

# 2023-10-6 Policy Committee Meeting Agenda

September 25 2023

## 2023-06-01 Policy Committee Meeting Agenda

### Meeting Information:

Date: October 6, 2023  
8:00am

Time:

Attendees via Zoom: Josh Crick (Chair), Barb Smith, Dwayne Spicer, Daryl Frank, Loraine Berry, James MacDonald (ED), Terri Hampson (Staff).

Join Zoom Meeting

<https://us02web.zoom.us/j/83292587182?pwd=SDJ1cDhkRGluakxYcjRWc0loVmxMUT09>

Meeting ID: 832 9258 7182  
Passcode: 711796

### AGENDA ITEMS:

1. Approval of the agenda as presented
2. Approval of the [minutes of June 1, 2023](#)

### POLICIES FOR ADDITION:

3. Section 3:1Q - [Electronic Fund Transfers](#)

**Briefing Note:** This policy establishes EFT as the preferred payment method of NLLS. It requires a second staff member to verify changes in EFT information. This change is to prevent instances of fraud.

4. Section 3:1O - [Sale of Capital Items](#)

**Briefing Note:** Establishes the authority for the sale of capital items and outlines a procedure. This policy was being followed but never formally adopted - it is taken from the Marigold Library System.

## POLICIES FOR REVISION:

5. Section 1:1U - [Equal Opportunity Employer](#)  
**Briefing Note:** This policy came up in the regular course of review. Language added that aligns with the Canadian Human Rights Act. Clarifies that the system discriminates solely on the basis of merit.
6. Section 1:3F - [Library Property](#)  
**Briefing Note:** This policy came up in the regular course of review. Language was added to clarify requiring staff to obtain authorization to borrow NLLS property. A section is added clarifying the accumulation of loyalty and credit card points.
7. *Section TOR* - [Plan of Service Committee](#)  
**Briefing Note:** Grammatical corrections and simplified language. Change to the Chair and vice-chair being defacto members of the committee.
8. Section 4:1C - [Confidentiality of User Records](#)  
**Briefing Note:** mostly grammar and simplification of text. We've added wording allowing the use of digital forms of consent – not just written consent
9. Section 1:1B - [Compensation](#)  
**Briefing Note:** Mostly grammar and formatting for consistency and clarity. Some slight changes: move from an annual grid review to every three years. Tied the step increase to the fiscal year after the first year of employment, clarified the need for change in job classification to move levels.
10. Section 1:3A - [Code of Ethics](#)  
**Briefing Note:** Removed the section on Pandemic Illnesses otherwise, grammar and language simplification.
11. Section 1:3V - [General Communication Protocol - Library Managers](#)  
**Briefing Note:** The Code of Ethics policy covers much of this policy. This policy is operationally proscriptive. The desired outcome of this policy appears to be to ensure that NLLS maintains clear processes and standards for communication with its members. Those standards should be established in consultation with library managers and be reviewed regularly.

12. Section 2:1B - [Governance and Policy Development](#)  
Briefing Note: Amalgamated the "Policy Statements" policy into this policy.
13. Section 3:1I - [Request fo Purchase](#)  
**Briefing Note:** Changes to simplify language and improve grammar.  
Change to establish that price is not the controlling factor in the purchase of library materials (vendors, quality, processes, etc., matter).
14. Section TOR - [Advocacy Committee](#)  
**Briefing Note:** Simplified the language and improved grammar.
15. Section TOR - [Policy Committee](#)  
Briefing Note: Up for regular review.

## **POLICIES TO DELETE**

16. Section 2:1A - [Policy Statements](#)  
**Briefing Note:** Combined with the Governance and Policy Development policy - redundant
17. Next Meeting

# Policy Committee Meeting Minutes 2023-06-01

## DRAFT

### Meeting Information:

Date: June 1, 2023

Time: 8:02am

Attendees via Zoom: Josh Crick (Chair), Barb Smith, Dwayne Spicer, Loraine Berry, James MacDonald (ED), Terri Hampson (Staff). Absent: Daryl Frank

Join Zoom Meeting

<https://us02web.zoom.us/j/83292587182?pwd=SDJ1cDhkRGluakxYcjRWc0loVmxMUT09>

Meeting ID: 832 9258 7182

Passcode: 711796

### AGENDA ITEMS:

1. Approval of the agenda as presented **M1-Loraine Berry approves the agenda as presented, all in favor, carried.**
2. Approval of the [minutes of April 6, 2023](#) **M2- Dwayne Spicer approves the agenda as presented, all in favor, carried.**

### POLICIES FOR REVISION:

3. Section 1:1M - [Sick/Personal Days](#)  
**Briefing Note:** The intent is to remove as much duplication with Alberta Labour Standards as possible and simplify the language. **M3-Barbara Smith approves Policy 1:1M to be forward to the Executive for approval, all in favor, carried.**
4. Section 1:2D - [Pandemic Situation](#)  
**Briefing Note:** A shift from the specific pandemic language to a more comprehensive policy relating to public health emergencies. **M4-Loraine Berry approves Policy 1:2D to be forward to the Executive for approval, all in favor, carried.**
9. Section 1:3J - [Internet and Computer Usage](#)  
**Briefing Note:** The amalgamation of the Spyware and Spam Control Policy. **M5- Barbara Smith approves Policy 1:3J to be forward to the Executive for approval, all in favor, carried.**

10. Section 1:1H - [Overtime](#)

**Briefing Note:** Removal of everything already covered in Alberta Labour Standards. Shift to a group overtime agreement ([template](#) from Alberta Government) **M6- Loraine Berry approves Policy 1:1H to be forward to the Executive for approval, all in favor, carried.**

11. Section 1:1B - [Governance](#)

**Briefing Note:** Incorporates the Policy Development policy into the governance policy and simplifies the governance language. The removal of Executive Committee term limits that are more stringent than the legislated requirements. **M7- Dwayne Spicer approves Policy 1:1B to be forward to the Executive for approval, all in favor, carried.**

12. Section 1:1J - [Vacation](#)

**Briefing Note:** Added language to require the establishment of vacation schedules twice each year. The executive wants a second look at the requirement to use carry-forward vacation before mid-year. **M8- Loraine Berry approves Policy 1:1J to be forward to the Executive for approval, all in favor, carried.**

13. Section 2:1M - [Records Retention](#)

**Briefing Note:** Simplifies the language and moves to a digital-first strategy in records retention. The [retention schedule](#) also changes. **M9- Barbara Smith approves Policy 2:1M to be forward to the Executive for approval, all in favor, carried.**

## POLICIES TO DELETE

13. Section 1:3K - [Spyware and Spam Control](#)

**Briefing Note:** Amalgamated into the Internet and Computer Use policy

14. Section 2:1N - [Policy Making](#)

**Briefing Note:** Amalgamated into the Governance policy

**M10- Loraine Berry motions to delete the Spyware and Spam Control policy and Policy Making policy all in favor, carried.**

15. Next Meeting – TBD

**M11 – Dwayne Spicer motions to adjourn the meeting at 10:08am**

## STATEMENT OF POLICY AND PROCEDURE

Section: Finance | Chapter: General | Page(s): 1

Subject: Electronic Fund Transfers Sec 3, 1B

Reviewed: New | Revised: New | **Effective: New**

### SECTION 3 – 1.Q

#### Electronic Fund Transfers

Wherever practical and possible, the Northern Lights Library System (NLLS) will pay its expenses by means of an electronic fund transfer (EFT).

Banking information for payees will be gathered and processed according to best industry practices and as independent auditors and accountants advise.

Any changes to a payee's banking information will be verified by a second NLLS employee by means of telephone or email confirmation from the payee. A record confirming the secondary confirmation of a banking information change will be kept for future reference. No changes to banking information will be made without such a record.

**Commented [JM1]:** Do we want a statement about consequences of disregarding this policy? i.e Failure to obtain secondary confirmation will lead to disciplinary action up to and including terminations.

## STATEMENT OF POLICY AND PROCEDURE

Section: Finance | Chapter: General | Page(s): 1

Subject: Sale of Capital Items Sec 3, 10

Reviewed: New | Revised: New | **Effective: New**

### SALE OF CAPITAL ITEMS

1. All capital asset sales are at the discretion of the Executive Director. If/when the Executive Director approves the disposal of an item, the following procedure will be followed:
  - a. The Executive Director will place a value on each item after consulting the declaring department and, when necessary, outside experts.
  - b. If the Executive Director decides that an item has no value, it will be disposed of in an ecologically safe manner.
  - c. If an item is being replaced, a trade-in will be considered when negotiating the replacement price.
  - d. Items of a value greater than \$1,000 will first be made available to system staff and member libraries by advertisement on system email lists.
  - e. All sale invoices, or bills of sale, will indicate that items are sold as is.
  - f. Applicable sales taxes will be applied to the sale price whenever necessary.

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NLLS Executive Board Chair

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Date of Approval

## STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **EQUAL OPPORTUNITY EMPLOYER** | Sec 1, 1U

Reviewed 2019/11/23 | Revised: 2020/05/23 | **Effective: 2020/02/29**

### SECTION 1 - 1.U

#### EQUAL OPPORTUNITY EMPLOYER

1. Northern Lights Library System (NLLS) is an equal opportunity employer, and ~~will employ these practices in all their recruitment and hiring procedures~~ recruits, trains, pays and promotes employees fairly and equally regardless of race, gender, ethnicity, religion, age or physical status.
2. The Canadian Human Rights Act is the system's primary guideline in protecting against employment discrimination.
3. NLLS discriminates solely on the basis of merit in its hiring practices.

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NLLS Executive Board Chair

May 23, 2020

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Date of Approval



## STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **LIBRARY PROPERTY** | Sec 1, 3F

Reviewed 2020/02/21 | Revised: 2020/05/23 | **Effective: 2017/05/13**

### SECTION 1 - 3.F

#### LIBRARY PROPERTY

1. Northern Lights Library System (NLLS) property may be used by employees for purposes not associated with the performance of duties when such property is properly signed out.
2. Employees shall only use the NLLS property if signed out.
3. Where a clear sign-out method is unavailable (library catalogue, internal calendar, written forms, etc.), the Executive Director's or their designee's approval in writing is required.
4. The Employee is responsible for lost or damaged NLLS items when signed out.

#### Loyalty and Credit Card Points

5. Employees who use personal credit cards or loyalty programs (restaurants, hotels, retailers, etc.) when purchasing on NLLS's behalf may use these points at their own discretion.
  - a NLLS will not claim rewards, points, or other loyalty incentives incurred by employees when they make transactions on NLLS's behalf unless the employee uses a system credit card. (see the corporate credit card policy for more information).

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NLLS Executive Board Chair

May 23, 2020

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Date of Approval



## STATEMENT OF POLICY AND PROCEDURE

Section: Terms of Reference | Chapter: | Page(s): 1

Subject: **PLAN OF SERVICE COMMITTEE** |

Reviewed: 2023-06-19 | Revised: 2019/11/23 | **Effective: 2019/11/23**

## PLAN OF SERVICE COMMITTEE

### Mandate

The purpose of the Plan of Service Committee ~~of the Northern Lights Library Board (NLLB)~~ is to develop a strategic plan for the library system. ~~Plan of Service as outlined in the Libraries Regulations for Northern Lights Library System (NLLS) and the member libraries.~~ A plan of service, or strategic plan, is required by provincial library regulations and must be filed with the Minister every 3-years.

### Responsibilities

Through consultation with stakeholders, the committee will: ~~develop a Plan of Service.~~

1. Develop ~~the a~~ Plan of Service ~~plan for Executive Committee approval, to present for final NLLS Board approval.~~
2. ~~Plan of Service will be~~ Reviewed ~~on an annual basis~~ the plan annually.

### Membership

The NLLS Board will appoint ~~three (3) five (5)~~ members to the Plan of Service Committee in addition to the Board Chair and Vice Chair, as per policy Sec 2, 1H Committees of the Board.

~~The Plan of Service Committee shall appoint the~~ The Board Chair and Vice Chair will serve as the same on the Plan of Service Committee. The Executive Director will serve as a support and resource to the committee.

### Reporting

At each meeting, minutes shall be taken, and meeting minutes shall be forwarded to the Executive Committee.

~~Recommendations for~~ The Plan of Service ~~is are~~ to be ~~forwarded~~ reviewed by ~~to~~ the Executive Committee. ~~for approval to be submitted for approval by the NLLS Board.~~ Final approval and adoption of the Plan of Service will be made by the Board.

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NLLS Executive Board Chair

November 23, 2019

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Date of Approval

## STATEMENT OF POLICY AND PROCEDURE

Section: Service Points | Chapter: General | Page(s): 1

Subject: **CONFIDENTIALITY of USER RECORDS** | Sec 4, 1C

Reviewed: 2023/09/01 | Revised: 2018/09/08 | **Effective: 2017/05/17**

## SECTION 4 – 1.C

### CONFIDENTIALITY of USER RECORDS

Northern Lights Library System (NLLS), and its Board, and its employee(s) are subject to the Libraries Act and the Freedom of Information and Protection of Privacy Act (FOIP).

1. No records are kept of the frequency or ~~content~~ purpose of visits to the library by specific patrons.  
~~2. No records are kept of a cardholder's item checkout history unless the cardholder has given written permission for this record to be kept. If this record is kept, it is subject to disclosure with the cardholder's other records under the conditions described in points 3 and 7 below.~~
2. Individual patron's reading history may only be kept if they have opted into the feature in the online library system or provided the library written consent.
3. No patron information, including their presence in the library, will be given to a third party ~~over the phone~~.
4. Employee(s) and volunteers are to keep ~~confidential the~~ individual patron's reading and viewing habits ~~confidential~~. ~~of individual patrons.~~
5. Upon request, a library patron will be given access to all information concerning their records. ~~that the library has on file. Access to a user's records is limited to that user except where the user is a minor or if the user has given written permission for someone else to access their records. Where a parent or guardian's signature is required for a cardholder to obtain a library card, that parent or guardian may have full access to the cardholder's records for retrieval.~~
6. Library employee(s), board members, and volunteers will not disclose a patron's personal information (~~including reading history~~) to a third party without the individual's consent, except:
  - a) in response to a subpoena, or court order ~~or another specific written request~~ from a law enforcement agency to assist in an investigation.
  - b) ~~in partnership with other Alberta libraries and library systems for the purposes of sharing materials under conditions defined in existing~~ where necessary to facilitate library resource-sharing agreements and programs (e.g. interlibrary loan agreements, TAL Card, ME Libraries), collecting fees or fines, and retrieving borrowed materials.
  - c) for the purposes of contacting next of kin and/or emergency response personnel in the case of an emergency.
  - d) where the user ~~is a minor or if the user~~ has contacted the library and provided ~~given~~ written permission for someone else to access their records.
  - e) where a parent or guardian's ~~signature~~ consent is required for a cardholder to obtain a library card, that parent or guardian may have full access to the cardholder's records. ~~for retrieval.~~
  - f) Patrons registering for library services must ~~Cardholders will sign a form~~ acknowledge~~ing~~ by physical signature or digital consent that their contact information ~~will~~ may be available to other organizations for these purposes.

[mostly grammar and simplification of text. We've added wording allowing the use of digital forms of consent – not just written consent]

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**NLLS Executive Board Chair**

September 8, 2018

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**Date of Approval**

# STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **COMPENSATION** | Sec 1, 1B

Reviewed 2023/09/01 | Revised: 2021/01/14 | **Effective: 2021/02/26**

## SECTION 1 - 1.B

### COMPENSATION

Northern Lights Library System (NLLS) follows all applicable laws and labour standards, both federal and provincial, in relation to the compensation of its employees.

This compensation policy applies to full and part-time employees of NLLS. The Executive Director's compensation is managed by contract and the Executive Director's Compensation Policy.

### Definitions

**Level:** The salary grid is divided into five (5) levels, each with five (5) steps or pay grades. Pay levels are based on experience, education, and job classification.

**Step:** Each pay level is divided into five (5) pay grades called steps.

**Cost-of-Living-Allowance (COLA):** An increase in the pay grade designed to meet inflationary pressures. COLA increases are generally provided annually at the discretion and approval of the Board.

### Pay Grid

The Executive Committee will review the pay grid every 3-years. Market analysis and market benchmarks will be used to analyze the grid. COLA increases will be considered by the Board annually. Where COLA increases are approved, the pay grid will automatically reflect such increases.

### Movement on the Pay Grid

#### Step:

1. Movement along a pay Level, up a Step, is based on the length of an employee's service and overall positive annual performance evaluations.
2. Moving up a step may occur annually, in alignment with our fiscal calendar, for full and part-time employees after the first year of continuous employment or at the discretion of the Executive Director.
3. In the event of an unsatisfactory overall annual performance review, no movement on the salary grid will be made.
  - a. Employee performance may be reassessed within six (6) months from the original performance review. Where poor performance has been remediated, and at the discretion of the Executive Director, the employee may be moved to the next step on the salary grid.
4. Employees who have reached the top of their Level may be eligible for Cost-of-Living Allowance (COLA) when they are available.
5. Considering market conditions and the ability to attract qualified employees, the Executive Director may recognize prior relevant experience and place an employee higher than on Step 1 of the grid.

#### Level:

1. At the discretion of the Executive Director, and where a change in job classification warrants, an employee may be advanced to the next Level.
  2. The decision to advance any employee two (2) or more Levels requires Executive Committee notification and approval.
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1. ~~Level — Based on experience, education, and job classification.~~
  2. ~~Salary Grid reflects Steps 1-5 within each Level based on length of service.~~
  3. ~~Step within each salary level will be based on length of service and achieving an overall satisfactory performance review. In the event of an unsatisfactory overall performance, the review will result in no movement on the salary grid. Employee may be reassessed within 6 months from original review pending further outcome.~~
    - a) ~~Employees who have reached the top of their grid shall only be eligible for Cost-of-Living Allowance (COLA) increases as approved by the Board.~~

- b) ~~At the discretion of the Executive Director, an employee may be advanced to the next Level.~~
- c) ~~The Executive Director has the sole authority to advance any employee one (1) level based on experience, merit, professional development, or increased duties. The decision to advance any employee two (2) or more levels requires Executive Committee notification and approval.~~
- 4. ~~The payroll deductions required by law, including income tax, Canada Pension and Unemployment Insurance, will be taken from each pay cheque.~~
- 5. ~~Considering market conditions and the ability to attract qualified employees the Executive Director may recognize prior relevant experience and place an employee higher than on Step 1 of the grid.~~
- 6. ~~Salary increases for both full and part-time employee(s) will be effective on the employee's anniversary date of employment.~~
- 7. ~~All salary ranges will be reviewed annually. Any recommendations from the NLLS management team will be made to the NLLS Executive Committee. Any approved increases to overall compensation will normally be effective January 1st.~~
- 8. ~~The Executive Directors compensation is as per continuous employment contract.~~

[Mostly grammar and formatting for consistency and clarity. Some slight changes: move from an annual grid review to every 3 years. Tied the step increase to the fiscal year after the first year of employment, clarified the need for change in job classification to move levels].

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**NLLS Executive Board Chair**

February 26, 2021

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**Date of Approval**

# Northern Lights Library System

1.50%

## Salary Scale

Effective January 2020 NEW

	Steps	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6 - MGR
Annual							
	1	31175.73	37836.16	47728.35	55657.53	65194.47	77700.28
	2	32962.13	40005.21	50463.77	58847.67	68931.70	82154.10
	3	34748.53	42173.25	53199.20	62036.80	72668.93	86607.92
	4	36535.94	44342.31	55934.62	65226.95	76406.16	91060.73
	5	38322.34	46511.36	58670.05	68417.09	80143.39	95514.55
MONTHLY							
	1	2,598.00	3,153.00	3,977.40	4,638.10	5,432.90	6,475.00
	2	2,746.80	3,333.80	4,205.30	4,904.00	5,744.30	6,846.20
	3	2,895.70	3,514.40	4,433.30	5,169.70	6,055.70	7,217.30
	4	3,044.70	3,695.20	4,661.20	5,435.60	6,367.20	7,588.40
	5	3,193.50	3,875.90	4,889.20	5,701.40	6,678.60	7,959.50
Hourly							
	1	17.10	20.80	26.20	30.60	35.80	42.70
	2	18.10	22.00	27.70	32.30	37.90	45.10
	3	19.10	23.20	29.20	34.10	39.90	47.60
	4	20.10	24.40	30.70	35.80	42.00	50.00
	5	21.10	25.60	32.20	37.60	44.00	52.50

- Level 1 Casual Clerk, Summer Student-Library Clerk
- Level 2 Shipping/ILL Clerk, Processing Clerk, Receiving Clerk, Driver, ILL Assistant, Administrative Assistant
- Level 3 Acquisitions Specialist, Cataloguing Technician I,
- Level 4 Cataloguing Technician II, Network Analyst
- Level 5 Public Services Consultant, IT Consultant, Bibliographic Services Consultant, Finance, Marketing
- Level 6 Public Services Manager, Bibliographic Services Manager, IT Manager, Asst Director

Contract Director



## STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **CODE OF ETHICS** | Sec 1, 3A

Reviewed 2023/09/11 | Revised: 2020/08/21 | **Effective: 2017/05/13**

## SECTION 1 - 3.A

### CODE OF ETHICS

1. Northern Lights Library System (NLLS) Employees are expected to ~~must~~ demonstrate the highest professional and ethical standards, ~~when dealing with co-workers, board members, member library staff, customers and other individuals who deal with NLLS in the conduct of business.~~
2. Any violation of ~~the Code~~ professional or ethical standards will result in ~~of immediate and appropriate~~ disciplinary action.
3. It is the responsibility of every employee to become familiar with this Code of Ethics and to govern their conduct and behaviour in accordance with the guidelines below.
4. If an employee ~~is~~ requires clarification on ethical or professional standards, they ~~employee~~ should proactively consult their supervisor.

**Commented [TH1]:** Removing "must" from here and added "expected to" is more of an ask not a requirement as "must/shall and will" are

### Guidelines

1. An employee shall, in the course of their duties, uphold ~~the~~ all provincial and federal laws.
2. An employee shall, in the course of their duties, uphold NLLS policies and procedures.
3. An employee shall, at all times, act responsibly in the performance of their public duties.
4. An employee shall ensure that their conduct, when in an official capacity, does not bring NLLS into disrepute or damage public confidence.
5. An employee shall behave professionally, respectfully, and courteously at all times, including with their co-workers and the public. They shall endeavour to resolve any work-related disagreements in a respectful manner. ~~based on reasonable expectations.~~ See the Grievance Policy for further information.
6. An employee shall make every reasonable means to avoid conflicts of interest. ~~ensure their position is not used for personal advantage.~~
  - a Where a conflict of interest cannot be avoided it must be disclosed in writing to supervisors.
7. Employees will maintain the confidentiality of private information and understand and abide by FOIP guidelines and other privacy legislation.
8. ~~An employee shall ensure that personal or confidential information obtained in the course of their employment is not divulged.~~
9. ~~Communication protected under FOIP shall not be shared between staff members or outside of NLLS, except for the Executive Director. Violation shall lead to discipline as per policy.~~
10. Employees shall sign and acknowledge acceptance of this policy annually.

**Commented [JM2]:** This has not been the practice - do we want to do this or is there another way?

### Pandemic Illness

1. Refer to Policy Sec 1, 2D-Pandemic Situation
2. ~~Employees are expected to report to work able to perform their duties safely, without endangering themselves or others in an acceptable manner; this includes preventing the spread of any illness that may be contagious. Staff deemed unable to perform their duties, or to be impairing the ability of another staff member to perform the duties of their position in a safe, acceptable manner for whatever reason, may be sent home and/or subject to disciplinary action.~~
3. ~~Employees are not to report to work or be at work if they are experiencing any symptoms of a pandemic.~~
4. ~~Employees who fall ill and begin exhibiting symptoms of pandemic or other contagious illness while on duty, will not be permitted to work and will be required to leave the premises.~~
5. ~~It is the employee's duty to disclose any symptoms of pandemic or other contagious illness, which may be transmitted during the execution of regular employment duties, to the employer.~~
6. ~~Any employee exhibiting symptoms of a pandemic illness not related to pre-existing conditions while at work, must immediately isolate themselves from other staff members and notify their supervisor by phone. These employees will be sent home and must request testing for the Pandemic Illness through AMS.~~

**Commented [TH3R2]:** I think once an Employee Handbook is created then you can have them sign something annually acknowledging any and all policy changes

NLLS Executive Board Chair

August 21, 2020

Date of Approval



## STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: ~~GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS COMMUNICATION~~

**WITH SYSTEM MEMEBRS** | Sec 1, 3V Reviewed: 2023/09/22 | Revised: 2019/08/21 | **Effective: 2018/09/08**

Original	New
<ol style="list-style-type: none"> <li>General Communication channel flow for first point of contact in day to day operational matters.</li> <li>All communications must follow this flow chart, deviation to this process will be re-routed back through proper channels.</li> <li>To allow for urgent requests please flag “urgent” on a helpdesk ticket request and cc. manager on initial email request.</li> <li>Communications for each step will be responded to within two (2) NLLS working days.</li> <li>Automatic replies from helpdesk will not be considered as “responded” to.</li> <li>A helpdesk ticket must be the number one method of communication.</li> <li>Phone is number two if internet communication is down or access is unavailable, a phone message with call back details and time must be left. Helpdesk ticket will be created by NLLS employee to track this event.</li> <li>All tickets will be closed after thirty (30) days if no contact has been made back in response to NLLS.</li> <li>One (1) request per ticket to be entered.</li> <li>Multiple requests within one (1) helpdesk ticket will be rejected and sent back to originator.</li> </ol> <p>Library Manager Complain Process</p>	<ol style="list-style-type: none"> <li>Northern Lights Library System (NLLS) will define and maintain standards and clear processes of communication in consultation with its members.</li> <li>Communication processes will be easily accessible to members.</li> <li>Member complaints will be escalated to the Executive Director.</li> <li>If members’ complaints are not dealt with satisfactorily members may direct complaints to the Board chair, chair@nlls.ab.ca.</li> </ol>
[Image]	
<ol style="list-style-type: none"> <li>NLLS strives to provide a safe and respected work environment for all staff and the clients served.</li> <li>Abuse or offensive behavior by a Library Manager or library staff towards an NLLS staff member may result in a letter from NLLS Executive Director to the Library Manager and copied to the Chair of the Library Board if applicable and the Executive Committee Board Chair. Abusive and offensive behaviour is defined in Policy Sec 1, 3S Workplace Violence and Harassment.</li> <li>Continued abuse or offensive behavior that is not corrected may result in service disruption. Any withholding of services will be decided at the Executive Committee level.</li> </ol>	

[Image]	

Code of Ethics policy covers much of this policy.

This policy is operationally proscriptive. The desired outcome of this policy appears to be to ensure that NLLS maintains clear processes and standards for communication with its members. Those standards should be established in consultation with library managers and be reviewed regularly.



# STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Board | Chapter: Vision and Policy Statements | Page(s): 2

Subject: **GOVERNANCE & POLICY DEVELOPMENT** | Sec 2, 1B

Reviewed: 2021/11/06 | Revised: 2021/11/27 | **Effective: 2017/05/13**

## SECTION 2 – 1.B

### GOVERNANCE

1. Role of the Board and Trustees
  - a) The Board is the governing body of the Northern Lights Library System (NLLS).
  - b) The authority to act on behalf of NLLS rests with the Board. Individual trustees or employees have no authority except as conferred by the Board for specific purposes.
  - c) The Board has one employee, the Executive Director, who is accountable to the Board; as such, Board members are not to direct or supervise NLLS employee(s). When the Board approves policy, the Executive Director is empowered to make all further decisions.
  - d) NLLS Committees are to assist the Board not to advise or assist employee(s) in doing their job.
  - e) The Board shall meet and deliberate at specific and regular times as determined by its members and in accordance with the Alberta Libraries Act.
  - f) The Board shall exercise its role as public trustees for the Municipalities that comprise the Northern Lights Library System (NLLS).
  - g) The Board is responsible for creating a vision of library service for the System, articulating values and principles, setting goals, developing effective governance policy, monitoring library performance, and meeting provincial standards.
  - h) Board members are appointed by their councils and, while representing the interests of their communities, are required to act in the interest of NLLS.
  - i) The Board is responsible for orienting new members to their roles and responsibilities as trustees.
  - j) Board members are responsible for ensuring they understand their responsibilities as trustees.
  - k) The Board maintains a membership in the Alberta Library Trustees Association (ALTA) to ensure its trustees have access to appropriate professional development opportunities and resources.
2. Expectations of a Board Member:
  - a) Notify the NLLS administration of their intention to attend scheduled meetings one (1) week in advance.
  - b) Arrive at meetings on time, prepared to actively participate.
  - c) Prepare reports, motions, etc., in writing if possible, and submit them to the NLLS administration in sufficient time for distribution before the meeting.
  - d) Read Board material in advance of meetings, noting comments and questions.
  - e) Follow through on assigned activities.
  - f) Develop a working knowledge of Board materials and applicable legislation.
  - g) Maintain friendly, positive relationships with other Board members and staff.
  - h) Ask clarifying questions.
  - j) Participate in discussion and decision-making, ensuring that you offer your relevant comments and suggestions prior to the Board's decisions.
  - k) In addition to these general responsibilities, Board members are expected to serve on committees as required.
3. The Job of the Board is to liaise with the municipalities and member libraries to:
  - a) Determine NLLS's strategic direction through a plan of service.
  - b) Determine how NLLS will be governed through the development of policies.
  - c) Maximize service levels through the development of an annual budget.
  - d) Advocate for the interests of the Northern Lights Library System and other library services in Alberta.
  - e) Create partnerships with other agencies to achieve the System's goals, and objectives.
4. Develop and approve a three-year plan of service or a strategic plan, a rolling three-year budget, the provincial annual report, and audited financial statements.
5. Recognize the value and contributions of long-serving employees, volunteers, and trustees.
6. Monitor efficacy and compliance with policies, using:
  - a) reports by the Executive Director,
  - b) reports from member municipalities, members' libraries, and outside agencies,

- c) direct inspection by the Board.
- 7. Use the results of this monitoring to inform regular policy revision.

## **POLICY DEVELOPMENT**

As per The Library Act and Regulation, the Board exercises responsible governance by establishing policies. Policies provide parameters for the action of the Board, its committees, staff, and member libraries. The Board expects Northern Lights Library System's stakeholders to know the policies related to their duties.

1. With assistance from administration, the Northern Lights Library System Board regularly reviews existing policies, to ensure that they are up to date, in keeping with the government legislation and regulations, and reflecting the evolving needs of the System, by:
  - a) All policies are reviewed annually.
  - b) The most current Plan of Service shall supply content guidance.
  - c) A list of policies, together with prescribed review dates, shall be maintained for the Board.
  - d) Policies requiring revision shall be presented to the Executive Committee for review before proceeding to a vote of the Board.
  - e) Policy review dates will be expressly recorded on the policy, tracked, and acknowledged through signature by the Board Chair.
2. Policies shall be:
  - a) Proposed by any stakeholder in the operation and management of Northern Lights Library System, to the Executive Committee via the Board Policy Review Committee.
  - b) Monitored by the Executive Director and Executive Committee.
  - c) Approved by the Board as a whole.

## **Policy Development Procedure**

1. Policies will be developed and reviewed by the Board Policy Review committee with assistance from NLLS staff and administration throughout the calendar year.
2. The Executive Director will maintain a schedule for the annual review of all policies and bring forward new and updated policies to the Policy Review Committee.
3. The Executive Committee will:
  - a) delegate to the Board Policy Review Committee, the development of new policies and the review of current policies.
  - b) consider policies submitted by the Board Policy Review Committee.
  - c) Forward, electronically, all policies they recommend for adoption to the entire Board 21 days before a vote is taken.
4. The Board Policy Review Committee will:
  - a) track all policies and faithfully record review dates.
  - b) draft, revise, or update policies as requested by the Executive Committee.
  - c) review all policies according to their scheduled review dates and forward them to the Executive Committee.
  - d) consider all feedback and policies submitted by staff, or interested stakeholders, and act in the best interest of Northern Lights Library System.
5. The Board will:
  - a) Individually review all new or revised policies in advance of any vote.
  - b) Provide feedback, concerns, or questions regarding proposed policies to the Executive Committee and/or Policy Review Committee Chair at least 48 hours prior to the meeting scheduled for a vote.
6. When presenting the Board with new or revised policies for a vote:
  - a) they will be presented as a package (an omnibus motion).
  - b) motions to remove one (1) or more policies from the policy package (omnibus motion) for a separate vote will be entertained.
  - c) amendments of policies will not be entertained at the General Board meetings.
  - d) defeated policies will be sent back to the Policy Review Committee for further review.

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**NLLS Executive Board Chair**

November 27, 2021

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**Date of Approval**

## STATEMENT OF POLICY AND PROCEDURE

Section: Finance | Chapter: General | Page(s): 1

Subject: ~~REQUEST FOR PURCHASE~~ **SYSTEM PURCHASES** | Sec 3, 1I

Reviewed: 2020/09/22 | Revised: 2020/08/21 | **Effective: 2017/09/09**

Original	New
<b>REQUEST FOR PURCHASE</b> <ol style="list-style-type: none"><li>1. When purchasing on the basis of catalogue selection or bulk purchasing, NLLS will seek the best pricing.</li><li>2. Non-catalogue or bulk purchases exceeding \$2000.00 require a request for two (2) or more competitive quotes except in emergency cases, or in the case of automation- related purchases or where contracts exist for specified products or services.</li><li>3. When a higher priced item is selected, a written explanation shall be document explaining the reasons for the purchase.</li></ol>	<b>LARGE PURCHASES</b> <ol style="list-style-type: none"><li>1. When purchasing materials for library collections, NLLS will seek to balance the best pricing with purchasing processes and vendor relationships.</li><li>2. Purchases exceeding \$2000.00 not related to library book collections require a request for two (2) or more competitive quotes except in emergencies or where contracts exist for specified products or services.</li><li>3. When a higher-priced item is selected, a written explanation shall be documented explaining the reasons for the purchase.</li></ol>
<b>OUTSIDE BUDGET LINE EXPENDITURES</b> <ol style="list-style-type: none"><li>1. Executive Director can spend from the Contingent Reserve fund up to 10,000 for emerging operations cost expense outside of budgeted items, if required and without prior Executive Committee approval.</li><li>2. Executive Director will report to the Board Chair that such an expense has occurred.</li></ol>	<b>OUTSIDE BUDGET EXPENDITURES</b> <ol style="list-style-type: none"><li>1. The Executive Director can spend from the Contingent Reserve fund up to \$10,000 for emerging operational costs outside of approved budgets without prior Executive Committee approval.</li><li>2. The Executive Director will report to the Board Chair that such an expense has occurred.</li></ol>

Changes to simplify language and improve grammar.

Change to establish that price is not the controlling factor in the purchase of library materials (vendors, quality, processes, etc., matter).

## STATEMENT OF POLICY AND PROCEDURE

Section: Terms of Reference | Chapter: | Page(s): 1

Subject: **ADVOCACY COMMITTEE** |

Reviewed: 2023/09/11 | Revised: 2020/05/23 | Effective: 2020/05/23

## ADVOCACY COMMITTEE

### Mandate

Under the direction of the Executive Committee, the ~~purpose of the~~ Advocacy Committee ~~of the Northern Lights Library Board (NLLB) facilitates develop advocacy measures to continually promote~~ advocacy initiatives on behalf of the Northern Lights Library System (NLLS) and ~~its the~~ members. ~~libraries.~~

*[Under the direction of the Executive Committee, the Advocacy Committee facilitates advocacy initiatives on behalf of the Northern Lights Library System (NLLS) and its members.]*

Advocacy Committee initiatives require the approval of the Executive Committee.

### Responsibilities

~~Executive Committee to give direction and priority to the Advocacy Committee.~~

~~Develop an Advocacy plan and an Advocacy toolkit for Executive Committee approval, containing advocacy documents that can be used by all members.~~

~~Advocacy opportunities are on-going and will be reviewed on a continuing basis. A formal review of advocacy issues will be undertaken at the committee's yearly organizational meeting.~~

~~To utilize the Alberta Library Trustee Association (ALTA) toolkit and resources as appropriate.~~

1. Works with local, regional, and provincial partners to identify advocacy needs and opportunities.
2. Develops a plan to meet identified advocacy needs.
3. Makes accessible to our members and partners advocacy materials and tools.

### Membership

~~The NLLS Board will appoint five (5) members to the Advocacy Committee as per policy Sec 2, 1H Committee of the Board. The Advocacy Committee shall appoint the Chair and Vice Chair.~~

~~The Executive Director will serve as support and resource~~

1. Up to five (5) members as outlined by policy Sec 2, 1H Committee of the Board.
2. The chair of the committee will be elected by vote of the committee.
3. The Executive Director serves as a resource and support to the committee.

### Reporting

~~At each meeting, minutes shall be taken and meeting minutes shall be forwarded to the Executive Committee.~~

~~Recommendations for advocacy are to be forwarded to the Executive Committee for approval to be submitted for approval by the NLLS Board.~~

Meeting minutes will be kept and forwarded to the Executive Committee for approval.

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**NLLS Executive Board Chair**

November 23, 2019

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**Date of Approval**

## STATEMENT OF POLICY AND PROCEDURE

Section: Terms of Reference | Chapter: | Page(s): 1

Subject: **POLICY COMMITTEE** |

Reviewed: 2019/11/23 | Revised: 2019/11/23 | **Effective: 2019/11/23**

## POLICY COMMITTEE

### Mandate

The purpose of the Policy Review Committee of the NLLS Board is to strengthen the Board's role in understand and leading policy governance of the Northern Lights Library System (NLLS)

### Responsibilities

To assist the NLLS Board with monitoring the policy guidelines of NLLS and to facilitate the Board's understanding of policy governance.

To review and recommend for approval to the NLLS Board new and/or revised governance policies as required or recommended.

To review and recommend for approval to the NLLS Board the annual schedule for policy review with a three (3) year framework to ensure an ongoing process of policy review.

To review and recommend for approval to the NLLS Board direction and best practices applicable to the various Alberta Legislation and Standards specifically including the Alberta Libraries Act and the Alberta Library Legislation.

### Membership

The NLLS Board shall appoint five (5) members to the Policy Committee as per policy Sec 2,1H Committee of the Board.

The Policy Committee shall appoint the Chair.

The Executive Director will serve as support and resource.

### Reporting

At each meeting, minutes shall be taken and meeting minutes shall be forwarded to the Executive Committee and Board.

Recommendations for all policy are to be forward to Executive Committee for approval to submit for approval by the NLLS Board.

All policies are on a one (1) year review cycle.

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**NLLS Executive Board Chair**

November 23, 2019

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**Date of Approval**

## TATEMENT OF POLICY AND PROCEDURE

Section: NLLS Board | Chapter: Vision and Policy Statements | Page(s): 1

Subject: **POLICY STATEMENTS** | Sec 2, 1A

Reviewed: 2020/05/29 | Revised: 2020/05/23 | **Effective: 2017/05/13**

## SECTION 2 – 1.A

[Combined with the Governance and Policy Development policy – Delete this policy]

### POLICY STATEMENT 1-GOVERNANCE PRINCIPLES

- ~~1. The Northern Lights Library Board shall be formed in accordance with the Alberta Libraries Act and shall be hereinafter referred to as the Board.~~
- ~~2. The Board's priority is to determine Northern Lights Library System's Vision, Mission, Values, Goals, and Objectives and liaise with the member municipalities, and monitor the System's performance. [Covered in 1E]~~
- ~~3. The Board is a governing body that speaks with one voice. All authority rests with the Board, and individual trustees have no authority except as conferred by the Board for specific purposes. [Added as 1B with edits]~~
- ~~4. The Board leads through policy, using a framework which defines five categories of Board Policy: Vision, Mission, Values, Goals, and Objectives; Governance Process; Board — Executive Director Relationship; and Executive Director's Parameters. [Covered by 1E]~~
- ~~5. The Board's ongoing agenda is based on its role which is focused on governance issues rather than management issues. [Covered by 1A]~~
- ~~6. The Board states the expected Vision, Mission, Values, Goals, and Objectives through the plan of service, directing the Executive Director to determine the means to achieve these results within limits of ethics and prudence. [Covered in 1]~~
- ~~7. The Board as a whole has one employee, the Executive Director, who is accountable to the Board as a whole; as such, Board members are not to direct or supervise NLLS employee(s). When the Board approves policy, the Executive Director is empowered to make all further decisions. The Executive Director's authority begins immediately and automatically. [Covered in 1]~~
- ~~8. The Executive Committee on behalf of the Board monitors the Executive Director solely on the basis of organizational performance and written policies. See ED evaluation policy~~
- ~~9. The Executive Committee and Ad Hoc Committees are to assist the Board in doing its job; not to advise or assist employee(s) in doing their job. [Added to sec 1]~~

### POLICY STATEMENT 2-PROPORTIONAL REPRESENTATION

~~—1. Promote proportional and regional representation on the Northern Lights Library System Executive Committee. Belongs in the Role of the Committees of the Board policy.~~

May 23, 2020

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**Date of Approval**