



LAKELAND LIBRARY REGION BOARD

POLICIES

TABLE of CONTENTS

	<u>page</u>	<u>link</u>
Vision, Mission, Values and Strategic Plan	3	Vision
Bylaws	4	Bylaws
Safe Use and Conduct Bylaw	10	Safe Use
Governance		
Board – Director Relationship	14	Board Director
Committee Procedures	16	Committee Proc
Committees - Finance Committee	17	Finance Comm
Committees –		
Personnel and Compensation Committee	18	P and C Comm
Committees - Policies and Governance Committee	19	Pol and Gov Comm
Conflict of Interest – Board	21	Board Conflict
Honoraria and Expense Reimbursement	22	Honoraria Board
Service Recognition – Executive	23	Service Board
Financial		
Direct Deposit of Payroll	24	Direct Deposit
Donations	25	Donations
Financial Governance	27	Finance Gov
Financial Management	29	Finance Manage
Operations		
Branch Standards	31	Branch Standards
Circulation	34	Circulation
Collection Allocation	35	Collection Allocation
Collection Development	36	Collection Develop
Confidentiality and Privacy of Information	38	Confidentiality
Library Services Structure	40	Library Services

Meeting Rooms and Rentals	42	Room Rentals
Public Information/Bulletin Boards	43	Bulletin Bds
Video Surveillance	44	Video Surveil

Human Resources

Conflict of Interest – Staff	46	Staff Conflict
Employee Leave	47	Emp Leave
Employee Performance Expectations and Discipline	50	Emp Discipline
Employee Use of Computers	54	Emp Computers
Grievance Procedure – out-of-scope employees	57	Grievance Proc
Harassment Prevention	59	Harassment
Prevention of Violence in the Workplace	62	Violence
Service Recognition – Staff	65	Service Staff
Staffing	66	Staffing
Volunteers	67	Volunteers

Vision, Mission, Values and Strategic Plan

Our Vision:

A region of connected, engaged, and thriving communities.

Our Mission:

To offer welcoming spaces, provide valuable resources, and build community connections.

Our Values:

Access for All - Community Engagement - Diversity - Inclusion - Accountability

LAKELAND LIBRARY REGION

BYLAWS

DRAFTED: April 5, 1997

AMENDED: April 9, 2008 August 24, 2016 February 20, 2019 April 15, 2020

AMENDMENT RATIFIED: May 10, 2008 October 1, 2016 May 11, 2019 May 20, 2020
--

ARTICLE I: NAME

This body shall be known as the LAKELAND LIBRARY REGION. It is constituted under the *Public Libraries Act, 1996* and any Amendments and Regulations made thereto.

ARTICLE II: BOARD

1. The general management, control and operation of Lakeland Library Region shall be under the supervision and direction of a board.
2. The board is a body corporate.
3. The board shall consist of one (1) member appointed by the council of each participating municipality in the Region except where the population of a municipality exceeds five-thousand (5,000), then that municipality shall be represented by one (1) member for each five-thousand (5,000) of population or fraction thereof.
4. Where the region enters into an agreement under Part VIII, Section 66(1) or Miscellaneous, Section 82(b) of the *Public Libraries Act, 1996* that entity shall be represented by one member as prescribed by Section 32(1) of *The Act*.
5. Where a member of the board resigns, dies, or no longer resides in the municipality represented, the council of the municipality shall appoint another member to fill the vacancy for the unexpired term of that member.

ARTICLE III: EXECUTIVE

1. At its annual meeting, the Regional Library Board shall elect from among its members a Chairperson and an Executive Committee to carry out the day-to-day business of the board and the operation of the Region.

- a) The officers of the Lakeland Library Regional Board shall be a Chairperson and a Vice-Chair who, with other elected trustees, shall form the Executive.
 - b) This Executive shall be elected at the annual meeting by the method outlined in section three (3) below.
 - c) The Executive shall appoint a Library Director pursuant to section 38 (1) of *The Act*.
2. The Executive shall include one (1) trustee from cities with a population of up to five-thousand (5,000) and an additional trustee for each additional five-thousand (5,000) population or fraction greater than one-half thereof; two (2) trustees to represent the towns; one (1) trustee to represent the villages; three (3) trustees to represent the rural municipalities; one (1) trustee elected at large; and, one (1) trustee to represent indigenous communities.
 3. The procedure to elect the members of the Executive mentioned in section (2) above, shall be as follows:
 - a) At the time mentioned on the agenda of the annual meeting for the election of the Executive, the Chairperson shall declare a recess to allow the representatives of the various types of municipalities to caucus among themselves.
 - b) At these caucus meetings the various municipal groups shall select from among their members as many trustees as needed to fill their quota on the Executive.
 - c) At the reconvening of the regular meeting the various caucus groups shall submit the names of their nominees for the Executive positions. The meeting will then confirm these nominations as members of the Executive.
 - d) In the event that a caucus submits more nominations than they are entitled to positions on the Executive, or if there are further nominations from the floor, there shall be an election and all Trustees shall be entitled to vote.
 - e) Any members at large will be elected by the general meeting after all other positions are filled.
 4. The Executive shall, at their first meeting, elect one of their members to act as Vice-Chairperson.
 5. The Executive shall, at their first meeting, appoint members to all standing committees.
 6. The Executive may establish special committees at any time the need arises.
 7. Executive members elected at an annual meeting, unless they die, resign, or fail to be appointed as a representative from a jurisdiction or are removed for cause, shall hold office until the next annual meeting.
 8. The Executive shall meet a minimum of eight (8) times per year. The date of or cancelling of any Executive meeting may be changed by common consent of the members. Standing and special committees shall meet at times convenient to their members. If only a

limited amount of business is to be conducted, the Executive, or any committee thereof, may choose to hold a conference via telephone or another electronic media.

9. If a time sensitive item of business requires an Executive decision between meetings, the Executive may vote via a secure electronic method.
10. The Chairperson shall preside at all meetings of the Board and Executive, and shall in the event of the appointment of any standing or special committees; be an ex-officio member of such committee. In the absence of the Chairperson, the Vice-Chairperson shall preside. In the event of the absence of the Chairperson and the Vice-Chairperson, a Chairperson shall be elected from the floor.
11. The first order of business of any Committee of the Executive at their first meeting shall be the election of a Chairperson.
12. The Chairperson shall have voting rights at Executive meetings but in the event of exercising this right, shall not then be entitled to a second vote to make or break a tie.
13. Any Executive member who misses two consecutive meetings without due cause and prior notification shall be deemed no longer a member of the Executive and the position declared vacant. The jurisdiction represented by that individual shall be notified of the removal and given the opportunity to replace that individual from their body.
14. In the event that no new appointment is made by that jurisdiction, of a vacancy, the Executive is empowered to appoint a replacement to fill the said vacancy, taking care to appoint a trustee from the same group as the vacancy so that the Executive maintains the same proportion as outlined in section (2) above.

ARTICLE IV: QUORUM and VOTING

1. A quorum of the Board shall consist of twenty (20) members.
2. Proxy voting shall be accepted providing the person authorized to vote is from a participating municipality in good standing, and provides written confirmation of the proxy to the Chairperson.
 - a) Quorum shall be based on attendance at meetings in person or by proxy.
3. A quorum of the Executive shall consist of enough members to be a clear majority of the total number of positions cited in Article III, section (2) above.
4. A quorum of standing and special committees of the Executive shall be a majority of said committee.

ARTICLE V: MEETINGS

1. The board shall hold its annual general meetings between January 1 and May 15 of each

- year.
2. Special Board meetings may be called by:
 - a) The Executive Committee, or
 - b) A written petition of at least 20 members of the Board, outlining the reasons for the meeting.
 3. If a single item of business arises requiring Board decision, the Executive may, at its discretion, choose to present the topic to the Board via a secure electronic method.
 4. At least ten (10) days' notice of every general or special meeting of the Board shall be given to each member of the board.

ARTICLE VI: PARLIAMENTARY PROCEDURE

The guide for parliamentary procedure for Board and Executive meetings shall be the current edition of "Robert's Rules of Order".

ARTICLE VII: RECORD OF MEETINGS

Minutes of all meetings shall be recorded and be maintained as a permanent record at the Head Office of Lakeland Library Region. Without restricting the generality of this clause, these records shall include:

- a) All annual and special meetings of the Board.
- b) All Executive meetings.
- c) All meetings of standing or special committees of the Board or Executive.
- d) All joint meetings between the Board or Executive and any local library board. These records shall be made available to any member of the Board who requests same.

ARTICLE VIII: FINANCE

1. Lakeland Library Region shall be financed by grants from the Provincial Government and by payment made by each of the municipalities, which payments shall be calculated according to the attached Appendix A. The number of residents, for grant purposes, is calculated as per the current Saskatchewan Municipal Directory.
2. Any municipality may if it so desires agree with the Board to increase the amount of its payment as determined above, in consideration for increased services proportionate to the said increase in the amount of its payment.
3. The amount of the annual payment for each resident of the associated municipalities as herein provided shall be that amount as set forth in Appendix A and shall not be revised at any time during the term of the agreement.
4. Each municipality shall be billed for grants in January and July of each year in equal instalments.
5. Each municipality shall make payment to the Regional Library by March 1st and

- September 1st of each year.
6. Instead of paying in two instalments, a municipality may pay the total annual grant by March 1st of each year.
 7. Payments from Saskatchewan Hospital shall be made as close to the end of the fiscal year as practicable.
 8. Where the Region enters into an agreement under Part VIII, Section 66 (1) or Miscellaneous, Section 82 (h) of the *Public Libraries Act*, 1996 that entity shall be required to make payments by September 1st of each year.
 9. Overdue accounts will be charged interest at one and one-half percent (1.5%) per month.
 10. Any municipality in the Region must either supply library facilities within a city, town, or village or must make financial arrangements to support, in a proportionate manner, capital and maintenance costs in a library facility that is shared.
 11. The board may set charges for services pursuant to section 22 of the *Public Library Regulations*.

ARTICLE IX: AMENDMENTS

1. Amendments to the Bylaws or Policy Statements may be made at any regular or special meeting of the Board, requiring a two-thirds (2/3) majority of the members in attendance.
2. Amendments to any of the above named documents may be proposed by any Board member or by the Executive with the proviso that any proposed amendment must be circulated to all Board members at least thirty (30) days prior to any meeting of the Board where they will be considered.

APPENDIX A

1. The contribution from the municipalities and other organizations shall be determined by the following ratio:

Cities	1.00
A-Towns*	0.75
B-Towns*	0.65
Villages	0.60
RMs	0.50
Saskatchewan Hospital	Associated Costs

* Towns with a population exceeding four thousand (4,000) shall be classified as A-Towns

2. For the term, 1st day of January, of any given year, to the 31st day of December, of that same year, the contribution from municipalities and other organizations shall be set with the approval of the budget at the duly constituted Semi-Annual meeting of the organization.

5-year Historical Per Capita Levy

Municipality Type	2016	2017	2018	2019	2020
Cities	\$24.60	\$25.22	\$25.22	\$25.22	\$25.22
A-Towns	\$18.45	\$18.91	\$18.91	\$18.91	\$18.91
B-Towns	\$15.99	\$16.39	\$16.39	\$16.39	\$16.39
Villages	\$14.76	\$15.13	\$15.13	\$15.13	\$15.13
RMs	\$12.30	\$12.61	\$12.61	\$12.61	\$12.61



LAKELAND LIBRARY REGION

SAFE USE and CONDUCT BYLAW

Date Passed: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

LAKELAND LIBRARY REGION SAFE USE AND CONDUCT BYLAW

ARTICLE I: DEFINITIONS

“Act”: *The Public Libraries Act, 1996* (Saskatchewan), the provincial statute that provides for the establishment of regional libraries in the province.

“Board”: Lakeland Library Region Board established pursuant to the *Act*.

“Director”: Lakeland Library Region Director of Libraries and Chief Executive Officer.

“Library”: Branches of the Lakeland Library Region, including permanent and temporary buildings, grounds, vehicles and other spaces, including virtual spaces.

“Patron”: Any person using the Library or its Services.

“Services”: Programs, collections, services, events, technology, materials and activities provided to Patrons by Personnel.

“Personnel”: Lakeland Library Region term, part-time and full-time employees, pages, casuals, security guards, contractors, consultants, identified volunteers, Board members, and local library board members.

ARTICLE II: PURPOSE

- 1) Lakeland Library Region’s mission is to offer welcoming spaces, provide valuable information resources and build community connections. This Bylaw reflects those goals to ensure all persons using the Library or its services have a positive experience.

ARTICLE III: CONFIDENTIALITY AND PRIVACY

- 1) The Library has policies and procedures to protect the privacy and confidentiality of

the personal records of its Patrons.

- 2) The Library may install video surveillance equipment to ensure the safety of its employees, the public, and the protection of its property.

ARTICLE IV: RULES OF USE AND CONDUCT

1) ANIMALS

Animals are not allowed in the Library unless they are certified service animals under the care and control of their owners, or are part of a Library program.

2) CHILDREN

- a) The Library reserves the right to require children on library premises to be accompanied by an adult.
- b) The library uses filters to restrict access on the Internet. Parents, legal guardians or caregivers are responsible for monitoring internet sites and information accessed by their children.

3) COMPUTER USE

In order to access the internet, Wi-Fi or networks at a library, Patrons must agree to the following:

- a) Use computers in a legal and responsible manner;
- b) Respect copyright;
- c) Do not view sexually explicit materials, graphic violence, or defamatory or discriminatory materials;
- d) Accept all risks associated with normal use of the internet;
- e) Agree to be responsible for any damage caused to Library computer equipment; and,
- f) Respect time limits set by the local library.

4) FOOD AND BEVERAGES

Food and beverages are permitted only in designated areas as determined by the local library.

5) SLEEPING

Sleeping is not permitted in the Library.

6) SMOKING and VAPING

The Library is a smoke-free environment.

- a) Smoking and vaping of any substance is prohibited inside the Library and within nine metres of a main entrance and six metres of a secondary entrance, unless otherwise posted.

7) SOLICITING and ADVERTISING

Except with the permission of senior Library personnel, Patrons must not:

- a) Sell, offer for sale or distribute any printed material or merchandise of any kind;
- b) Beg or solicit for any purposes; or,
- c) Post anything in violation of the Library's *Public Information/Bulletin Boards* policy.

8) WHEELED DEVICES

No wheeled equipment may be used or ridden in the Library except:

- a) Manual or electrically powered wheel-chairs or walkers used by a mobility impaired person;
- b) Strollers or carriages for infants under the control of a responsible adult; or
- c) Equipment used by the Library or for Library programming.

9) CONDUCT

All Patrons of the Library agree to:

- a) Respect the right of others to quiet enjoyment of the library;
- b) Be polite in language and behaviour towards personnel and fellow patrons;
- c) Dress appropriately for a public space (such as shirt, pants, and shoes);
- d) Use library materials only in public areas (not washrooms) and remove them from the building only with authorization or through established lending procedures;
- e) Remain in public areas of the library;
- f) Not engage in overt sexual behaviour or sexual harassment;
- g) Not be under the influence of alcohol or other substances while on Library property;
- h) Not use, buy, sell or distribute drugs, alcohol or substances, illegal or otherwise, while on Library property;
- i) Not bring weapons or items which can be used as weapons onto Library property;
- j) Not use restrooms for meetings, loitering or behaviour that is not permissible elsewhere in the building;
- k) Not steal, deface, vandalize or damage library materials or property;
- l) Only open emergency exits in emergency situations;
- m) Exit the library promptly at closing time, during an emergency, or whenever directed by personnel;
- n) Comply with applicable public health regulations; and
- o) Provide a correct name and address when requested by personnel.

ARTICLE V: REMEDIES

- 1) A Patron who commits a breach of any provision of this Bylaw is guilty of an offence under Section 68(5) of the *Act*, and is liable on summary conviction to a fine of not more than \$5,000.
- 2) Personnel will notify the RCMP concerning any criminal or suspected criminal behaviour in the Library.
- 3) Persons found in violation of any of the above Rules of Use and Conduct may:
 - a) Be asked by personnel to cease their activity and/or leave Library property;
 - b) Have their borrowing and/or internet access privileges revoked;
 - c) Be banned from entering the Library for a specified period of time, or permanently;
 - d) Be subject to a prosecution under the *Act*; or

- e) Be the subject of an RCMP investigation which may lead to proceedings under the *Criminal Code of Canada*.

ARTICLE VI: APPEALS

- 1) A Patron whose borrowing or library internet privileges have been suspended or revoked, or who has been banned from entering a Library, can appeal the decision.
 - a) An appeal under this Section must be in writing, and must state the grounds of the appeal and the facts relied on in its support.
 - b) The written appeal must be delivered to the Director within 30 days of the decision.
 - c) The Director will provide a written decision to the complainant within 30 days of receiving the appeal.
- 2) The complainant may appeal the decision of the Director to the Board.
 - a) This appeal must be in writing, state the ground of the appeal and be delivered to Lakeland Library Region Headquarters within 30 days of the Director's decision.
 - b) The Board may delegate the authority to review and determine appeals to a standing or special committee of the Board.
 - c) The Board or its delegate will provide a written decision within 90 days of receipt of the appeal.
 - d) The Board may, in its sole discretion, allow the complainant to make oral representations in support of the appeal.
 - e) On appeal under this Section, the Board or its committee may confirm, modify or repeal the decision of the Director.



Policy Type:
Governance

Subject:
Board – Director Relationship

Date Adopted: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

The Board and Executive's official connection to the operations of the Region is through the Director. The Director is accountable to the Board for implementing its objectives and management policies and for providing leadership for the Lakeland Library Region.

2. DIRECTOR POSITION

(1) Hiring

- (a) The Executive shall hire a Director who possesses the qualifications required in section 38 of *The Public Libraries Act, 1996*.
- (b) The Executive Committee shall have a written Job Description for the Director.
- (c) The Executive Committee shall formally review the Director's performance at least annually.

(2) Relationship to Board

- (a) The Board will instruct the Director through written policies, delegating interpretation and implementation of those policies where appropriate to the Director.
- (b) The Director is authorized to establish further operational policies, make decisions, take action, establish practices and manage the Library Region.

3. DIRECTOR'S RESPONSIBILITY TO EXECUTIVE

- (1) The Director is to ensure a steady and accurate flow of information to help facilitate the business of the Executive, including:
 - (a) Provide information as requested.
 - (b) Provide information in an understandable form.
 - (c) Provide the Executive with as many staff and external points of view, past practices, budget implications, best practices and options as needed for fully informed Executive decisions.
- (2) The Director is to keep the Executive informed of relevant trends, anticipated adverse media coverage, significant external and internal changes, changes in assets, and particularly changes in the assumptions upon which any Board policy is established.
 - (a) The Director shall advise the Chair of any significant concerns between scheduled Executive meetings.
- (3) The Director has the following responsibilities with regard to Executive meetings:
 - (a) Plan the agenda in conjunction with the Board Chair.
 - (b) Attend meetings and arrange for the recording of Minutes.

(c) Ensure all written materials to be reviewed by the Executive members at their regular meetings are forwarded at least 5 to 7 days prior to the date of the meeting, including financial information, Director's report, Committee reports, the agenda, and any other relevant or supporting information.

(d) Provide meeting minutes to Executive members within one week after the meeting.

4. DIRECTOR'S RESPONSIBILITY TO COMMITTEES

(1) The Director shall consult with Committee Chairs between scheduled committee meetings on matters within their purview, and keep them informed of any current or potential issues.

(a) The Director will keep the Board Chair apprised on all issues the Director refers to committees.

(2) The Director has the following responsibilities with regard to Committee meetings:

(a) Attend all committee meetings as requested.

(b) Arrange for the recording of Minutes.

(c) Ensure all written materials are forwarded to Committee members at least one week prior to the date of the meeting.

(d) Provide meeting minutes to Committee members and the Board Chair within one week of the meeting.

(e) As directed by the Committee, prepare information for presentation to the Executive.

5. DIRECTOR'S RESPONSIBILITY TO REGIONAL BOARD

(1) The Director shall ensure:

(a) At least 10 days' notice of every general or special meeting of the Board is given to each member.

(b) Complete Board meeting packages are forwarded to members at least one week in advance of the meeting.

(c) Proposed amendments to Bylaws or Policy statements are forwarded to members at least 30 days in advance of the meeting.



Policy Type:
Governance

Subject:
Committee Procedures

Date Adopted: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

The Lakeland Regional Library Executive may appoint committees to work in selected areas, examine issues and bring recommendations to the Executive.

2. GENERAL COMMITTEE RULES

(1) Committees do not have the authority to bind the Board and may not speak or act for the Board except when given such authority by a Motion of the Board.

(2) Committees may direct the Director as specified in Executive motions or written policy, but otherwise have no authority over the Director or Lakeland staff and should not interfere with the execution of their duties.

(3) The majority of members of the committee will constitute a quorum for the meetings.

(4) Committees shall keep minutes of their meetings and the Chair or Chair designate shall present a report at Board meetings.

(a) Committee reports should be written and included in the Board Executive meeting package. If there is no written report, then a verbal report at the meeting is sufficient.

(b) Committees must provide a written annual report to the Board.

(5) Committee members are required to advise their committee Chair of their inability to attend a meeting no later than 9 a.m. on the day of the meeting.

(6) Committee members absent for two or more pre-scheduled meetings may be asked to step down.

3. CONFLICT OF INTEREST

(1) Committee members must be aware of potential conflicts of interest, as defined in the **Conflict of Interest – Board** policy.

(a) If a conflict of interest exists, it must be disclosed to fellow members of the committee and the member must excuse themselves from taking part in any discussion or decision which may be made in that regard.



Policy Type:
Governance

Subject:
***Committees –
Finance Committee***

Date Adopted: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

The Finance Committee assists the Board with financial planning and oversight.

2. COMMITTEE DUTIES

(1) The Finance Committee shall:

- (a) Review the annual Budget and refer it to the Executive Committee for approval, and to the Board at the Annual General Meeting.
- (b) Review financial reporting a minimum of four times a year. Reports will include profit and loss, cash flow, bank balance, budget and variance to budget, and an up-to-date balance sheet.
- (c) Serve as the organization's Audit Committee and present audited financial statements to the Executive Committee, and to the Board at the Annual General Meeting.
- (d) Assist the Executive and Director with financial planning, management and reporting.
- (e) Review and suggest methods of financial reporting that will safeguard Lakeland's assets and provide an accurate picture of its financial position.

3. DUTIES of the CHAIR of the FINANCE COMMITTEE

(1) The Chair of the Finance Committee shall also:

- (a) Be accountable for Finance Committee operations and reporting matters to the Executive.
 - (b) Review the financial controls of the organization periodically and report findings to the Executive.
 - (c) Conduct the following at least once per quarter:
 - (i) Reconcile and review the monthly bank and credit card statements (to be mailed to the address of the Chair of the Finance Committee).
 - (ii) Verify that documentary evidence supports the appropriate use of funds.
- (2) The Chair of the Finance Committee is authorized to act on the Board's behalf on financial matters when action is required in advance of a meeting of the Executive.

4. DIRECTOR DUTIES

- (1) The Director sits on the Finance Committee and acts as its Secretary.
- (2) The Director shall consult with the Finance Committee and/or its Chair on ongoing financial issues, policies and procedures.



Policy Type:
Governance

Subject:
***Committees –
Personnel and Compensation***

Date Adopted: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

The Executive shall appoint a Personnel and Compensation Committee from its members.

2. The Personnel and Compensation Committee shall:

- (1) Assist the Board in discharging its responsibilities relating to the Director's annual performance evaluation and compensation.
- (2) Advise the Board on matters pertaining to Human Resources.
- (3) Receive reports regarding senior staff appointments, suspension or removal of employees, or any legal action or investigation relating to the Library's role as an employer.
- (4) Review Human Resources policies once every three years or more often as needed.
 - (a) Submit recommendations on Human Resources policy matters to the Board.
- (5) Ensure the Director does annual performance evaluations of staff.
- (6) Ensure annual staffing analysis and planning to identify needed expertise, roles and organization of roles to achieve major priorities.
- (7) Review staff job descriptions once every three years.
- (8) Review wage and salary ranges and benefits once every three years.
- (9) If requested, periodically review and revise the Employee Handbook.
- (10) Hear appeals arising from the *Grievance - Out-of-Scope Employees, Harassment Prevention and Prevention of Violence in the Workplace* policies.



Policy Type:
Governance

Subject:
***Committees -
Policies and Governance***

Date Adopted: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

(1) The Executive shall appoint a Policies and Governance Committee from its members.

(2) The Policies and Governance Committee shall assist the Board in the development, revision, and monitoring of Board policies and its Bylaws.

2. CONTENT

(1) Lakeland Library Region shall have the following kinds of policies:

(a) a Vision, Mission, Values and Strategic Plan;

(b) Bylaws to establish the organizational structure of the Board;

(c) governance policies which define the responsibilities and regulate the work of the Board, its committees and local library boards; and,

(d) operational policies which regulate the services and day-to-day operations of the Lakeland Library Region.

(i) Procedures are operational in nature and put in place to implement policy directions of the Board.

(ii) Procedures are developed by staff to implement policies and do not require formal board approval.

3. MONITORING

(1) The Policies and Governance Committee shall ensure the Executive monitors Lakeland's policies by establishing a schedule to review existing policies and integrating this schedule into Board or Committee meeting agendas.

(2) The Committee shall, through the Director, ensure policies are communicated to staff and followed consistently.

4. CREATION AND REVIEW

(1) To remain a useful administrative tool, new policies will be added and existing policies will be reviewed to ensure their relevance.

(2) Policies will be created and modified through the following process:

(a) The need to develop a new policy or to revise an existing policy shall be identified by the Director or a member of the Board or Executive.

(b) The Director shall submit a draft version of the policy to the Committee for consideration.

- (c) After examination of the draft, the Committee will make a recommendation to the Executive on the policy.
- (d) The Executive shall approve all new or revised policies.
- (e) Following the procedure set out in the *Bylaws*, the Lakeland Library Region Board must approve all new or revised policies.



Policy Type:
Governance

Subject:
Conflict of Interest - Board

Date Adopted: Nov. 28, 1998

Date Amended: April 20, 2002, May 11, 2019, May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

The Lakeland Library Region Board and local library board members shall report any conflict or potential conflict of interest.

2. DEFINITIONS

(1) A conflict of interest occurs when a Board member or their immediate family has a financial, personal, or other significant interest in the outcome of a decision.

(a) A conflict of interest may compromise an individual's ability to act in the best interest of the organization.

(b) A conflict of interest may be actual, or apparent, potential or perceived, and can exist whether or not any financial advantage or other valuable benefit has been or may be derived.

(2) "Immediate Family" includes parents, in-laws, spouses, children, brothers, sisters, grandparents, aunts, uncles, nephews, nieces, or step families.

(3) An "interest" includes a business or corporation in which the Board member or immediate family member owns a controlling interest, or a significant share.

3. PROCEDURE

(1) When a conflict of interest arises, the Board member shall disclose the general nature of the interest to the meeting of the Board or Committee and leave the room until the matter is dealt with.

(a) The interest and abstention shall be recorded in the minutes.

(2) The Board member shall not in any way either directly or indirectly do anything to influence the outcome of the matter.

(3) If a member misses a meeting and has a conflict of interest in any matter that was discussed, they will disclose this at the next meeting, and this will be noted in the minutes.

4. OTHER RESTRICTIONS

(1) Board members may not be employed by the Lakeland Library Region or a local library while a member of the Board.

(2) Immediate family of an employee shall not sit on the Executive Committee of the Board or local library board.

(3) If any Board member is found to have contravened this policy, they shall resign immediately. Failing such resignation the appointing municipal council shall be contacted and requested to remove the Board member.



Policy Type: <i>Governance</i>	Subject: <i>Honoraria and Expense Reimbursement – Board and Executive</i>
Date Adopted: Nov. 30, 2002	
Date Amended: Nov. 18, 2006, May 20, 2020	
Most Recent Date Reviewed by Executive Committee: April 15, 2020	

1. BOARD EXECUTIVE MEETINGS HONORARIA

(1) The elected Executive of the Lakeland Library Region Board meets 8 to 10 times per year.

(2) Formal committees of the Executive meet as required.

(3) The honorarium for executive members for these meetings is calculated as follows:

The base rate is \$75.00.

Multiply the base rate as set out below.

Regular, special or committee meetings	1
2 or more regular, special or committee meetings lasting less than 3 hours	1
1 day - more than 3 hours but less than 5 Hours	1.5
1 day - 5 or more hours	2
Called to a meeting with less than one hour notice	1.5

2. EXECUTIVE EXPENSES

(1) Executive members traveling on regional library business shall be reimbursed for out-of-pocket expenses including accommodation, parking, mileage and meals.

(a) Adequate hotel accommodations for out-of-town functions will be booked by the Director or Administrative Manager.

(b) Mileage on personal vehicles will be paid in accordance with the provincial government rate.

(c) When not provided, meals will be reimbursed in accordance with provincial government rates.

(d) Receipts must be provided for all expenses, including meals.

(e) The Board member must provide the Director with an expense sheet completed in full after each trip.

(2) Residents of the City of North Battleford may not claim mileage to attend Board or committee meetings unless Headquarters or other facilities within the City are unavailable.

(3) The Region may pay for library or governance - related training or conferences for Executive members.

3. LAKELAND REGIONAL LIBRARY BOARD MEETINGS

(1) Regional Library Board members do not receive an honorarium or mileage expenses reimbursement for Regional Board meetings.



Policy Type:
Governance

Subject:
Service Recognition - Executive

Date Adopted: April 20, 2002

Date Amended: Nov. 23, 2019, May 20, 2020

**Most Recent Date Reviewed by Executive Committee:
Sept. 18, 2019, April 15, 2020**

1. STATEMENT

Lakeland Library Region Board wishes to ensure Executive Committee members are recognized for their dedicated service to the patrons of the Region.


2. RECOGNITION

(1) 1 to 5 years of service

A member who leaves the Executive Committee for any reason will be awarded a Certificate of Service.

(2) 5+ years of service

A member who leaves the Executive Committee for any reason will be awarded a plaque in the following 5" x 7" format:



Presented to

TRUSTEE'S NAME

in appreciation of
years of dedicated service
to the patrons of the
Lakeland Library Region

Date Presented (month, day, year)



Policy Type:
Financial

Subject:
Direct Deposit of Payroll

Date Adopted: Nov. 30, 2002

Date Amended: April 24, 2010, May 11, 2019, May 20, 2020

Most Recent Date Reviewed by Executive Committee:

March 20, 2019, April 15, 2020

1. STATEMENT

Everyone involved in the payroll process must strictly follow these procedures to ensure employees are paid on time, and to comply with the law in Saskatchewan.

2. PROCESS

(1) Electronic direct deposit is mandatory for all employees.

(a) Upon beginning their employment, employees must submit to Administration direct deposit banking information from a recognized financial institution, or, provide a void cheque with account information.

(2) Headquarters will ensure pay is directly deposited to employees' bank accounts on a biweekly schedule.

(3) The schedule is as follows:

(a) The biweekly pay period will commence on Monday.

(b) The cut-off for the pay period will be 11:59 p.m. the following second Sunday.

(c) Deposit will occur 5 days after the cut-off date.

(d) City Branch Managers will submit completed payroll forms to the Director no later than 10:00 a.m. on the first regular business day following the cut-off date.

(e) Rural Branch Library Assistants will submit completed payroll forms to the Community Services Librarian no later than the Friday preceding the cut-off date.

(f) In the event rural branches choose to offer weekend service, payroll forms will be submitted no later than 10:00 a.m. on the first regular business day following the cut-off date.

(g) Payroll forms will be authorized by the Director or Community Services Librarian; once authorized, payroll forms will be submitted to the Administrative Manager for processing and submission to financial institutions.

(4) Failure to remit payroll forms on time may delay payment to employees.

3. EARNINGS STATEMENTS

(1) A statement of earnings (paystub) will be distributed on a biweekly schedule.

(a) Earnings Statements will include all forms of payment made to the employee, such as hours worked and entitled leave used, as well as all necessary deductions, such as Group Benefits, Union Dues, and deductions required by provincial or federal law.



Policy Type:
Financial

Subject:
Donations

Date Adopted: May 5, 2001

Date Amended: May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Lakeland Library Region and its branches encourage and accept gifts of money, books, or other items that are consistent with its mission and strategic direction.

2. DONATIONS

- (1) Donations may include money, money specified for the purchase of an item, an item with purchase receipt, a deferred gift such as a bequest, or, a gift-in-kind.
- (2) Donations may be made in memory of a friend or loved one to either the Lakeland Library Region or a specific branch.
- (3) Donors can direct their funds to specific areas of the library collection, to equipment, or to facility enhancement.

3. CONDITIONS FOR DONATIONS OF MATERIALS

- (1) Lakeland reserves the right to refuse any donation.
- (2) Gifts, books and other materials are subject to the same principles and criteria of selection as are applied to acquisitions for the collection.
- (3) The Director or their designate has the discretion to accept or reject items.
 - (a) Where the item may have financial value over \$5,000 the Director may refer the matter to the Executive for review.
- (4) Lakeland retains complete jurisdiction over the use and disposal of the gift unless designated to a particular branch library.
- (5) Ownership of the item is transferred completely to Lakeland, which may sell or otherwise dispose of any items not selected for the collection.
- (6) Lakeland will not accept special collections of books the donor wants kept together as a physical entity. Collections will be accepted with the understanding that individual items may be scattered throughout the libraries.

4. RECOGNITION

- (1) The Library will appropriately recognize all individuals, corporations, service clubs, community organizations and foundations who make donations.
- (2) All donations for which the donor does not request anonymity may be acknowledged by the Director by letter and made public.
- (3) Lakeland shall maintain registration as a charitable organization and will issue receipts for donations in excess of \$10.00.
 - (a) A professional third-party appraisal must be provided in writing by a donor for any gifts-in-kind for which a receipt is requested.
- (4) For memorial donations a book plate acknowledging the donation will be placed

on the material.

(a) Headquarters, upon request, will send a card to the bereaved family indicating who made a memorial donation to the library.

5. ACCOUNTING

(1) The Director shall ensure cash donations and other donations are recorded in a consistent manner and in compliance with accounting standards.



Policy Type:
Financial

Subject:
Financial Governance

Date Adopted: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

The Lakeland Library Region Board is responsible for the financial management of the regional library system.

2. ROLES

(1) The Executive of the Board shall:

- (a) Have the power to authorize spending for the purpose of carrying out the Region's objectives, and within the constraints of the budget.
- (b) Appoint a Finance Committee Chair from its members.
- (c) Review financial reports for each Executive meeting.
- (d) Provide adequate training to executive members to enable them to fulfill their financial oversight role.

3. SIGNING AUTHORITY

- (1) Any two of the following may sign cheques for Lakeland: Chair, Vice-Chair, Finance Committee Chair and Director.
- (2) All cheques must be presented with attached corroborating information, which must be initialed by the signers.
- (3) Other financial documents must be signed by the Chair, Finance Committee Chair and Director.

4. ACCOUNTS

- (1) Lakeland Library Region shall maintain bank accounts as required for the operation of the organization.
 - (a) The Executive shall approve the accounts based on recommendations from the Director and the Finance Committee.
 - (b) All bank statements for all accounts shall be sent to the Finance Committee Chair.

5. PAYROLL

- (1) Lakeland Library Region is responsible for administering payroll functions on behalf of all participating Branch libraries.

6. CASH FLOW

- (1) The Executive shall ensure sufficient funds to cover 3 months of Lakeland Library Region operating costs.

7. RESERVE FUNDS

(1) Reserve funds may be created for designated expenditures, or a future contingency, and can be established and accessed only by a motion of the Executive.

(a) The “Evergreen Fund” for computer and software upgrades in branch libraries shall be one of these funds.

(b) Other funds may include, but are not limited to: automation; building contingency; equipment; inter-library loan; library contingency; materials replacement; vehicles, etc.

8. INVESTMENTS

(1) The Executive shall invest regional library funds based on recommendations from the Director and the Finance Committee.

(2) Investments shall be limited to guaranteed interest accounts that have no risk of loss of capital.

9. ASSETS

(1) Purchase of tangible capital assets under \$5,000 shall be expensed.

(2) Tangible capital assets above \$5,000 shall be amortized according to generally accepted accounting principles.

(3) Lakeland shall regularly review its tangible capital assets to eliminate obsolete items.

10. BUDGET

(1) The fiscal year is the calendar year.

(2) The Director, working with the Finance Committee, is responsible for preparing a draft Budget.

(a) The Budget must be prepared in a timely manner to comply with budget processes of the member municipalities.

(b) The Budget shall be approved by the Executive prior to submission to the Regional Board for final approval.

11. AUDIT

(1) A complete and accurate audited financial statement for the fiscal year shall be presented at the Annual General Meeting.

(2) The Board shall appoint the auditors for the following year at the Annual General Meeting.

12. ANNUAL REPORT

(1) As required by *The Public Libraries Act, 1996*, prior to May 15 each year, the Board shall prepare a report on the operations of the library system during the preceding fiscal year.

(2) The Board shall submit its annual report and financial statement to the Minister and publish it on the Lakeland website.



Policy Type:
Financial

Subject:
Financial Management

Date Adopted: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

The Board delegates the day-to-day financial management of Lakeland Library Region to the Director. The Director's duties and constraints are set out below.

2. BUDGET

(1) Work with Administration and the Finance Committee to prepare an annual operating and capital budget within the timelines imposed by the Province, municipalities and the Executive.

3. FINANCIAL INFORMATION

(1) Ensure accurate and complete financial data is prepared for internal and external use.

(a) This includes monthly financial statements and other reports.

(b) Ensure financial information is provided in advance of scheduled Finance Committee and Executive meetings.

(2) Account for Board designated funds separately from general operating funds, and clearly define the applicable restrictions.

(3) Monitor financial performance against budget projections.

(4) Immediately advise the Board Chair and Chair of the Finance Committee of any financial matters which materially and significantly affect the organization.

(a) Consult with the Finance Committee on financial record-keeping and other finance-related issues.

4. MEET OBLIGATIONS

(1) Manage expenses within the constraints of the approved budget.

(2) Settle payroll and debts in a timely manner.

(3) File tax payments and other government-ordered payments or filings accurately and on time.

(4) Enter into contracts for matters approved by the Executive as a part of the budget.

(a) The Executive must authorize in advance any contracts outside of these parameters and all contracts with a value greater than \$25,000.

(b) Make no contractual commitment for bank loans, corporate credit cards, or for real estate leases or purchases without specific approval of the Executive.

5. INTERNAL FINANCIAL CONTROLS

(1) Ensure internal financial controls and policies are in place and adhered to, including:

- (a) purchase orders;
- (b) measures for petty cash management;
- (c) separate payment review, approval and recording processes;
- (d) monitoring of organization's credit card usage;
- (e) travel and expense reimbursement documentation; and,
- (f) payroll processes, including direct deposit.

6. OTHER

- (1) Maintain adequate property, liability and Board liability insurance.
- (2) Ensure measures are in place to take care of the Region's assets.
- (3) Obtain competitive bids for items or services where appropriate, and in all instances where the value of the contract will exceed \$5,000.
 - (a) Selection will be based on cost, service, availability of local providers, and other pertinent factors.
 - (b) Where possible and economically feasible, preference will be given to businesses or individuals which operate within the geographic boundaries of Lakeland Library Region.



Policy Type:
Operations

Subject:
Branch Standards

Date Adopted: March 26, 2009

Date Amended: April 19, 2017, May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Branch Libraries in the Lakeland Library Region shall follow basic minimum standards for facilities, computers and operations.

2. FACILITIES

(1) Pursuant to *The Public Libraries Act, 1996*, councils of municipalities, cities, towns and villages hosting a Regional Library Branch are responsible for providing and maintaining the library facility, utilities, furnishings and equipment.

(2) Pursuant to s. 40(c) of the *Act*, local library boards are "to advise the municipality in which the local library is located concerning the provision and maintenance of adequate accommodation for the local library".

(3) The Community Services Librarian will ensure the local library Board and/or municipality are informed of needed maintenance and repairs, and required replacement of equipment.

3. ACCESSIBILITY

(1) All facilities should be easily accessible within the community.

(2) Branches must be accessible to Lakeland staff at any time. All keys and security system access codes must be provided to Headquarters.

(3) Ramps, lifts, and elevators for wheelchair access must also be available for use by patrons and regional delivery staff, pursuant to *The Uniform Building and Accessibility Standards Act*.

4. UTILITIES, CUSTODIAL AND MAINTENANCE STANDARDS

(1) Telecommunication capability and at least one library phone line with long distance.

(2) Electrical service adequate to support computer technology and other equipment.

(3) Running water and accessible washroom facilities connected to sewer service.

(4) Potable water.

(5) Clean air supply and heat with good circulation (air conditioning is recommended).

(6) Regular cleaning, including annual cleaning of shelves.

(7) Weekly (or more) cleaning of washrooms.

(8) Maintenance and equipment to meet *Occupational Health and Safety Regulations* standards.

(9) Safe and functional equipment and furniture.

(10) Overall appearance that is clean and free from deficiencies, such as peeling paint, ragged carpets, holes in walls, cracked or broken windows, etc.

(11) Annual building and fire safety inspections.

5. INSURANCE REQUIRED

- (1) Property (facility, furnishings and equipment).
- (2) Liability.

6. PHYSICAL FEATURES

- (1) All branches must be well lit, attractive, and welcoming.
- (2) All branches must be identified with an external sign that includes the Lakeland Library Region logo.
 - (a) If the branch fails to obtain proper signage, Lakeland may arrange for the purchase and installation of the sign and bill the branch accordingly.

7. COMPUTERS

- (1) Lakeland provides the following computer technology:
 - (a) software and licensing agreements;
 - (b) installation, maintenance and repair of systems;
 - (c) internet communications (i.e. CNET);
 - (d) Wi-Fi hardware and software;
 - (e) public access computers;
 - (f) terminal/client software necessary for circulation functions; and
 - (g) staff training in workstation use.
- (2) Each branch will be responsible for:
 - (a) Participation in the "Evergreen Fund": a fee collected by Lakeland, based on the number of circulation computers in each branch, used for the purchase and maintenance of the branches' circulation workstations and required software.
 - (b) The day to day operation of branch computer workstations, excluding installation, maintenance and repair.
 - (c) Basic trouble shooting and maintenance work, with assistance from Headquarters staff.

8. HOURS

- (1) Lakeland Library Region shall allocate the number of hours of opening for each branch based on catchment area size, loan and usage statistics and other relevant factors.
 - (a) All branches must be open a minimum of 6 hours per week.
- (2) Local library boards shall determine the specific hours the branch library shall open, based on the needs of the community.
 - (a) If the local library board wishes to change the hours the branch is open, it shall pass a motion and forward the information to Headquarters at least one month prior to any change.
 - (b) Upon written request to Lakeland, branches may purchase additional hours to be open.

9. COLLECTION

- (1) Branch libraries shall maintain a suitable collection of materials, including a minimal reference collection,

(2) The Lakeland Library Regional Collection Management Manual shall be used to guide collection development.

10. COMPLIANCE and REVIEW

(1) The Community Services Librarian shall monitor and report to the Executive on each branch's adherence to these standards

(2) This information will be reviewed yearly by the Executive to calculate hours of opening and financial resource allocation.



Policy Type:
Operations

Subject:
Circulation

Date Adopted: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Lakeland is a member of SILS and adopts its Circulation Policy, which includes among other things, the process to obtain the universal library card, access to the province - wide catalogue, loan periods, interlibrary loans and late charges and fees.



Policy Type:
Operations

Subject:
Collection Allocation

Date Adopted: Nov. 29, 1997

Date Amended: May 20, 2020

**Most Recent Date Reviewed by Executive Committee:
Nov. 19, 2011, April 15, 2020**

1. STATEMENT

Lakeland Library Region strives to ensure library materials are shared equitably throughout the region. This policy does not apply to digital collections.

2. ACQUISITION/PROCESSING/ALLOCATION

(1) Ordering, receiving, invoicing, processing and cataloguing of library materials are basic services provided to branches by Headquarters.

(2) Every branch is allocated a permanent core collection by the Director and Community Services Librarian.

(3) The Director and Community Services Librarian coordinate materials selection for Mobile Collection Blocks.

(a) The types and quantity of materials placed in Blocks will be determined by branch needs, levels of circulation, and available resources.

(b) The Mobile Collection Blocks shall be rotated from branch to branch.

(c) Regional and Area Resource Centres are generally excluded from participation in Block Exchange, with the exception of Large Print and Audio Book blocks.

(d) A Block Exchange schedule will be set yearly.

(e) The maximum time between any branch's Block Exchange will be 3 months.

3. FINANCIAL

(1) The Board shall allocate funds to the branches for individual collection development.

(a) Branch libraries may be allocated additional financial resources to purchase materials specifically appropriate for their community.

(b) Branches may use additional funds from fines or other sources for purchases.

4. REPORTING

(1) The Director will annually review the performance of the Block Exchange Program and report to the Executive.



Policy Type:
Operations

Subject:
Collection Development

Date Adopted: Nov. 27, 1999

Date Amended: April 21, 2012, May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

(1) The Library's collection should meet the diverse informational, educational, cultural, and recreational needs of the residents of the Region, with a variety of formats and means of access.

(2) The Lakeland Library Region adopts the Canadian Federation of Library Association's *Statement on Intellectual Freedom and Libraries* which states:

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.

2. RESPONSIBILITY

(1) Library Board delegates responsibility for the selection and disposal of library materials to the Director

(a) The Director may delegate the collection selection.

(b) Persons involved in the collection development process are encouraged to work collaboratively, involving front-line staff, and requests from the public.

(2) The Director will ensure all collections are weeded on a regular basis.

(a) Materials will be withdrawn based on physical condition, obsolescence or lack of community interest.

(b) Withdrawn materials may be sold, destroyed, or otherwise disposed of.

(3) The Director will provide an annual report to the Board on collection development.

3. CRITERIA

(1) The collection is developed to present as many points of view as possible within the constraints of budget, space, and availability of resources.

(2) In acquiring materials the Director or librarian shall use their professional judgement, which may include:

(a) demand;

(b) quality;

- (c) relevance to community needs and culture;
- (d) suitability of subject and style for intended audience;
- (e) notable trends and genres;
- (f) requests;
- (g) relationship to existing collection;
- (h) budget and space priorities; and,
- (i) suitability of format for library use.

(3) The Lakeland Library Region acknowledges that some materials in the collection may offend individuals or groups because of language, moral implication, religious or political point of view expressed; however, selection will not be made based on anticipated approval or disapproval.

(a) The presence of an item in the collection does not constitute endorsement of its contents by the Library.

(b) The Lakeland Library Region does not collect material that violates the *Criminal Code of Canada*, or common law definitions of “obscene material” or “hate propaganda”.

4. REQUESTS FOR REVIEW OF LIBRARY MATERIALS (re-consideration)

(1) The Library recognizes the right of individuals to express opposition to materials included in the collection.

(2) A patron may request that a selection decision be reconsidered by completing a *Request for Reconsideration of Library Material* and forwarding it to Headquarters.

(3) A professional librarian will review the request and provide a written response within 30 days of receipt.

(a) If the patron is not satisfied with the decision they may appeal in writing to the Lakeland Library Region Board Executive.

(i) The Executive may delegate the appeal to a Board Committee of no less than 3 members.

(ii) The written response to the patron will be issued within 30 days of the date the Committee was convened.



Policy Type:
Operations

Subject:
Confidentiality and Privacy of Information

Date Adopted: Nov. 19, 2011

Date Amended: May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Lakeland Library Region is committed to maintaining the confidentiality of the personal information of its patrons and employees, and to adhering to *The Local Authority Freedom of Information and Protection of Privacy Act*.

2. STATUTORY OBLIGATION

The Public Libraries Act, 1996 states:

Confidential records

76 No librarian or other employee of a public library shall disclose any information concerning any patron, or patron record, of the public library obtained in the course of performing his or her duties, except:

- (a) for the purposes for which the information was provided or obtained; or
- (b) with the consent of the patron.

3. PROCEDURES

(1) Lakeland Library Region adopts the SILS policy and procedures concerning the protection of patron information obtained to provide library services.

(2) All Lakeland Library Region Board members, the members of local library boards, employees and volunteers shall, upon beginning their period of service, sign a document agreeing to respect patrons' privacy and the confidentiality of records.

(a) The Director shall ensure these documents are signed and employees and volunteers are trained in how to protect confidentiality.

(3) The Library shall use reasonable physical, technological or operational security measures to protect against risks such as unauthorized access, use, disclosure, or disposal of personal information.

(4) The Library will only use personal information for the purposes for which it was originally collected or in a manner that is consistent with those purposes.

(a) Patrons' personal information will not be sold, exchanged, transferred or given to another organization for any reason whatsoever, other than for the express purpose of providing library programs and services.

(5) Persons who violate this policy will be subject to removal or dismissal.

4. PHOTOGRAPHS

(1) The Library may publish or share photographs of patrons for, among other things, publicity or education.

- (a) These images will not be used by Library without the signed consent of the subject, or their caregiver if the image is of a child or otherwise vulnerable person.
- (b) The Director shall make available Photograph Release Forms.



Policy Type:
Operations

Subject:
Library Services Structure

Date Adopted: Nov. 29, 1997

Date Amended: Nov. 19, 2011, May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Lakeland Library Region aims to deliver equitable access to library service throughout the Region, aided by the province-wide library service provided by SILS.

2. HEADQUARTERS

Lakeland provides guidance or service to branches on collection maintenance, IT services, circulation services, block exchange, staff training, inter-library loans and regional programs.

3. LOCAL BRANCH LIBRARY

(1) A local branch library may be established by the Executive at the request of, or upon consultation with a municipal council, subject to Lakeland Library Region finances.

(2) An established local branch library which falls below the Branch Standards will have two years to improve its service to the community after which time the status of the library will be reviewed, and, if these standards have not been met, the library may be closed.

(3) The Community Services Librarian will report to the Executive annually on local branch library operations, collections and facilities.

4. AREA RESOURCE LIBRARY

(1) An Area Resource Library may be established by the Executive at the request of, or upon consultation with, a municipal council, subject to Lakeland Library Region finances.

(2) An Area Resource Library will serve a group of communities within a trading area with a large, diverse collection of library materials and resources, including:

(a) access to suitable reference collections;

(b) a physical collection of no fewer than 4x the population of the immediate catchment area;

(c) a minimum annual circulation of physical items 8x the population of the immediate catchment area;

(d) one or more public access computers and one computer for circulation and staff use connected to the Lakeland Library Region Network;

(e) programs of local and area interest; and,

(f) opening hours of a minimum of 20 per week.

(3) The facility in which the Area Resource Library is located must meet Branch Standards.

(4) The Area Resource Library must be staffed by a library technician or equivalent in the Library Manager position.

5. REGIONAL RESOURCE CENTRE

(1) A Regional Resource Centre may be established by the Executive at the request of, or upon consultation with, a municipal council as per section 42 (1) of the *Public Libraries Act, 1996*, subject to Lakeland Library Region finances.

(2) A Regional Resource Centre will serve the entire Region with an extensive and diverse collection of library materials and resources, including:

- (a) access to suitable reference collections;
- (b) a physical collection of no fewer than 4x the population of the immediate catchment area;
- (c) a minimum annual circulation of physical items 8x the population of the immediate catchment area;
- (d) multiple public access computers and staff computers connected to the Lakeland Library Region Network;
- (e) a full range of library programs of local and regional interest; and,
- (f) opening hours of a minimum of 50 per week.

(3) The facility in which the Regional Resource Centre is located must meet Branch Standards.

(4) The Regional Resource Centre must be staffed by at least one accredited librarian.

6. OTHER LIBRARY SERVICES

(1) At the request of member municipalities or branch libraries, Lakeland may develop additional library services.

(2) All branches will fully participate in and support Lakeland's programs and systems.



Policy Type: Operations	Subject: Meeting Rooms and Rentals
Date Adopted: November 28, 1998	
Date Amended: May 20, 2020	
Most Recent Date Reviewed by Executive Committee: April 15, 2020	

1. STATEMENT

Lakeland Library Region branch libraries may contain rooms available for public use.

2. GENERAL RULES

- (1) Advertising of meetings or other functions at a library must not imply an endorsement by the library of the content of the event.
- (2) Lakeland Library Region and its branches take no position on the views, ideas or opinions of organizations which book rooms.
- (3) The Library endorses the Canadian Federation of Library Association's *Statement on Intellectual Freedom and Libraries*.

<http://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>

3. PROCESS

- (1) Local Library Boards shall ensure the following procedures are in place, if applicable:
 - (a) a schedule of rental fees, including available hours and equipment;
 - (b) an employee designated to oversee rentals;
 - (c) a booking form; and,
 - (d) the ability to waive rental charges and to refuse or cancel any bookings.

4. PRIORITY

- (1) The Branch Librarian shall give priority to room rental/use requests as follows:
 - (a) Library programs and services to the public.
 - (b) Functions co-sponsored by the Library with other organizations which provide programming and activities complementary to the Library.
 - (c) Meetings and other functions of non-profit groups.
 - (d) Library staff meetings.
 - (e) Regional Board, Local Board or Executive meetings.
 - (f) Meetings and other functions of local business or commercial interests.



Policy Type:
Operations

Subject:
Public Information/Bulletin Boards

Date Adopted: November 28, 1998

Date Amended: May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Lakeland Library Region branch libraries may have a bulletin board or display space available to post information about local events.

2. GENERAL RULES

- (1) Posting of a notice does not imply an endorsement by the Library of the contents.
- (2) The Library endorses the Canadian Federation of Library Association's *Statement on Intellectual Freedom and Libraries*.

<http://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>

3. PRIORITY

(1) The Branch Librarian shall monitor the display space and give priority to information as follows:

- (a) Library events and information;
- (b) City, Town or RM events or programs;
- (c) local non-profit groups' events and services; and
- (d) significant cultural events.

4. RESTRICTIONS

(1) The following materials are not acceptable for posting:

- (a) commercial advertising;
- (b) petitions other than those posted by the Library itself;
- (c) material which omits essential information such as date, time, place or fee;
- (d) material the Library deems inappropriate in size, format or content; and,
- (e) material which contravenes *The Saskatchewan Human Rights Code*, *The Charter of Rights and Freedoms*, or *The Criminal Code of Canada*, or which the Branch Librarian believes individuals will find offensive.



Policy Type:
Operations

Subject:
Video Surveillance

Date Adopted: April 23, 2016

Date Amended: May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Lakeland Library Region and its branch libraries may install video surveillance equipment to ensure the safety of its employees and the public, and to safeguard the provision of library service.

2. INSTALLATION

- (1) Video surveillance cameras will be installed in the following circumstances:
 - (a) A particular location is identified as at increased risk of theft, violence, other criminal activity, or a risk to public or employee safety.
 - (b) Other means of deterrence or detection have been considered and rejected as unworkable.
 - (c) Employee and public expectations of privacy are minimal at that location.
- (2) Signs must be posted at the entrance to the area indicating video surveillance may occur, and providing a phone number to call for inquiries.
- (3) Where possible, video surveillance should be restricted to time periods when there is a demonstrably higher likelihood of an incident in the area under surveillance.

3. ACCESS

- (1) Only authorized personnel as designated by Lakeland Regional Library management or local library management are permitted to operate video surveillance systems and review surveillance footage.
- (2) Video surveillance records are only to be accessed by authorized library personnel in the following circumstances:
 - (a) Investigate a potential criminal, safety or security incident or situation.
 - (b) Provide law enforcement agencies with evidence related to an incident under investigation.
 - (c) Investigate an injury.
 - (d) Investigation of an insurance claim.
 - (e) Aid in the deterrence of improper or unlawful conduct by the public or staff.
- (3) Personal information contained in the footage shall not be used or disclosed for any other purpose, except with the consent of the individual or as required by law.
- (4) No employee shall adjust cameras to overlook areas not intended to be recorded by the video surveillance.
- (5) Surveillance equipment and video records must be kept in a strictly controlled access area.
- (6) When recorded images from cameras must be viewed for law enforcement or investigative reasons, viewing will be undertaken by authorized personnel only, in a

private, controlled area that is not accessible to other employees or the public.

4. PRIVACY

(1) Any Library employee who becomes aware of any unauthorized disclosure of a video record in contravention of this Policy, and/or a potential privacy breach, has a responsibility to ensure that the Director or designate is immediately informed of the breach.

(2) Individuals who fail to follow this policy or who look at or use surveillance camera footage inappropriately will be subject to disciplinary sanctions, up to and including dismissal.

5. RECORD RETENTION

(1) Records from the surveillance cameras will be kept for a maximum of 6 weeks unless required by the library or law enforcement to investigate a criminal, safety or security incident. In such case the record will be retained for a maximum of one year from the conclusion of the matter.

(2) Old footage that is not reused or recycled for surveillance will be shredded, burned, magnetically erased, or otherwise made permanently unreadable.

6. MANAGEMENT RESPONSIBILITIES

(1) Management shall regularly review the need for and extent of video surveillance.

(2) The Director shall ensure employees are aware of the video surveillance policy and the privacy/confidentiality restrictions.



Policy Type: <i>Human Resources</i>	Subject: <i>Conflict of Interest - Staff</i>
---	--

Date Adopted: Nov. 28, 1998
Date Amended: May 11, 2019, May 20, 2020
Most Recent Date Reviewed by Executive Committee: March 20, 2019, April 15, 2020

1. STATEMENT

Employees of the Lakeland Library Region and its branch libraries shall report any conflict or potential conflict of interest.

2. DEFINITIONS

- (1) "Employee" refers to any person who receives financial remuneration for work performed for the Lakeland Library Region, including the Director.
- (2) A conflict of interest occurs when an Employee or their immediate family has a financial, personal, or other significant interest in the outcome of a decision.
 - (a) A conflict of interest may compromise an individual's ability to act in the best interest of the organization.
 - (b) A conflict of interest may be actual, or apparent, potential or perceived, and can exist whether or not any financial advantage or other valuable benefit has been or may be derived.
- (3) "Immediate Family" includes parents, in-laws, spouses, children, brothers, sisters, grandparents, aunts, uncles, nephews, nieces, or step families.
- (4) An "interest" includes a business or corporation in which the Employee or immediate family member owns a controlling interest, or a significant share.

3. PROCEDURE to DECLARE CONFLICT

- (1) If an Employee is involved in negotiations, tendering, or a decision that the Employee has a financial or other conflicting interest in, the Employee must:
 - (a) immediately advise the Director or Administrative Manager of the conflict;
 - (b) stop participation in any discussions concerning the decision; and,
 - (c) refrain from doing anything to influence the result of any discussions or decision.
- (2) The Director must declare any conflicting interest during Executive, Board or Board Committee meetings, and to the Chair of the Board between meetings.

4. CONSEQUENCES

- (1) If an Employee is found to have contravened this policy, they shall be subject to disciplinary action, up to and including dismissal.



Policy Type:
Human Resources

Subject:
Employee Leave

Date Adopted: May 20, 2020

Date Amended:

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Lakeland Library Region is implementing a consistent approach to leave for all employees, specifically concerning Bereavement, Christmas Eve/New Year's Eve, Inclement Weather, Medical and Dental Appointments and Vacations.

2. BEREAVEMENT LEAVE

(1) Definitions

(a) **Bereavement Leave** means paid leave taken by an employee to deal with the death or serious illness of a family member.

(b) **Immediate Family** means father, mother (or stepfather, stepmother, or foster parent), brother, sister, spouse, common-law spouse, child, grandchild, stepchild, ward, brother-in-law, sister-in-law, son-in-law, daughter-in-law, father-in-law, mother-in-law, or grandparents.

(c) **Extended Family** means uncle, aunt, cousin, nephew, niece, or spouse's grandparent.

(2) Eligibility

(a) Except pages and casual employees, all regularly scheduled full-time and part-time employees are eligible to utilize bereavement leave.

(b) Leave must be requested and approved by the employee's supervisor or the Director prior to being taken.

(3) Death in the family

(a) For immediate family, leave may be granted to a maximum of 4 business days.

(b) For extended family, leave may be granted for one business day.

(i) Employees requesting more time shall submit an application for a leave of absence without pay.

(4) Serious illness of an immediate family member

(a) Leave will be approved only when an illness or injury is severe enough that the life of an immediate family member is at risk or death is imminent.

(b) Employees shall provide their supervisor or the Director with a certificate from the treating physician confirming the severity of the illness. Employees who do not do so are considered to be on a leave of absence without pay.

(c) Employees requesting more time shall submit an application for a leave of absence without pay.

(5) Restrictions

(a) Bereavement leave shall apply to the normal hours an employee is scheduled to work. This normally includes Monday to Friday, but may include weekend hours

an employee is scheduled where casual employees must be called in to maintain service levels.

(b) Use of bereavement leave with pay shall not exceed 8 days per calendar year.

3. CHRISTMAS EVE AND NEW YEAR'S EVE CLOSURE

(1) Library public hours and staff hours of work will end at 4:00 p.m. on December 24th and December 31st.

(2) Staff normally scheduled to work the time between 4:00 p.m. and 9:00 p.m. on Christmas Eve or New Year's Eve will be required to work their scheduled number of hours on these dates.

(a) The actual hours to be worked shall be scheduled by either the local library board or Lakeland Library Region.

4. INCLEMENT WEATHER or EMERGENCY SITUATIONS

(1) In cases of potentially hazardous weather conditions, or emergency situations which affect road safety, the Director or designate:

(a) may keep Headquarters closed;

(b) may close Headquarters early for the safety of library employees;

(c) may delay the opening of Headquarters; or,

(d) may keep the driver(s) at Headquarters.

(2) Every reasonable effort will be made to maintain advertised hours of operation throughout the Region.

(3) Employees are expected to work their scheduled shifts.

(a) Employees may decline to come to work if they think the weather poses a danger to themselves.

(b) Employees who do not report for their scheduled shifts because of weather conditions will be granted authorized unpaid leave.

(i) Permanent full-time staff are permitted to use vacation leave.

(c) Employees who do not report for their scheduled shifts because of weather conditions are expected to report for their next scheduled shift.

5. MEDICAL OR DENTAL APPOINTMENTS

(1) Time off work with pay for personal medical and dental appointments:

(a) must be authorized by the supervisor prior to the appointment;

(b) shall be chargeable against the employee's accumulated sick leave credits; and,

(c) may include reasonable travel time.

(i) If the employee chooses a doctor or dentist outside of their community, time off with pay will be granted to a maximum of 3 hours. Increased time may be considered by the Employer in extenuating circumstances.

(ii) Should it be necessary for an employee to attend a doctor or dentist outside of their community by reason of non-availability of service in their community, the employee shall be allowed up to one shift off with pay, to the extent that sick leave credits have been accumulated, for the time needed to attend the appointment at the nearest point of available service.

(2) The employee will endeavour to make the appointment at a time least disruptive to the workplace.

6. VACATION LEAVE

(1) Calculation

(a) In Saskatchewan, after an employee has been employed for 12 consecutive months they are entitled to 3 weeks annual vacation to be taken in the following year. After an employee has been with the library for 10 years they are entitled to 4 weeks annual vacation to be taken in the following year.

(i) The library calculates the vacation time in hours, not days; either 3/52 of the time worked or 4/52.

(ii) The library's vacation year spans a 12-month period from July 1 to June 30 of the following calendar year. Vacation credits earned between July 1 and June 30 in one vacation year are to be administered between July 1 and June 30 of the following vacation year.

(iii) New employees will accrue vacation, on a pro-rated basis, from their start date until June 30 and may use accumulated vacation the following July 1 to June 30 vacation year.

(2) Scheduling

(a) All vacation scheduling requires approval from the employee's supervisor or the Director to balance library needs, seasonal issues and other employee vacations.

(i) It is the joint responsibility of employees and management to ensure sufficient vacation time has accumulated prior to approval.

(3) Employees should take their vacations; the Library discourages pay in lieu of vacation time or 'hoarding' of vacation hours.

(4) Vacation leave is not earned during unpaid leaves such as: approved leave of absence without pay; parental leave; sick leave administered through the Workers' Compensation Board; and, similar situations.

(5) An employee terminating employment shall be paid out for remaining vacation credits.



Policy Type:
Human Resources

Subject:
***Employee Performance
Expectations and Discipline***

Date Adopted: April 20, 2002

Date Amended: May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Lakeland Library Region expects each employee to do their job satisfactorily, conduct themselves with professionalism, and follow Lakeland Library Region policies, practices and procedures. If an employee fails to meet expectations, corrective action may be taken using progressive discipline.

2. EMPLOYEE RESPONSIBILITIES

- (1) It is the responsibility of employees to:
 - (a) ensure they are aware of and fulfill work expectations;
 - (b) act in a respectful manner in the performance of their duties and interactions with co-workers, managers, and patrons;
 - (c) adhere to Library policies, practices and procedures; and,
 - (d) be aware their off-duty conduct may impact their employment relationship.

3. EMPLOYER RESPONSIBILITIES

- (1) It is the responsibility of the Director or their designate to:
 - (a) advise employees of expectations for conduct and performance;
 - (b) manage employees effectively by providing ongoing feedback on work performance and conduct;
 - (c) supervise probationary employees and provide direction on corrective action during the probationary period;
 - (d) comply with collective agreement provisions when administering discipline to bargaining unit employees; and,
 - (e) maintain appropriate documentation in the employee's personnel file with respect to discipline matters.

4. MINOR RULE VIOLATIONS

- (1) Minor offences will be dealt with using progressive stages of discipline to give an employee a reasonable opportunity to correct their conduct. Minor rule violations include but are not limited to:
 - (a) failure to meet productivity standards or job requirements;
 - (b) violation of work procedures required by the library;
 - (c) failure to observe the proper chain of command within the Region;
 - (d) tardiness;
 - (e) leaving work without notice to and permission from the supervisor or manager;

- (f) failure to notify promptly the supervisor or manager if absent from work for any reason;
- (g) loitering on the job, idling in the washroom and elsewhere, or needless private conversation with other staff;
- (h) smoking or vaping in prohibited areas;
- (i) using profane or abusive language directed towards supervisors, co-workers, patrons, Board members or the public;
- (j) failure to use reasonable care to protect the library's equipment or property;
- (k) failure to observe regulations for safety, accident prevention, fire prevention, good housekeeping and sanitation;
- (l) unauthorized petitioning or canvassing during working hours; and,
- (m) any other minor policy, practice or procedure infraction.

5. MAJOR RULE VIOLATIONS

(1) Major offences may be dealt with using progressive stages of discipline to give an employee a reasonable opportunity to correct their conduct, or may result in higher levels of discipline, or, immediate dismissal. Major rule violations include but are not limited to:

- (a) incompetency – lacking the knowledge, skills, ability to adequately perform duties essential to the position;
- (b) giving false information, either verbally or on any application form which if known would have prevented hiring or continued employment;
- (c) providing false information to obtain additional pay or other compensation;
- (d) theft, or attempted theft, of the library's money, materials, equipment, property of co-workers, property of patrons or any other person on library premises;
- (e) conspiring, or aiding and abetting anyone in any theft or attempted theft;
- (f) use of, possession of, or being under the influence of illegal substances during working hours;
- (g) during working hours, using or being under the influence of alcohol, cannabis or other substances which may significantly impair judgement or motor skills;
- (h) driving or operating any of the library's vehicles or equipment while impaired in any way;
- (i) violating Saskatchewan or Canadian laws concerning operation of a motor vehicle while driving a library vehicle;
- (j) loss of driving privileges in Saskatchewan where a driver's licence is necessary for job duties;
- (k) insubordination, which includes disobedience of instructions issued by supervisory personnel, or excessive use of profane or abusive language directed towards supervisors, co-workers, patrons, Board members or the public;
- (l) willful, reckless or negligent action which results in damage to library equipment or property;
- (m) operating library equipment without permission;
- (n) using the employer's name without authority for purchasing from a

wholesaler or other sources;

(o) accepting bonuses, gifts or gratuities without prior approval;

(p) deliberately delaying or restricting work or inciting other employees to do the same;

(q) failure to return to work on expiration of vacation or a leave of absence without a valid reason;

(r) violation of conflict of interest policy;

(s) violation of confidentiality policy;

(t) violation of video surveillance policy;

(u) fighting or threatening bodily harm to a supervisor, co-worker or person on library premises, or a violation of the *Prevention of Violence in the Workplace* policy; and,

(v) sexual or other harassment of fellow employees in circumstances where it is apparent that the person does not wish to be treated in such a manner, or a violation of the *Harassment Prevention* policy, including failure to report witnessed incidents of sexual or other harassment to management.

6. CONDUCT OUTSIDE WORK

(1) Lakeland Library Region may administer discipline as a result of an employee's conduct outside of work if the conduct:

(a) may detrimentally affect the Library's reputation;

(b) renders the employee unable to properly discharge his or her employment obligations;

(c) causes other employees to refuse to or be reluctant to work with that employee;

(d) inhibits the ability of the library to effectively manage and direct operations;

or,

(e) erodes the employer's trust in the employee to the point that the employment relationship is irreparably damaged.

7. DISCIPLINE PROCESS

(1) Discipline should be administered as soon as possible after an incident has occurred.

(2) If a workplace investigation is required, this should be completed promptly.

(3) In each step of progressive discipline, an employee should be informed of the following:

(a) a description of the incident;

(b) an explanation of why the behaviour is problematic;

(c) any previous discipline for the same or related conduct;

(d) the expectations for performance and conduct;

(e) any supports available to assist the employee to correct the behaviour; and,

(f) consequences of failing to correct the undesired behaviour.

(4) An employee must be informed by their supervisor that they are required to attend a meeting regarding discipline.

(5) For employees covered by the collective agreement, its provisions, including timelines for discipline and entitlement to have a representative present during

discipline meetings, must be followed.

(6) If discipline is recommended upon the conclusion of an investigation, it should be initiated as soon as possible.

8. PROGRESSIVE DISCIPLINE

(1) Lakeland Library Region will normally adhere to the following progressive disciplinary process, except in situations of major rule violations.

(2) The Library reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in a given situation.

9. FOUR STEP DISCIPLINARY PROCEDURE

(1) STEP ONE: Verbal reprimand. An employee may be verbally reprimanded by a supervisor when the employee engages in problematic behavior. As the first step, a verbal reprimand is meant to alert the employee that a problem has been identified and must be addressed. A verbal reprimand will be documented and placed in the employee's personnel file.

(2) STEP TWO: Written reprimand. A written reprimand is more serious than a verbal reprimand. It shall specify there has been a serious and/or repeated violation of expected conduct or performance. A written reprimand is sent to the employee and a copy is placed in their personnel file. The employee shall be asked to sign the reprimand to verify that the employee received it (but not necessarily that the employee agrees with it).

(3) STEP THREE: Second letter of reprimand. A second letter of reprimand is sent to the employee and a copy is placed in their personnel file and the employee is sent home for one day entirely without pay. The employee shall be asked to sign the reprimand to verify that the employee received it (but not necessarily that the employee agrees with it).

(4) STEP FOUR: The employee may be terminated immediately for failure to correct the matter that resulted in less severe discipline, or a sufficiently serious major rule violation.

(5) Any written notice of disciplinary action added to the employee's personnel file may, at the request of the employee, be removed after two years, provided there has not been a recurrence of a similar incident during that period.

(6) An employee who is subject to any disciplinary action may use the appeal process in the *Grievance Procedure Out-of-scope* policy or the process outlined in the Collective Agreement; whichever is applicable to the employee.



Policy Type:
Human Resources

Subject:
Employee Use of Computers

Date Adopted: Nov. 30, 2002

Date Amended: April 29, 2006, April 21, 2007, April 21, 2012, May 20, 2020,

**Most Recent Date Reviewed by Executive Committee:
Sept 3, 2019, April 15, 2020**

1. STATEMENT

Lakeland Library Region must maintain the security and integrity of its computers, network systems and confidential information. Employees are required to comply with the following rules regarding safe computer use in the workplace.

2. EQUIPMENT

- (1) All computer equipment, network programs, software and information are the property of Lakeland and are for work-related use only. There shall be:
 - (a) no copying of any library software or computer programs;
 - (b) no modification or repair of any computer or network equipment; or
 - (c) no addition, deletion, or modification of software or software configurations without approval from the Network and Systems Administrator or the Director.
- (2) No access of Lakeland servers, databases, or email, from a computer or device which is not the property of the Region.
- (3) No use of Lakeland's computers or network equipment after hours without the Director's written approval.
- (4) No removal of data storage devices such as disks, CDs, or thumb drives from library premises.

3. STAFF USE OF COMPUTERS AND TECHNOLOGY

- (1) Only Lakeland employees and authorized agents of the Library are allowed to use library staff computers.
- (2) Computers are to be used for business purposes only.
- (3) No use or loading of personal software, including games.
- (4) No 'Facebook' or similar social media site visits and/or posts except for the marketing of library services and programs by personnel authorized to do so as a specific job function.
- (5) No personal internet surfing.
 - (a) No deliberate access of internet sites containing illegal, inappropriate or offensive content.
- (6) No downloading copyrighted materials available on the internet, including software.
- (7) Employees shall maintain and protect their passwords for Lakeland technology systems and website access (such as vendors, service providers, support sites, etc.)

- (a) No disclosure of passwords or accounts to others, including other Library staff, board members, family or the public.
- (b) Staff must provide passwords when requested by the employer.
- (8) Staff must use email in a professional and responsible way.
 - (a) No use of Lakeland resources for personal email.
 - (b) No disguising identifying information in message headers.
 - (c) No executable e-mail program (a file attachment with ".exe" on the end, such as a joke) should EVER be opened.
 - (d) Do not monitor, read, retrieve, or disclose any other Library employee's e-mail messages without their consent.
- (9) Employees shall report any violation of system security or operation by other employees or outside parties to the Network and Systems Administrator and the Director.

4. COMPUTER MAINTENANCE

- (1) Only the Director, Network and Systems Administrator, or other person delegated by the Director, may repair or modify computers and network equipment, and monitor information technology networks.
- (2) The Director and/or the Network and Systems Administrator are authorized to monitor all computer day to day operations and may use network security devices (software, hardware, or combination thereof) to log and analyze network traffic for the purpose of:
 - (a) policy enforcement;
 - (b) network and systems security;
 - (c) overall network health; and,
 - (d) any other purpose deemed necessary.
- (3) Passwords may be changed on a regular basis and as needed to maintain computer security by the Network and Systems Administrator.
- (4) The Network and Systems Administrator is required to report any suspicious activity or policy violations to the Director.
- (5) All computers have been programmed to automatically upgrade virus protection software - at no time should this protection or automatic upgrade be disabled.
- (6) All email including a personal assigned work email address may be monitored by an administrator account.
- (7) All documents created using Lakeland computers are the property of Lakeland and may be accessed at any time by the employer
- (8) Library data developed by staff on Library equipment (Word or Excel documents for example) and stored on any medium, including those not owned by the library, is library property.

5. UNLAWFUL USE

- (1) The following activities involving Lakeland computer resources are unlawful and may result in employee discipline, including dismissal.
 - (a) Any attempt to undermine, threaten, destabilize, sabotage, destroy, or interfere in any way with the operation of any Library computer system, network, security application, or server.

- (b) Use in a manner that is disruptive of Library operations, or that adversely affects the Library's public image, interests, or integrity.
- (c) Use harmful to employee morale, or in a manner as may create a hostile work environment.
- (d) The display or transmission of excessively violent, pornographic or sexually explicit images or messages.
- (e) The display or transmission of ethnic slurs, racial epithets, or any message that is harassing or disparaging of others based upon their race, national origin, sex, sexual orientation, age, disability or religious or political beliefs.
- (f) To solicit or proselytize for commercial ventures, religion or non-library political causes, or outside organizations.
- (g) Use in a manner that violates the Criminal Code of Canada.
- (h) Access of patron or other records of the Lakeland Library Region for personal use (See *Confidentiality Policy* and *Video Surveillance Policy*).



Policy Type:
Human Resources

Subject:
Grievance Procedure
(out-of-scope employees)

Date Adopted: Aug. 19, 2009

Date Amended: May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. STATEMENT

Lakeland Library Region provides a process to resolve out-of-scope employee grievances concerning their work.

2. PROCEDURE

(1) An employee with a grievance should first discuss the issue with the person involved. Should that discussion not result in a satisfactory solution then the employee may use the procedure outlined below.

(2) Where a grievance does arise, the parties shall make an earnest effort to resolve differences.

(3) No grievance shall be considered which is not presented within 10 working days after the event or circumstances giving rise to the complaint came to the attention of, or should have come to the attention of, the employee or employees concerned.

(4) If the grievance involves a co-worker, the employee or employees shall:

(a) **STEP 1**

(i) Present a written grievance to the employee's immediate Supervisor.

(ii) If an adjustment satisfactory to the employee is not made within 4 working days of the time it is brought to the attention of the Supervisor, the employee may proceed to Step 2.

(b) **STEP 2**

(i) The employee may within 5 working days from the time the Supervisor gave an answer, or refused to give an answer, submit a written grievance to the Director.

(ii) The Director shall investigate the circumstances, consider the grievance and give the employee a written decision within 5 working days from the receipt of the grievance in writing.

(c) **STEP 3**

(i) Failing satisfactory adjustment within the time limit of Step 2, the employee may within 5 working days from the time the Director gave an answer or refused to give an answer, submit a written grievance to the Personnel and Compensation Committee of the Board.

(ii) The Personnel and Compensation Committee shall investigate the circumstances, consider the grievance and give the employee a written decision within 25 working days from its receipt of the grievance.

(d) STEP 4

(i) If a satisfactory settlement is still not reached, either party may request mediation, provided that request is received by Headquarters in writing within 15 working days from the date of the Committee decision.

(5) If the grievance is in relation to the Supervisor, or a result of discipline by the Supervisor under the *Discipline Policy* the employee or employees shall initiate the process at Step 2 (Director).

(6) If the grievance is in relation to the Director, or a result of discipline by the Director under the *Discipline Policy*, the employee or employees shall initiate the process at Step 3 (Personnel and Compensation Committee).

3. MANAGEMENT RESPONSIBILITIES

(1) The Director shall make this policy known to all out-of-scope employees.



Policy Type: <i>Human Resources</i>	Subject: <i>Harassment Prevention</i>
--	--

Date Adopted: Nov. 28, 1998
Date Amended: Nov. 22, 2008, May 11, 2019, May 20, 2020
Most Recent Date Reviewed by Executive Committee:
March 20, 2019, April 15, 2020

1. STATEMENT

Lakeland Library Region is committed to providing an environment free of discrimination, harassment and bullying.

2. DEFINITIONS

(1) **Harassment** includes any inappropriate conduct, comment, display, action or gesture by a person that:

(a) is made on the basis of religion, creed, marital status, family status, sex, sexual orientation, disability, age, colour, ancestry, nationality, place of origin, race or perceived race, receipt of public assistance or gender identity; and,

(b) threatens the physical or emotional well-being of an employee, board member, volunteer or patron.

(2) **Sexual harassment** includes any inappropriate conduct, comment, display, action or gesture by a person that:

(a) is sexual in nature and considered offensive, unsolicited, or unwelcome.

(3) **Bullying** includes an incident or a pattern of behaviour intended to intimidate, offend, degrade or humiliate a particular person or group of people, or to isolate a person in the workplace.

(4) **Harassment** can exist even where there is **no intention** to harass or offend another.

(5) **Harassment** does **not** extend to the reasonable exercise of management decisions related to the provision of advice, work assignments, performance evaluation, workplace inspections, implementation of appropriate dress codes and disciplinary action.

(6) This policy applies to all work-related **locations**, including Lakeland Library Region Headquarters, branch libraries, travel to a work-related site, and library-related meetings elsewhere in the province.

(7) This policy applies to conduct of co-workers, managers, Lakeland Library Region and local library board members, and persons with whom the employee is required to meet, including patrons, business associates and the public.

3. MANAGEMENT RESPONSIBILITIES

(1) Management is responsible through its procedures and training to provide a harassment-free workplace.

(a) Management shall provide regular training on what does and does not constitute harassment or bullying.

(b) It shall ensure this Policy is communicated to employees.

(c) It shall ensure employees are aware of the process for dealing with harassment in the workplace.

(2) Management shall develop a Harassment Complaint Form and make it available to employees.

(3) Supervisors need to watch for signs that harassment may be occurring, and take prompt and appropriate remedial action.

4. COMPLAINT PROCEDURE

(1) An individual who believes they have been subjected to harassment is encouraged to first clearly and firmly make known to the alleged harasser that the behaviour is objectionable and must stop.

(2) If the individual is uncomfortable approaching the offender directly, within a period of 10 working days after the event or circumstances giving rise to the complaint, the individual should report the problem in writing:

(a) to their Supervisor if the harassment involves a co-worker, patron or other member of the public;

(b) to the Director if the harassment involves their Supervisor;

(c) if the harassment involves the Director, or a member of senior management, or a local library or Lakeland Library Board member, to the Chair of the Personnel and Compensation Committee of the Board; or,

(d) if the harassment involved the Chair of the Personnel and Compensation Committee, to the Chair of the Executive.

(3) Upon receipt of the written complaint, the Supervisor, Director or Committee Chair shall:

(a) inform the complainant of the investigation procedure;

(b) investigate the complaint promptly and confidentially;

(c) interview all parties as well as any witnesses to the alleged harassment;

(d) document all steps of the investigation in writing;

(e) conclude their investigation within 30 days of the complaint; and,

(f) inform the complainant and alleged harasser of the results of the investigation.

(4) The Chair of the Personnel and Compensation Committee may delegate the investigation to other Board members or outside personnel.

(5) If, as a result of an investigation, the investigator feels that harassment has taken place, the Board or Lakeland management may take any action to resolve the situation, including:

(a) provide additional training to staff;

(b) suspend an individual's library services;

(c) terminate business contact;

(d) discipline employees, including management, up to and including dismissal;

(e) remove an individual from the Board; or

(f) refer the matter to local law enforcement if the circumstances warrant it.

(6) Harassment complaints and investigations will be held in the strictest confidence except where necessary to investigate the complaint, take corrective action or as required by law.

(7) No one will in any way engage in discriminatory action against those who make a

complaint, whatever the outcome of an investigation.

(a) Allegations which are false or malicious in nature may result in disciplinary action being taken against the complainant.

(8) Nothing in this policy shall discourage or prevent an individual from referring a harassment complaint to Occupational Health Officers pursuant to the *Occupational Health and Safety Act, 1993*, initiating a complaint under the *Saskatchewan Human Rights Code*, or exercising any other legal rights available under any other law.



Policy Type: *Human Resources* **Subject:** *Prevention of Violence in the Workplace*

Date Adopted: November 30, 2002
Date Amended: May 20, 2020
Most Recent Date Reviewed by Executive Committee:
Aug. 21, 2019, April 15, 2020

Note: Must be reviewed every 3 years per OHS Act.

1. STATEMENT

Any threat of or act of violence against employees or the public on the premises of the Lakeland Library Region and its branches will not be tolerated.

2. DEFINITIONS

(1) **Violence** includes “the attempted, threatened, or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behaviour that gives a worker reasonable cause to believe that the worker is at risk of injury.”

(2) **Persons** covered by this policy include the public, patrons, employees, supervisors, managers and co-workers.

(3) This policy applies to all work-related **locations**, including Lakeland Library Region headquarters, Branch libraries, travel to a work-related site, and Library-related meetings elsewhere in the province.

3. EMPLOYEE RESPONSIBILITIES

(1) Respect the safety of co-workers and the public.

(2) Immediately report threats or observed incidents of violence.

(3) Follow prescribed procedures for the management of violent incidents.

(4) Willingly participate in the investigation, control and elimination of such occurrences.

4. MANAGEMENT RESPONSIBILITIES

(1) Communicate this policy to all employees.

(2) Ensure employees are trained in:

(a) how to identify and de-escalate violent and potentially violent situations; and,

(b) the procedure to report violence in the workplace.

(3) Promptly investigate reported incidents or threats of violence.

(4) Take appropriate corrective action to deal with the situation and to prevent the recurrence of similar incidents.

(5) Advise employees of the risk of violence from persons who have a history of violent behaviour and whom workers are likely to encounter in the course of their work.

(6) Ensure at least one staff member is trained in first aid at Headquarter and the North Battleford, Lloydminster and Meadow Lake Libraries, and that a complete first aid kit is available on site and in the library van.

5. IMMEDIATE RESPONSE TO INCIDENTS

- (1) Employees who witness or experience violence should:
 - (a) do what is necessary to ensure firstly their own safety and secondly the safety of others involved in the incident;
 - (b) report the incident immediately to management;
 - (c) obtain medical treatment immediately, if required;
 - (d) notify the RCMP, or other appropriate authorities, if the incident warrants it, or is a violation of the *Criminal Code of Canada*; and
 - (e) report the incident, using the *Violent Incident Report Form* available from management.
- (2) Management shall co-operate with the RCMP as required.

6. LAKELAND INTERNAL INVESTIGATION

- (1) An individual who believes that they have been subjected to violence may request an internal investigation by Lakeland.
- (2) Within a period of 10 working days after the event or circumstances giving rise to the complaint, the individual should report the problem in writing:
 - (a) to their Supervisor if the violent incident involves a co-worker, patron or other member of the public;
 - (b) to the Director if the incident involves their Supervisor;
 - (c) if the incident involves the Director, a member of senior management, or a local library or Lakeland Board member, to the Chair of the Personnel and Compensation Committee of the Board; or,
 - (d) if the harassment involved the Chair of the Personnel and Compensation Committee, to the Chair of the Executive.
- (3) Upon receipt of the written complaint, the Supervisor, Director or Committee Chair shall:
 - (a) inform the complainant of the investigation procedure;
 - (b) investigate the complaint promptly and confidentially;
 - (c) interview all parties as well as any witnesses to the alleged incident(s);
 - (d) document all steps of the investigation in writing;
 - (e) conclude their investigation within 30 days of the complaint; and,
 - (f) inform the complainant and alleged assailant of the results of the investigation.
 - (g) The Chair of the Personnel and Compensation Committee may delegate the investigation to other Board members or outside personnel.
- (4) If, as a result of an investigation, the investigator feels that violence has occurred, the Board or Lakeland management may take any action to resolve the situation, including:
 - (a) provide additional training to staff;
 - (b) suspend an individual's library services;
 - (c) terminate business contact;
 - (d) discipline employees, including management, up to and including dismissal;

- (e) remove an individual from the Board; or
 - (f) refer the matter to local law enforcement if the circumstances warrant it.
- (5) The investigation of accusations of violence or threats will be held in the strictest confidence except where necessary to investigate the complaint, take corrective action or as required by law.
- (6) No one will in any way engage in discriminatory action against those who make a complaint, whatever the outcome of an investigation.
- (a) Allegations which are false or malicious in nature may result in disciplinary action being taken against the complainant.
- (7) Nothing in this policy shall discourage or prevent an individual from referring a complaint to Occupational Health Officers pursuant to the *Occupational Health and Safety Act, 1993*, initiating a complaint under the *Saskatchewan Human Rights Code*, or exercising any other legal rights available under any other law.



Policy Type:
Human Resources

Subject:
Service Recognition - Staff

Date Adopted: April 20, 2002
Date Amended: April 29, 2006; Nov. 23, 2019, May 20, 2020
Most Recent Date Reviewed by Executive Committee:
Sept 18, 2019, April 15, 2020

1. STATEMENT

Lakeland Library Region Board wishes to ensure employees are recognized for their dedicated service to the patrons of the Region.

2. DEFINITION

(1) For the purposes of service recognition, “regularly scheduled basis” means a full or part-time position meeting the following criteria:

(a) Full-time employees who have been employed with Lakeland Library Region with continuously scheduled shifts equal to 7.5 hours a day or 37.5 hours a week and part-time employees who have had continuous, predictably scheduled shifts of less than 37.5 hours a week for the full number of years specified in this policy.

(2) Casual/on-call and term employees are exempted.

3. RECOGNITION

(1) 5 YEARS OF SERVICE

Upon reaching 5 years of service with Lakeland Library Region on a regularly scheduled basis, the Executive will award the employee a Certificate of Service.

(2) 10+ YEARS OF SERVICE

Upon reaching 10 years of service with Lakeland Library Region on a regularly scheduled basis, the Executive will provide a gift valued between \$50.00-\$74.99; \$75.00-\$99.99 for 15 years; \$100.00-\$149.99 for 20 years; \$150.00-\$250 for 25 years; \$150.00-\$250.00 for every 5 years thereafter.

(3) RETIREMENT

Upon retirement of an employee who has been a regularly scheduled employee of Lakeland Library Region, the Executive will provide a gift valued between \$50.00-\$74.99 towards recognition for anyone having worked 10 to 15 years; \$75.00-\$99.99 for 15 to 20 years; \$100.00-\$149.99 for 20 to 25 years; \$150.00-\$199.99 for 25-30 years; \$200.00-\$300.00 for anyone having worked in excess of 30 years.

(4) This recognition is in addition to that outlined in the years of service awards.

4. ADDITIONAL RECOGNITION

(1) Local library boards shall be responsible for any additional recognition, such as bonuses, gifts, meals, etc.



Policy Type:
Human Resources

Subject:
Staffing

Date Adopted: April 10, 1999

Date Amended: May 20, 2020

Most Recent Date Reviewed by Executive Committee: April 15, 2020

1. LAKELAND LIBRARY REGION OFFICE

- (1) The Director is responsible for all staff.
- (2) The Director, or Community Services Librarian, as appropriate, shall:
 - (a) ensure all positions have written Job Descriptions outlining employees' responsibilities;
 - (b) establish an evaluation process based upon definable performance objectives for each position;
 - (a) conduct a formal job performance review a minimum of once per year;
 - (b) maintain written procedures which clarify personnel rules for staff; and,
 - (c) orient staff with their rights and responsibilities according to their job descriptions and the library's written policies.
- (3) The Director shall report any significant changes or anticipated changes in staff to the Personnel and Compensation Committee of the Board.

2. CITY BRANCH MANAGER/HEAD LIBRARIAN STAFFING

- (1) The Director is responsible for hiring and managing the City Branch Managers/Head Librarians.
- (2) City Branch Manager/Head Librarians are responsible for staffing decisions in their libraries, in consultation with the Director.

3. RURAL BRANCH STAFFING

- (1) The staffing and supervision of branch employees is the responsibility of the Branch library board in consultation with the Community Services Librarian.

4. EMPLOYMENT RECORDS

- (1) All personnel records, including records of job interviews, are confidential and are available only to the employee or and authorized government agency.



Policy Type:
Human Resources

Subject:
Volunteers

Date Adopted: Nov. 1, 2003

Date Amended: Nov. 19, 2011, May 20, 2020

Most Recent Date Reviewed by Executive Committee:

March 19, 2016, April 15, 2020

1. STATEMENT

Volunteers for Lakeland Library Region branches donate knowledge and time to enhance library services.

2. VOLUNTEER RIGHTS

- (1) To be treated in a courteous and respectful manner.
- (2) Work in a safe environment.
- (3) Receive training for the duties for which they are volunteering.
- (4) Only accept work for which they are trained and feel comfortable.
- (5) Be recognized for their efforts.

3. VOLUNTEER RESPONSIBILITIES

- (1) If accepted as a volunteer and over the age of eighteen, provide a criminal record/vulnerable sector check prior to beginning work as a volunteer.
 - (a) Lakeland Library Region will reimburse any cost of this service.
- (2) Volunteers under the age of eighteen must have written permission from a parent/guardian.
- (3) Accept orientation and training in order to provide quality service.
- (4) Be on time.
- (5) Provide their supervisor with as much notice as possible if they are unable to meet a commitment.
- (6) Abide by all written policies and guidelines provided to them.
 - (a) In particular, sign and adhere to a confidentiality of information agreement.
- (7) Treat every person with courtesy and professionalism.
- (8) Place a priority on safety while at the library.
- (9) Perform all assigned tasks to the best of their ability, and not volunteer at the library while under the influence of alcohol or drugs.
- (10) Bring their best abilities and attitude to the library.

4. LIBRARY RESPONSIBILITIES

- (1) Prompt acknowledgement of all volunteers offering their service (usually by the local branch librarian or Community Services Librarian).
- (2) Use the Volunteer Application Form available from Lakeland Library Region office, or a similar document.
- (3) Assess the interests and qualifications of the potential volunteer.
- (4) Provide orientation and training.
- (5) Define the roles and responsibilities for volunteers in writing.

- (6) Schedule volunteer work time when adequate supervision is available.
- (7) Provide a "volunteer" tag to be worn while performing library duties.
- (8) Provide volunteer recognition.
- (9) The Library may at any time decide to discontinue a volunteer's relationship with the Library or to make changes to their volunteer assignment.