a condition of employment. Employees taking formal courses outside of normal working hours at the request of the Manager may be granted lieu time to cover travel time and course attendance. This matter shall be negotiated; flexible hours may also be arranged to enable attendance to courses and writing of exams. Fees for training will be reimbursed upon presentation of proof of successful completion of the course, and prior written permission.

Training not required by the Sundre Municipal Library

Where the training is not a direct requirement to the job, and is to the benefit of the employee, the Sundre Municipal Library may at Board discretion reimburse a portion of the fees for training, where the budget permits.

d. Local Authority Pension Plan

The Town of Sundre Library Board approves placing of all full-time employees of the Sundre Municipal Library on the Local Authority Pension Plan (L.A.P.P.).

6. Holidays and Vacation

a. Holidays

The Library Board defines days as statutory Holidays, during which the library will be closed:

- | | |
|---------------|----------------------|
| New Years Day | August Civic Holiday |
| Family Day | Labor Day |
| Good Friday | Thanksgiving Day |
| Easter Sunday | Remembrance Day |
| Victoria Day | Christmas Day |
| Canada Day | Boxing Day |

(Any other day proclaimed as a holiday by Federal or Provincial Governments).

If a statutory holiday falls on a regularly scheduled day of work, the employee will be entitled to that day off and be paid at their basic rate of pay.

b. Vacation

Annual vacation shall be earned in accordance with the Employee’s years of service as set out below, and within perimeters of employment.

i) Library Manager and Full-time employment:

Less than one (1) year of service, .83days for each complete month worked.

After completion of one (1) year’s service, ten (10) working days paid vacation.

After completion of four- (4) year’s service, fifteen (15) working days paid vacation.

After completion of eight- (8) year's service, twenty (20) working days paid vacation.

After completion of fifteen- (15) year's service, twenty-five (25) working days paid vacation.

ii) Permanent Part-time employment:

Vacation pay for Part-time employees will be 4% of regular wages for up to four (4) years of service and 6% after five (5) years of service, paid on each pay cheque. Part-time employees may choose to take a vacation with pay as follows and must make such a written application prior to January 1st of each year:

After completion of one (1) and up to four (4) year's of service, two (2) calendar weeks.

After completion of five-(5) year's of service, three (3) calendar weeks.

iii) Temporary and Casual Employees will receive the vacation pay entitlement on their regular pay as outlined in the Alberta Employment Standards Code.

Vacation credits may be taken as follows:

- a) in one continuous period, or
- b) in separate blocks of not less than five (5) consecutive working days,
- c) Single days may be taken at the discretion of the supervisor/manager.

Where a Paid Holiday fall during an employee's annual vacation period, another day may be added at the end of the vacation period or at a time authorized by the Manager.

All employees will arrange vacation in consultation with the Manager in order to ensure continuous coverage of their duties. Once vacations are authorized, they shall not be changed other than in cases of emergency, or by mutual agreement.

Employees can only earn annual vacation entitlements while working. Prolonged absence due to illness or maternity leave is not eligible for vacation credits if it extends into general illness parameters.

Vacation Credits can not be carried over to the following year. At year-end any unused credits will be paid out accordingly.

Upon termination or resignation, an employee shall receive exact pay of vacation earned to date, but not taken.

7. Security and Safety

a) Security

All employees are required to report any security concerns to the Manager. Employees who are authorized to have access to the building security code are responsible for knowing how to arm and disarm the security system.

Employees authorized to have access to security codes for the building or computers will not share these codes with unauthorized persons.

b) Safety

The Sundre Municipal Library makes every effort to ensure the safety of both the employees and the clients.

There will be at least one fire drill and discussion of emergency and security procedures for the building and with all employees each year. Staff will report unsafe working conditions to the Manager without fear of reprisal.

Unsafe working conditions will be given immediate attention.

The Manager in consultation with the employees will undertake a Hazard Assessment of the building each year to minimize potential hazards for both the employees and the clients.

All injuries will be reported to and documented by the Manager. A copy of the report will be including in the Manager's monthly report to the Board.

The Manager is responsible for setting work schedules, and is encouraged to access volunteers to be present when an employee is scheduled to work alone. However, when an employee is required to work alone, the employee has access to "Life Line".

8. Political Activity and Court Leave

a) Political Activity

An employee who wishes to run as a candidate for public office; municipal, provincial, or federal, must take a leave of absence without pay commencing on the day after the writ for the election is issued or on the day following the day their candidacy is publicly announced, whichever is later.

An employee who is elected to public office shall resign effective the last day worked prior to the commencement of leave of absence.

Under the various election acts, employees will have three (3) consecutive hours available to them to vote during the time polls are open.

b) Court Leave

Employees subpoenaed to serve as jurors or witness in any court shall, upon application, be granted leave of absence with pay. Any compensation received by the employee for jury service (with exception of travel and food) shall be reassigned to the Sundre Municipal Library. When attending court in an action, in which the employee is a party, the employee will not receive pay for the absence.

9. Employment Problems

a. Grievance/Complaint Procedure

An employee having a complaint or grievance arising from the interpretation, application, operation, or alleged violation of the Personnel Policy Manual, or other matter relating to his/her employment, should first discuss the subject of the proposed complaint or grievance with the Manager. A full written record of the complaint and action taken will be made. The employee can request the complaint be taken to the Personnel Committee, the Personnel Committee will meet with the employee and Manager to discuss the complaint and take action, the judgement of the Personnel Committee is final. A record of complaint and final action taken will go in the employee's personnel file.

Note that a grievance is a term with legal meaning, whereas a complaint is not. For a grievance to be placed, the employee's employment must have been adversely affected by the matter being grieved. A complaint may result from any condition of employment that the employee feels is unjust or inequitable.

To ensure prompt attention, a complaint or grievance should be lodged within fifteen (15) days of the event prompting the complaint.

b. Discipline

An employee may be disciplined or dismissed for a variety of causes which may include the following:

1. unsatisfactory performance,
2. substance use (or abuse) during working hours,
3. repeated absence without notice or leave,
4. harassment of another employee, client, or employer; whether sexual, racial, or of any other nature,
5. any of the grounds set out under Summary Dismissal below,
6. failure to abide by the terms of this Manual, the written notice describing the appointment or the written job description,
7. refusal or disobedience in relation to a directive or order given by the employer.

Employees shall be provided with a copy of any documentation regarding work performance or discipline, which is to become part of their personnel record.

If individuals display behavior that is not acceptable, disciplinary action will be taken in an effort to change that behavior to a positive mode.

Before any disciplinary action is instituted, the Manager must ensure that the employee concerned understands what is expected in terms of both behavior and work standards.

Any disciplinary action shall be kept confidential among the Manager, the employee concerned, the Personnel Committee/Board and other staff deemed necessary as witness for the action.

In the event that behavior or performance does not conform to the expected standard, disciplinary action shall be taken in the following steps:

Verbal Warning:

The employee shall be made aware of specific behavior or performance that is unacceptable and why this behavior is not acceptable.

The employee must be told specific performance or behavior changes that must be made, together with a time frame that will be allowed for change.

Consequences for not changing behavior or performance must be explained.

A signed note regarding this discussion will be placed in the employee's personnel file and a copy will be provided to the employee.

Written Warning:

Should the unacceptable behavior or performance continue, the employee shall be given a written warning, which includes:

- specifically what behavior is unacceptable
- why it is unacceptable
- what action the employee is required to take
- A period of no less than three (3) months and no more than six (6) months will be given to correct unacceptable behavior or performance. Consequences for continuing the unacceptable behavior should note that dismissal may follow.
- At the end of the allotted time period, if expectations have not been fulfilled, the Manager shall give notice of dismissal.

A copy of the written warning should be provided to the employee who will sign the original as having read and understood the contents, and placed in their personnel file. The employee shall be given the opportunity to submit a written reply for his/her personnel file.

Dismissal:

If all reasonable efforts to change the employee's behavior or performance have failed, the final step in the progressive disciplinary procedure is termination.

The employee shall be given a termination letter specifying:

- a description of the unacceptable behavior and why it was unacceptable
- efforts made to change the behavior or performance (referring to verbal and written warnings)
- time frame to correct the behavior or performance
- the consequences that were identified at that time

The termination letter will be signed by the Chair on behalf of the Board in the case of the Manager, and by the Manager in the case of other employees. Upon reception of the termination letter, the employee will cease carrying out his/her job duties in order to maintain the security of the Library. Payment of wages in lieu of notice will be made.

Summary Dismissal

While the Sundre Municipal Library Board wishes and intends to follow the above-described plan of progressive discipline. Such a plan may well prove to be unsuitable or unworkable in cases of conduct or omissions of an employee amounting to just cause for immediate dismissal, which include any of the following:

1. breach of the employee's obligation of fidelity to the Sundre Municipal Library Board,
2. the willful destruction of property or deletion or removal (and or theft) of information from the computer system, records or the collection materials of the Sundre Municipal Library,
3. where the employee verbally, sexually, or personally harasses other employees , volunteers, clients or members of the Sundre Municipal Library Board,
4. if the employee deserts their job or duties,
5. where the employee's health is such that the employee is unable to carry out the duties of employment and the Library is thereby frustrated,
6. where the employee willfully refuses a directive or order of the Manager or the Sundre Municipal Library Board,
7. where the employee otherwise commits a breach of the terms of the Personnel Policy Manual, the written job description or the written notice providing details of the employment appointment,
8. where the employee's conduct is criminal or otherwise amounts to discreditable conduct, whether such conduct occurs at the workplace or otherwise,
9. a failure by the employee to complete the probationary period before their employment is terminated at the sole discretion of the Sundre Municipal Library Board.

Sundre Municipal Library Wage Grid

2012	Step 1	Step 2	Step 3	Step 4	Step 5
Assistant #1	\$13.91	\$14.34	\$14.78	\$15.24	\$15.73
Assistant #2	\$11.85	\$12.21	\$12.58	\$12.97	\$13.37
Casual/Temp	\$10.82				

2013	Step 1	Step 2	Step 3	Step 4	Step 5
Assistant #1	\$14.33	\$14.77	\$15.22	\$15.70	\$16.20
Assistant #2	\$12.21	\$12.58	\$12.96	\$13.36	\$13.77
Casual/Temp	\$11.14				

2014	Step 1	Step 2	Step 3	Step 4	Step 5
Assistant #1	\$14.82	\$15.29	\$15.75	\$16.25	\$16.77
Assistant #2	\$12.64	\$13.02	\$13.41	\$13.83	\$14.25
Casual/Temp	\$11.53				

Once an employee has reached the top step on the grid, a yearly COLA of 4% will be applied. Current and new Employees shall advance on the grid on their anniversary date.

Casual/Temporary assistant will fill in when required and budget allows.

Employment Classifications

1. Full Time Employee: Employee who works between 30-40 hours per week.
2. Permanent Part Time Employee: Employee who works between 10-30 hours per week.
3. Casual Employee: Employee who works less than 10 hours per week.
4. Temporary (Vacation) Relief: Employee filling a temporary position, (less than six months), be it full-time or part-time.
5. Volunteer: shall be any unpaid person working within the Sundre Municipal Library.

Amended _____ October 13, 2011 _____

Chairperson _____ Marilyn Walker _____