

# 2024-02-02 Policy Committee Meeting Minutes - DRAFT

## 2023-06-01 Policy Committee Meeting Minutes

### Meeting Information:

Date: October 6, 2023

Time: 7:00am

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

Join Zoom Meeting

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

Meeting ID: 832 9258 7182

Passcode: 711796

Full PDF Policy Meeting Pkg

### AGENDA ITEMS:

1. Approval of the agenda as presented

**M1-Loraine Berry motions to approve the agenda, all in favor, carried.**

2. Approval of the minutes of [October 6, 2023](#)

**M2-Barb Smith motions to approve the minutes of Oct 6, 2023, all in favor, carried.**

### POLICIES FOR ADDITION:

3. Section 1:1N - [Volunteer Time Off](#)

**Briefing Note:** In response to a discussion of the Executive Committee in December this policy was developed to allow staff the opportunity for greater community service in NLLS member municipalities. The policy proposes 7 hours of annual paid time off for volunteer service. VTO policies are increasingly popular with industry and non-profit organizations. They lead to increases in staff morale and develop a culture of service.

**M3- Barb Smith motions to accept the Volunteer Time Off policy and send to the Executive committee for review, all in favor motion carried.**

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.

**M4-Barb Smith motions to accept the Sale of Capital items policy and send to the Executive committee for review, all in favor motion carried.**

**POLICIES FOR REVISION:**

5. Section 1:1V - [Police Information Check](#)

**Briefing Note:** This policy came up in the regular course of review. Grammar and other slight changes were made for clarity.

**M5- Loraine Berry motions to accept the Police Information Check policy and send to the Executive committee for review, all in favor motion carried.**

6. Section 1:2F - [Pets in the Workplace](#)

**Briefing Note:** This policy came up in the regular course of review. Grammar and other slight changes were made for clarity.

**M6 – Barb Smith motions to accept the Pets in the Workplace policy and send to the Executive committee for review, all in favor motion carried.**

7. Section - 1 3:F - [Library Property](#)

**Briefing Note:** This policy came up in the regular course of review. Requires employees to properly sign out library property before using it.

**M7 –Loraine Berry motions to accept the Library Property policy and send to the Executive committee for review, all in favor motion carried.**

8. Section - 1:3L - [Social Media Internal](#)

**Briefing Note:** This policy incorporates the service point (external) policy and slight changes for clarity have been made.

**M8 –Barb Smith motions to accept the Social Media policy and send to the Executive committee for review, all in favor motion carried.**

9. Section 1:3S - [Workplace Violence and Harassment](#)

**Briefing Note:** This policy came up in the regular course of review. Very slight modifications for clarity.

**M9 –Loraine Berry motions to accept the Workplace Violence and Harassment policy and send to the Executive committee for review, all in favor motion carried.**

10. Section 1:4A - [Participation in Occupational Health & Safety](#)

**Briefing Note:** I proposed a name change for clarity. It strikes the need for a Health and Safety Committee as we do not have enough employees to make this a requirement. Other minor grammatical changes.

**M10 –Loraine Berry motions to accept the Participation in Occupational Health & Safety policy and send to the Executive committee for review, all in favor motion carried.**

11. Section TOR - [Building Committee](#)

**Briefing Note:** Minor changes made for clarity.

**M11 –Barb Smith motions to accept the Building Committee policy and send to the Executive committee for review, all in favor motion carried.**

12. Section TOR - [Executive Director Evaluation Committee & ED Evaluation](#)

**Briefing Note:** Major changes proposed to these. Potential to combine this TOR and Policy. The intent is to free the committee to use evaluation methods most appropriate for the time while still formalizing the process.

**M12 –Loraine Berry motions to accept Executive Director Evaluation Committee & ED Evaluation policy and send to the Executive committee for review, all in favor motion carried.**

13. Section 3:1F - [Corporate Credit Cards](#)

**Briefing Note:** We've added a section to the policy clarifying the use of loyalty and credit card points. We've also changed the policy from strictly using loyalty points for the NLLS conference to general revenue.

**M13 –Lorraine Berry motions to accept Corporate Credit Cards policy and send to the Executive committee for review, all in favor motion carried.**

**POLICIES TO DELETE**

16. Section - [Social Media External](#)  
**Briefing Note:** This policy was incorporated into the Social Media Internal policy and renamed the Social Media Policy.

**M14 –Lorraine Berry motions to delete the Social Media External policy and send to the Executive committee for review, all in favor motion carried.**

17. Next Meeting Apr 5 2024

**M15 – Barb Smith motions to adjourn at 8:20am, all in favor, motion carried.**

## STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 2

Subject: **Volunteer Time Off** | Sec 1, 1

Reviewed 2023-01-20 | Revised: 2019/09/21 | **Effective: 2023/02/24**

### SECTION 1 - 1.

#### Volunteer Time Off

**Purpose:** The Northern Lights Library System (NLLS) recognizes the importance of community involvement and encourages employees to contribute their time and skills to charitable organizations and community service projects. The Volunteer Time Off (VTO) policy is designed to support and promote volunteerism among our employees, build a sense of community, and increase the visibility of NLLS in member communities.

**Eligibility:** All regular full-time employees are eligible for Volunteer Time Off.

**Time Allowance:** Employees may request up to seven (7) hours of paid time off per calendar year for volunteer activities. The time off can be taken in increments as small as one hour.

**Time in Lieu:** Employees can bank volunteering hours outside their regular working hours. Banking volunteer time allows employees to accumulate hours for future use as time off. The Overtime policy governs banked or lieu hours.

**Approval Process:** To request Volunteer Time Off, employees must submit a written request to their supervisor at least five (5) days in advance. The request should include the date, time, and a brief description of the volunteer activity. Supervisors will review requests based on business needs and may approve or deny the request.

**Approved Volunteer Activities:** Volunteer Time Off may be used for activities that contribute to the well-being of NLLS member municipalities, including but not limited to:

1. Volunteering at registered non-profit organizations.
2. Participating in community service events.
3. Assisting in local schools or educational programs.
4. Involvement in disaster relief efforts.
5. Charitable events.

**Excluded Activities:** Volunteer Time Off does not cover activities that are primarily for personal gain, political partisan involvement or activities not benefiting NLLS member municipalities.

**Recording Volunteer Time:** Employees are responsible for accurately recording their Volunteer Time Off hours on their timesheets or designated tracking system. Supervisors may request documentation from the volunteer organization as proof of participation.

**Benefits Continuation:** During approved Volunteer Time Off, employees will continue to receive their regular pay and benefits. The time off will not affect the accrual of vacation, sick leave, or other benefits.

**Non-Retaliation Policy:** Employees will not face any negative consequences for requesting or taking Volunteer Time Off in accordance with this policy.

**Policy Review:** This policy will be reviewed annually and may be revised as necessary.

## 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): 2

Subject: **POLICE INFORMATION CHECK (PIC)** | Sec 1, 1V

Reviewed 2024/01/19 | Revised: 2024/01/19 | **Effective: 2021/02/26**

### SECTION 1 - 1.V

#### POLICE INFORMATION CHECK (PIC)

~~Northern Lights Library System (NLLS) recognizes that it has a duty to protect and act in the best interests of the people for whom it serves and to the larger community.~~

~~A Police Information Check (PIC) will seek information regarding outstanding charges, convictions and/or disclosable adverse information under any Federal Statute including the Criminal Code of Canada, the Narcotics Control Act and the Controlled Drugs and Substances Act, for which a record suspension has subsequently been revoked (collectively referred to as a disclosable criminal record”).~~

All new and continuing NLLS employees, who are required to do so by legislation, will be asked to complete and submit a **Police Information Check (PIC)**.

1. **All Police Information Checks (PIC)** PICs will be compliant with Human Rights and Privacy legislation.
2. A person who is offered employment at NLLS may be required to complete and submit a PIC before **any offers of employment are finalized**. ~~they are employed by NLLS.~~
3. An employee who is offered a different position at NLLS may be required to complete and submit a PIC before the employee starts the new position.
4. All applicants will have the opportunity to review the results of the PIC and will be required to verify the results before any offer of employment may be **finalized** ~~made~~.
5. A disclosable Criminal Record or adverse information will not necessarily preclude employment or subsequent promotion or result in any action being taken in relation to an employee. In making a determination about the proper response to the existence of disclosable information, the Executive Director will consider the offence history based on the following criteria:
  - a) The nature of the offence(s).
  - b) The relevance of the offence(s) to the position.
  - c) The length of time since the offence(s) took place.
  - d) Any mitigating or extenuating circumstances that might be revealed in relation to the offence(s) committed.
  - e) Whether there is an extended history of a criminal offence(s) or accumulation of individual minor offences that indicate a persistent pattern of behaviour.
6. Original documents are required for submission to NLLS. Photocopies, faxes, or electronic copies of criminal record checks will not be accepted.

#### Confidentiality

All information surrounding the Police Information Check, including the results, will be maintained in accordance with the Freedom of Information and Privacy Act. Confidentiality will be maintained for all criminal background check information, including **hiring decisions** ~~a decision not to hire the applicant~~.



# STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Workplace Health and Safety | Page(s): 2

Subject: **PETS IN THE WORKPLACE** | Sec 1, 2F

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

## SECTION 1 - 2.F

### PETS IN THE WORKPLACE

~~Our~~ pets in the workplace policy outlines ~~our~~ ~~the~~ rules for bringing, caring for and supervising pets in ~~the~~ Northern Lights Library System (NLLS) ~~company's~~ offices.

~~Pets can foster a friendlier and happier workplace. They are fun, playful and can have positive influence on our work. We will allow~~ NLLS employees ~~to~~ may have their pets at work on designated days. ~~The Executive Director will determine designated days and may change those days as necessary.~~

Compliance with this policy is required to avoid disruption to operations or damage to facilities.

~~We want to make sure that animals won't disrupt the operations, damage properties or cause medical issues to other employees. We expect everyone to read and respect this policy.~~

This policy refers to all our employees, visitors, contractors and consultants. It applies to any space NLLS owns where employees perform their job duties.

Employees who own pets can choose to bring them to their workplace on designated days. They ~~should always~~ ~~must~~ consult with their Manager or Executive Director ~~before bringing their pet to work.~~ ~~to:~~ Pets may be permitted in the building if all of the following are true:

- ~~Inform them that their~~ The pet is adequately trained to be in an office working environment
- ~~Present current documentation of insurance policy that covers their pets~~
- ~~Provide proof that their~~ The owner can provide proof their pets ~~are~~ is clean, properly vaccinated, and free of parasites
- The owner has ensured that their pet does not present a risk of allergy attack or other medical problems for others in the building. ~~Ensure their pet will not cause allergies or other medical problems for their coworkers~~
- The owner has signed a waiver taking responsibility for any outcomes of having their pet in the office, and they have read and agree to abide by this policy. ~~Sign waivers that state their pet's information and their owner's responsibility towards them~~

All dogs are to be on a leash ~~when~~ outside ~~of~~ the owner's office space, and their movements restricted to their owner's office space. Their owner is responsible for informing others of their dog's presence, preferably with a sign.

#### What pets are allowed?

Office pets are usually dogs and cats, but any pet that is well-trained and not potentially dangerous or unpleasant is also allowed. Young animals are not allowed until they're adequately trained. Pets like snakes, spiders, and bunnies (which chew up cords) are prohibited in the workplace.

#### Owner's Responsibilities

Generally, NLLS wants to ensure that ~~our company and~~ employees' ~~and their~~ pets are cared for properly. Pet owners ~~should~~ ~~must~~ clean up after their pets. They are solely responsible for their pet's behaviour and well-being. They should supervise their pets in the workplace ~~or know their location at all times~~ and always know their location.

~~More specifically, they should make sure their animal doesn't:~~ Owners are responsible to ensure their animal does not:

- Make a mess
- Fight with other office pets
- Wander in prohibited places
- Endanger themselves or others
- Damage company or employee property
- Annoy coworkers (e.g. barking constantly, climbing on their desks)

~~If any of these occur, it falls to~~ The Manager or Executive Director's discretion to will determine the seriousness of the pet's actions. As a general rule, if the pet misbehaves three times or becomes overly aggressive, their owner may be prohibited from bringing the pet to the office again. Pet owners ~~They~~ will also be responsible for any expenses ~~and cleaning~~ resulting from their pet's behaviour.

Owners ~~can~~ may leave work to walk their dogs ~~on their lunch breaks~~ during lunch or a designated break. ~~They should avoid using up~~ use of excessive work time to look after ~~their~~ pets is prohibited and will result in the pet no longer being permitted at the workplace. ~~If a pet needs constant care and attention, their owner may be instructed to leave them at home.~~ Employees must use good judgement and make other arrangements for their pets when their schedule does not allow them to adequately supervise the animal. ~~Same goes for days that their owner has a busy schedule and is unable to supervise them.~~

Pet owners are advised not to leave pets in their vehicles for long ~~great~~ periods of time. In some jurisdictions, leaving pets in cars confined or unattended in conditions that may endanger them is illegal. Pet owners are obliged to know the law. When employees use company vehicles, we prohibit them from leaving pets inside, unattended and without proper ventilation, food/drink, or in extreme temperatures.

### Areas where pets are prohibited

~~There are certain places and times where NLLS prohibits office pets.~~ Pets are prohibited from:

1. Offices of employees with allergies
2. Places with sensitive equipment or material
3. ~~The staff room~~ Kitchen or cafeteria, or where food is served or exposed
4. Meeting rooms during meetings with clients or external parties

~~In cases when the number of pets in the office becomes excessive, we will have to restrict them. Employees can then bring their pets to work according to a schedule.~~

### Complaint Process

We want all employees to feel safe in their workplace. If an employee has concerns or problems resulting from a pet at work, they can follow this process:

1. Talk to the pet's owner in case they can resolve the problem immediately
2. Reach out to their supervisor or manager to explaining their issues
3. ~~Consult the Executive Director, if they don't get a satisfactory response~~
4. ~~File an official complaint~~
5. Follow the grievance process if an issue remains unresolved.

~~If they have a medical or personal issue (e.g. allergy, phobia), they can directly contact their Manager or the Executive Director. Supervisors should take their employees' concerns seriously and investigate as soon as they receive complaints. If they are unable to resolve the problem, they should contact the Executive Director.~~

This policy does not prohibit service animals (animals trained to perform tasks for the benefit of a person with a disability.) ~~Qualified service dog teams must have an Alberta Service Dog Identification Card that ensures access to public places. They are allowed to move freely with their owners.~~ If any problem arises because of service animals, we will make appropriate accommodations to resolve it.

~~We also instruct~~ Employees will ~~to~~ not feed or interact with other employees' pets or service animals ~~at work, if not authorized~~ without obtaining explicit permission from the owner.

## **PETS IN THE WORKPLACE**

Our pets in the workplace policy outlines our rules for bringing, caring for and supervising pets in the Northern Lights Library System (NLLS) offices.

NLLS employees may have their pets at work on designated days. The Executive Director will determine designated days and may change those days as necessary.

Compliance with this policy is required to avoid disruption to operations or damage to facilities.

This policy refers to all our employees, visitors, contractors and consultants. It applies to any space NLLS owns where employees perform their job duties.

Employees who own pets can choose to bring them to their workplace on designated days. They must consult with their Manager or the Executive Director before bringing their pet to work. Pets may be permitted in the building if all of the following are true:

6. The pet is adequately trained to be in an office working environment
7. The owner can provide proof their pet is clean, properly vaccinated, and free of parasites
8. The owner has ensured that their pet does not present a risk of allergy attack or other medical problems for others in the building.
9. The owner has signed a waiver taking responsibility for any outcomes of having their pet in the office, and they have read and agree to abide by this policy.

All dogs are to be on a leash when outside the owner's office space, and their movements restricted to their owner's office space. Their owner is responsible for informing others of their dog's presence, preferably with a sign.

### **What pets are allowed?**

Office pets are usually dogs and cats, but any pet that is well-trained and not potentially dangerous or unpleasant is also allowed. Young animals are not allowed until they're adequately trained. Pets like snakes, spiders, and bunnies (which chew up cords) are prohibited in the workplace.

### **Owner's Responsibilities**

Generally, NLLS wants to ensure that our employees' and their pets are cared for properly. Pet owners must clean up after their pets. They are solely responsible for their pet's behaviour and well-being. They should supervise their pets in the workplace and always know their location.

Owners are responsible to ensure their animal does not:

7. Make a mess
8. Fight with other office pets
9. Wander in prohibited places
10. Endanger themselves or others
11. Damage company or employee property
12. Annoy coworkers (e.g. barking constantly, climbing on their desks)

The Manager or Executive Director's will determine the seriousness of the pet's actions. As a general rule, if the pet misbehaves three times or becomes overly aggressive, their owner may be prohibited from bringing the pet to the office again. Pet owners will be responsible for any expenses resulting from their pet's behaviour.

Owners may leave work to walk their dogs during lunch or a designated break. The use of excessive work time to look after pets is prohibited and will result in the pet no longer being permitted at the workplace. Employees must use good judgement and make other arrangements for their pets when their schedule does not allow them to supervise the animal adequately.

Pet owners are advised not to leave pets in their vehicles for long periods of time. In some jurisdictions, leaving pets in cars confined or unattended in conditions that may endanger them is illegal. Pet owners are obliged to know the law. When employees use company vehicles, we prohibit them from leaving pets inside, unattended and without proper ventilation, food/drink, or in extreme temperatures.

### **Areas where pets are prohibited**

Pets are prohibited from:

5. Offices of employees with allergies
6. Places with sensitive equipment or material
7. The staff room, or where food is served or exposed
8. Meeting rooms during meetings with clients or external parties

### **Complaint Process**

We want all employees to feel safe in their workplace. If an employee has concerns or problems resulting from a pet at work, they can follow this process:

6. Talk to the pet's owner in case they can resolve the problem immediately
7. Reach out to their supervisor or manager to explain the issue
8. Follow the grievance process if an issue remains unresolved.

This policy does not prohibit service animals (animals trained to perform tasks for the benefit of a person with a disability.) Qualified service dog teams must have an Alberta Service Dog Identification Card that ensures access to public places. If any problem arises because of service animals, we will make appropriate accommodations to resolve it.

Employees will not feed or interact with other employees' pets or service animals without obtaining explicit permission from the owner.

**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 or their designee's approval in writing is required.
4. The Employee is responsible for lost or damaged NLLS items, when signed out.

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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): 2

Subject: **SOCIAL MEDIA -INTERNAL** | Sec 1, 3L

Reviewed: 2021/03/30 | Revised: 2021/05/29 | Effective: 2017/05/13

[We can combine this policy with our “External” policy. There is no need for both. Delete Sec\_4-1D]

## SECTION 1 - 3.L

### SOCIAL MEDIA ~~-INTERNAL~~

#### Policy Purpose

1. To define healthy boundaries and expectations regarding Northern Lights Library System’s (NLLS’) social media, as well as NLLS employees’ use of social media in both their personal and professional lives.

#### Policy Statement

2. The use of social media and other information technology is a valuable tool by which information may be distributed to, and collected from the public at large. NLLS is committed to the responsible use of social media by its employees in the promotion of NLLS, as well as in its communication with the public.
3. An employee’s personal and off-duty use of social media may be subject to the guidelines of this Policy.
4. This Policy should be read in conjunction with any other related NLLS policies. Where a conflict exists between this Policy and another NLLS policy, this Policy shall prevail.

#### Definitions

5. An “employee” generally refers to any employee, **service point** staff member, volunteer, elected official, or board member of NLLS.
6. “Social media” is broadly defined to include websites, social media sites (including but not limited to online communications, blogs, mobile applications, Facebook, Instagram, Snapchat, Twitter, and similar), emails, texts and other information technology. Social media is constantly evolving, and therefore the definition of this term should be interpreted broadly.
7. A “posting” includes any written comment, content, or image, including but not limited to text, photographs, video, clip art, scanned images, documents, and emojis.
8. A posting may be considered “inappropriate” if it:
  - a) renders any NLLS employee unable to perform their duties satisfactorily;
  - b) leads or may lead to a reasonable refusal, reluctance, or inability of an employee to work or engage with the person responsible for the posting;
  - c) discloses information or provides communication that directly or indirectly harms or jeopardizes the reputation of NLLS, or brings the reputation of NLLS into disrepute;
  - d) is obscene, unduly critical, abusive, harassing, and/or defamatory;
  - e) is in breach of Canada’s Criminal Code;
  - f) is in breach of the Alberta Human Rights Act, **or is otherwise discriminatory;**
  - g) expressly or impliedly discloses information **or personal information** in contravention of the Freedom of Information and Protection of Privacy Act (FOIP), its regulations thereunder, or any other applicable privacy legislation;
  - h) expressly or impliedly discloses confidential information of NLLS or any other person; and
  - i) any other circumstances determined to be inappropriate by NLLS.

For the purposes of determining whether a posting is inappropriate, NLLS shall act reasonably and in good faith.

#### Promotion and Communication

9. Similar to more traditional forms of media and communication, only **the NLLS Communications Team is employees authorized by the Executive Director are** permitted to create, operate, or manage any website or social media profile on behalf of NLLS. ~~No other NLLS personnel shall do so without prior written authorization from the Executive Director.~~ Further, no website or social media profile of NLLS shall be created, operated, or managed through an employee’s personal website or social media profile. ~~The NLLS Communications Team~~ **Authorized employees** will ensure that social media postings align with NLLS’s vision, mission, and values. **only official NLLS positions are posted on NLLS social media;** ~~no individual or personal viewpoints, opinions etc. shall be posted on NLLS social media.~~

- 10. To ensure consistency and accuracy throughout NLLS websites and social media, prior to posting information to social media on behalf of NLLS, the ~~NLLS Communications Team~~ authorized employees shall confirm the accuracy of the information and compliance with all applicable policies and legislation (including, but not limited to, FOIP).
- 11. ~~The NLLS Communications Team shall ensure that its postings to NLLS social media are not inappropriate.~~
- 12. NLLS reserves the right to make editorial decisions regarding postings to its websites and social media, including the removal of postings.

Commented [JM1]: Redundant

**Network Security and Legal Compliance**

- 13. ~~The NLLS Communications Team, and any other~~ Employee who has been expressly authorized in writing by the Executive Director to create, operate, or manage any website or social media profile on behalf of NLLS, shall abide by the Password Management policy. ~~provide the Executive Director in writing with the NLLS website or social media host, username, and password, and any other information necessary to access, operate, and manage the website or social media profile. Such information shall be kept in a secure location.~~

**Personal Use of Social Media and Other Information Technologies**

- 14. NLLS respects and supports the privacy and autonomy of employees' personal or off-duty use of social media, including their freedom of speech. However, if an employee's personal or off-duty use of social media is "inappropriate" within the meaning of this Policy, then NLLS may take any action necessary in response, as though that conduct occurred within the scope of the employee's duties. Such action may include disciplinary action, up to and including termination for just cause.
- 15. At all times, NLLS employees owe a duty of fidelity and loyalty to NLLS, which prohibits employees from posting negative content critical of NLLS and/or its employees on their personal social media and/or while off-duty. If an employee has such sentiments, the employee should meet with NLLS to respectfully discuss and resolve their concerns, rather than addressing those concerns through social media or other public forums. Refusal and/or failure to adhere to the foregoing may result in disciplinary action being taken against the employee, up to and including termination for just cause.
- 16. Employees' personal or off-duty use of social media must not indicate, suggest, or imply, that their postings are in connection with, or relation to, or on behalf of, NLLS or its operations. ~~Employee's personal or off-duty use of social media must remain personal in nature and only be used to share personal opinions, viewpoints, or non-work related information.~~
- 17. Employees are encouraged to exercise sound judgement when personally using social media, and to use the most restrictive privacy settings available in respect of personal social media use.
- 18. Employees who receive or observe negative or inappropriate postings relevant to NLLS are encouraged to advise the Executive Director.

Commented [JM2]: Redundant





## STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 2

Subject: **WORKPLACE VIOLENCE and HARASSMENT** | Sec 1, 3S

Reviewed: 2024-01-04 | Revised: 2020/08/21 | Effective: 2017/05/13

### SECTION 1 - 3.S

#### WORKPLACE VIOLENCE and HARASSMENT

**Commented [JM1]:** Some rearrangement of policy statements and formatting were made for clarity.

##### Definitions

1. **Violence and harassment** can come from anyone in the workplace and be directed at anyone. It can be subtle or overt. Abuse may be deliberate or unintended. It may be a single event or may involve a continuing series of incidents. Abuse can victimize ~~all people~~, anyone and may be directed by or towards workers, clients and members of the public. Refer to:
  - a) Alberta Workplace OHS code - Provincial
  - b) Center for Occupational Health and Safety – Federal
2. **Workplace Violence**
  - a) any act in which a person is abused, threatened, intimidated or assaulted at work. It includes threatening behaviour, verbal or written threats, verbal abuse, and physical attacks.
3. **Harassment**
  - a) any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person. This includes words, gestures, intimidation, bullying or other inappropriate activities. It may include discriminatory treatment based on an individual's race, ethnicity, age, religion, gender, gender identity, sexual orientation or other legally protected characteristics.
4. **Sexual Harassment**
  - a) any unwelcome behaviour that is sexual in nature. This includes unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature.

##### Policy Statement

5. NLLS shall ensure that employees understand how to recognize workplace violence or harassment and the procedures for responding to, reporting on, and investigating incidents of violence and harassment in the workplace.
6. No action shall be taken against an individual for making a complaint; unless the complaint is made maliciously.
7. Employees are required to be familiar with and follow the procedures for responding to, reporting on, and preventing workplace violence and harassment.
8. Employee(s) faced with an urgent situation involving threatening or violent conduct, where there is a reasonable belief that the safety of persons may be threatened, shall contact the police immediately.
9. For other incidents:
  - a) An employee subjected to or having witnessed workplace violence or harassment has the option to:
    - i. Approach any department manager,
    - ii. Approach the Executive Director,
    - iii. Follow the Whistleblower Policy.
  - b) Discuss the matter with your Manager; (if the alleged offender is your Manager, discuss the matter with the Executive Director); ~~prior to before~~ filing a formal written report of the incident. The person subjected to workplace violence or harassment, with the assistance of the Manager or Executive Director, should let their objections to the behaviour be known to the alleged offender; The Executive Director will document the incident and follow the Grievances process for serious incidents;
  - c) ~~If not satisfied at this time, the complainant and/or their Manager will document the incident and notify the Executive Director of the incident;~~

- d) If the complainant is not satisfied with the actions taken by the Executive Director, they may follow the Grievances Policy;
- e) If the alleged offender is the Executive Director, discuss the matter with your Manager and notify the NLLS Board Chair. Prior to filing a formal report of the incident, the person subjected to workplace violence or harassment, with the assistance of the NLLS Board Chair (or designate), shall let their objections to the behavior be known to the alleged offender. The Chair will document the incident and inform the Executive Director and the Grievance committee.

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NLLS Executive Board Chair

August 21, 2020

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Date of Approval



# STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Occupational Health and Safety | Page(s): 1

Subject: **EMPLOYEE PARTICIPATION IN OCCUPATIONAL HEALTH AND SAFETY (OHS)** | Sec 1, 4A

Reviewed: 2024-01-04 | Revised: NEW | Effective: NEW

## SECTION 1 – 4.A

### EMPLOYEE PARTICIPATION

#### Purpose of Policy

To inform the Northern Lights Library System (NLLS) employees about participation expectations in health and safety issues and to ensure that employees are included on the Health and Safety Committee. This policy is consistent with and complies with Alberta OHS regulations.

#### Policy Statement

1. NLLS will ensure their employees are aware of their rights and duties under Occupational Health and Safety legislation, including the right to participate.
2. NLLS will ensure that all employees are adequately trained in all matters necessary to protect their health and safety.
3. Employees are required to participate in health and safety training.
4. Employees will actively ~~participate in preventing~~ prevent health and safety problems by reporting workplace hazards, unsafe behaviors, faulty equipment or any other health and safety issue that they discover, and will follow NLLS'S incident reporting procedures.
5. NLLS is responsible for resolving work site health and safety issues brought forward by employees, in a timely manner.
6. NLLS involves employees in the hazard assessment process.
7. Employees are required to participate by providing relevant information for hazard identification, assessment and control. Employees will participate in a review of their hazard assessment annually, or if their workspace changes or they begin a different job.
8. NLLS will involve all employees, at all levels, in health and safety discussions at staff meetings, during orientation, at training sessions, incident investigations, at hazard assessment reviews and at library related workshops.
9. NLLS ~~management will designate a Health and Safety Representative/Committee as per Alberta OHS legislation. Management will ensure that employees have an opportunity to participate in the Health and Safety Committee (HSC) know who their Health and Safety Representative is. The HSC will have four members; two from management and two of which will be employees selected by other employees. One of the Co-chairs of the HSC will be an employee. Members of the HSC participate in decisions that affect health and safety at headquarters by following up on incident and injury reports, conducting worksite inspections, recommending preventative measures to control or eliminate hazards, recommending health and safety training and practices, and monitoring the health and safety program.~~
10. Self-employed or contract individuals are required to actively participate in identifying and helping to prevent work site health and safety issues by reporting situations to NLLS.

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**Date of Approval**

## STATEMENT OF POLICY AND PROCEDURE

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

Subject: **BUILDING COMMITTEE** |

Reviewed: 2021/01/10 | Revised: NEW | Effective: 2021/02/26

## BUILDING COMMITTEE

### Mandate

The purpose of ~~this an the~~ ad-hoc Committee, ~~when called upon,~~ is to provide building recommendations to the NLLS Board that fall outside ~~the normal building operating and maintenance budget lines in the~~ of approved budgets.

### Responsibilities

To provide recommendations on facility ~~enhancements and/or expansion~~ improvement projects ~~to committee as approved by to~~ the NLLS General Board ~~and~~ to consult with appropriate stakeholders on proposed project plans. ~~for each project.~~

[To consult with appropriate stakeholders on proposed facility improvements and to provide recommendations on projects to the NLLS General Board.]

### Membership

- The NLLS Board shall appoint five (5) members to the Building Committee as per policy Sec 2, 1H Committees of the Board.
- The Building Committee shall ~~appoint~~ elect a ~~the~~ Chair ~~from the committee.~~
- The Executive Director ~~and Administration personnel~~ will serve as support and resource to the committee, ~~Minutes they shall take minutes of each meeting.~~

### Reporting

Meeting minutes shall be forwarded to the Executive Committee and Board. Recommendations ~~for the building~~ are to be forwarded to ~~the~~ Executive Committee. The Executive Committee will determine which recommendations are forwarded to the General Board for final approval. ~~for approval to submit for final approval by the NLLS Board.~~

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NLLS Executive Board Chair

February 26, 2021

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Date of Approval





## STATEMENT OF POLICY AND PROCEDURE

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

Subject: **EXECUTIVE DIRECTOR EVALUATION COMMITTEE** |

Reviewed: 2020/05/29 | Revised: 2020/05/29 | **Effective: 2020/05/29**

## EXECUTIVE DIRECTOR EVALUATION COMMITTEE, ~~Appendix X~~

### Purpose

The Executive Director Evaluation Committee (EDEC) aims to evaluate the Executive Director's (ED) performance. The EDEC works with the ED to identify performance excellence and areas of improvement. The EDEC works with the ED to affect continuous performance growth and excellence. The EDEC provides a verbal and written report to the Executive Committee annually.

### Committee Structure

The EDEC is comprised of two standing members and one elected member.

- NLLS Board Chair, who leads the process
- NLLS Board Vice Chair
- Nominee from the Executive (one-year term)

The committee is established in the first quarter of each year, along with the evaluation structure.

### Evaluation Methods

The EDEC is authorized and encouraged to evaluate the performance of the ED using any number of reasonable methods. This may include:

- Interviews with the Executive Director
- Interviews or surveys with staff, library managers, and board members

The primary metrics for evaluation of the ED will be found in the annual Implementation Plan, the Plan of Service, and the budget. The EDEC will meet with the ED, in person when possible, at least once during the year. The written performance evaluation report will be shared with the ED before it is provided to the Executive Committee.

### Committee Role:

- Ensure goals and objectives of the ED and the organization are aligned with the Plan of Service of NLLS
- Recognize progress and achievements of the ED through informal discussions, mid year check in or performance evaluations (optional)

### ED Role

- ED is responsible for performance and development within the context of the organizations business needs.  
Responsibilities include:
  - Set challenging but achievable performance objectives based on the Plan of Service
  - Prioritize issues that concern the board in alignment with their strategic documents
  - Evaluate and assess their progress and develop strategies to overcome obstacles
  - Deliver on their objectives and plan

## The Evaluation Report

The written report will describe the evaluation methods and an overall assessment of the ED's performance. It may include professional development goals outside the work plans generally set out in the Implementation Plan. The ED will sign the report acknowledging they have seen it, though they may disagree with its findings. The report will recommend annual salary increases to the Executive Committee. The report will be submitted to the Executive Committee no later than one week before their final scheduled meeting of the year, **with completion of the process being reported to the board at the forthcoming regular board meeting.**

[Original TOR follows – recommend deleting]

2. The Executive Director's Appraisal Committee reviews the Executive Director's Performance Review form at the Executive Director's Appraisal Committee Meeting in the fall and makes recommendations to the Executive Committee at the August meeting.
3. The Executive Director's Appraisal Committee is formed at the August Executive Committee meeting. Members of this committee will be:
  - NLLS Board Chair, who leads the process
  - NLLS Board Vice Chair
  - Nominee from the Executive (One year term)
4. The Executive Director fills out Section A of the Executive Director Performance Review form and sends this to the Board Chair of the Executive Director's Appraisal Committee before the end of April each year.
5. Staff to submit questions from Section A of the Executive Director Performance Review form where noted and send this to the Board Chair of the Executive Director's Appraisal Committee before the end of April each year
6. The Board Chair emails Section A to the Executive Director's Appraisal Committee members by the end of the first week of May.
7. The Executive Director's Appraisal Committee fills out their responses independently and sends their responses to the Board Chair by the second week in May.
8. The Board Chair compiles the committee member's responses into Section B and organizes a Closed Session meeting with committee members to finalize the committee's responses.
9. The Board Chair contacts the Executive Director to ask for clarification on any points made by the committee in Section B, and makes needed adjustments, which then is emailed to the Committee for feedback.
10. The Board Chair shares Section B of the Executive Director's Performance Review form with the Executive Director. The Executive Director responds to the Executive Director's Performance Review form in writing. The Executive Director will indicate at this time if they wish to revisit the contract to review salary, benefits or working conditions.
11. The Executive Director's Appraisal Committee meets with the Executive Director in advance of the May Executive Meeting to review and adjust the document.
12. The Board Chair completes Section C with the input of the Committee, and shares the entire Executive Director's Performance Review form with the Executive Director.
13. During the May Executive Committee meeting, the Board Chair and the Executive Director each present summaries to the Executive Committee during a closed session meeting. If the Executive Director wishes to revisit the contract, they may state their reasons at this meeting.
14. The Executive Committee leaves closed session and the Executive Committee makes the motion to accept the Performance Review. The Executive Committee may also make a motion to commence contract negotiations with the Executive Director.
15. Based on the Executive Director's wishes to revisit the contract (#11) and the Executive's agreement to revisit the contract, contract negotiation will commence, leading to mutual agreement. The duration of this process will not continue beyond the July Executive meeting except in extraordinary circumstances.
16. Final decision on the contract will be presented to the Executive Committee at the July Executive meeting. A motion will be made to accept the revised contract. Signing of the revised contract will then be completed with signatures from the Northern Lights Library Board Chair (also the Executive Director's Appraisal Committee Chair and the Executive Director).

**APPENDIX X – Performance Review & Development Plan**

**PERFORMANCE REVIEW & DEVELOPMENT PLAN**

**Section A**

Please answer the following questions regarding the Executive Director’s (ED) performance:

**To be answered by the Executive Committee and Management only:**

1. How has the ED added value to the organization during this past review period? Which performance expectations for this period do you feel have been accomplished? Which ones have not been accomplished; what were the reasons why? Briefly describe and indicate any difficulties or barriers that were encountered.

**To be answered by the Executive Committee, Management and Staff:**

2. What has been the ED performance strengths? What would you like to improve in their performance? What additional competencies do you feel that they should acquire? What behaviors need to be acquired or changed?

**To be answered by the Executive Committee, Management and Staff:**

3. How well has ED performed as a team member? Have they exhibited good communication, cooperation, consideration, and respect for other staff?

**To be answered by the Executive Committee and Management only:**

4. What could be changed to assist the ED in their performance? What could you change in your (Executive) or (Management) approach to assist them in their performance?

**To be answered by Executive, Management and Staff:**

5. What training or staff development do you feel that the ED would benefit from?

**To be answered by the Executive only:**

6. What do you see as future goals and action plan for the ED?

**To be answered by Management and Staff:**

7. Year in Review – highlights of the previous year

**To be answered by ED only:**

8. ED goals for next year

Note: The Executive Director will be asked to answer the same questions. Those that report to the Executive Director and some significant outside contacts may also be asked for similar feedback.

**Section B**

**Section B to be completed by the Executive Director and the Appraisal Committee**

1. Comment on the ED responses to the questions in Section A.
2. Comment on the highlights of the ED work in the past year.
3. How can the ED improve?
4. Comment on the ED goals (Section A #6)? Any further suggestions for goals for the ED?
5. How can the Board help the ED with these accomplishments?
6. Added comments?

**Section C**

**Section C – to be completed by the ED Appraisal Committee Chair. This information will be shared with the ED and the Executive Committee**

1. Did any further opportunities arise during the review process?

2. What are the goals of the ED in the coming year?
  
3. What is the overall assessment of the ED's performance in the past year?
  
4. Recommendation to the Executive Committee with regard to overall performance and compensation for the ED.

Contract negotiations must be completed by

Signatures:

Board Chair

Date:

Executive Director

Date:

## **STATEMENT OF POLICY AND PROCEDURE**

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

Subject: **EXECUTIVE DIRECTOR EVALUATION** | Sec 1, 1X Appendix A

Reviewed 2019/10/11 | Revised: 2019/11/23 | **Effective: 2019/07/10**

### **SECTION 1 - 1.X APPENDIX A**

#### **EXECUTIVE DIRECTOR EVALUATION**

1. The Executive Director contract is a continuous employment contract.
2. Executive Evaluation Committee shall conduct and complete a full annual review of the Executive Director by October 31. Annually, the executive shall conduct an evaluation of the Executive Director prior to the end of October or two (2) months prior to the Executive Director contract renewal or whichever comes first.
3. This evaluation shall be conducted by a committee of three (3), consisting of Board Chair and two (2) members of the executive.
4. The Executive Evaluation Committee shall meet at a minimum of three (3) times a year. One of these three is the actual evaluation, two are for review and discussion.
5. Appendix A – Executive Director Evaluation Process

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**NLLS Executive Board Chair**

November 23, 2019

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**Date of Approval**



## **APPENDIX A – Executive Director Evaluation Process**

- Committee will have an initial informal recap discussion with Executive Director.
- Committee shall speak with all department heads and the finance rep. and fill out independent forms as requested to do so.
- Committee may speak with and other system stakeholders who work with Executive Director. (Other System Directors, Gov't Reps, Library Managers etc.)
- Committee will independently fill out NLLS Executive Director Evaluation form.
- Those independent forms will be averaged to create a fourth form.
- Any score 3 or below requires an explanatory comment.
- Any entry left blank gets an automatic score of three.
- Executive Director will be afforded the opportunity to provide commentary on comments on form.
- Evaluation Committee and Executive Director meet to discuss final evaluation and set goals and measurable for forthcoming year.
- These goals will be presented to NLLS Executive for approval at next available meeting or electronic vote.
- These goals will be presented to board and accepted as information.





## STATEMENT OF POLICY AND PROCEDURE

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

Subject: **CORPORATE CREDIT CARDS** | Sec 3, 1F

Reviewed: 2021/03/30 | Revised: 2023/02/03 | **Effective: 2023/02/23**

### SECTION 3 – 1.F

#### CORPORATE CREDIT CARDS

1. Corporate Credit cards may be authorized by the Executive Director, Finance Officer, and Board Chairman for employees who travel regularly or make specific purchases where a credit card is required.
2. Credit cards may be used for budgeted expenses only.
3. The Cumulative Credit Card limit shall not exceed \$50,000.
4. Fuel Credit Cards are to be used for NLLS Vehicles only and are not to exceed a \$5000 limit.
5. The points accumulated from the credit card reward program(s) will be recorded as revenue in the annual NLLS budget. ~~allocated to the annual NLLS library conference and reflected in the annual budget as income.~~

#### Credit Card Usage

- a) Any employee with an NLLS credit card-issued to them must sign Appendix B, Credit Card Policy Acknowledgment form.
- b) Use of NLLS credit cards is a privilege that NLLS may withdraw at any time, with or without cause.
- c) Upon an employee's termination of employment at NLLS, all cards must be returned to the NLLS Administration department for cancellation and proper disposal.
- d) The employee in possession of a NLLS credit card is solely responsible for all purchases on the card and for ensuring that the card is not used by unauthorized personnel.
- e) Any credit card NLLS has issued to an employee must be used for business purposes only, and for purposes in conjunction with the employee's job duties. Employees with such credit cards shall not use them for any non-business purposes. Non-business purchases are considered any purchases that are not for the benefit of the NLLS.
- f) The employee possessing the credit card is responsible for receiving, printing, and retaining all receipts related to purchases made on the credit card. If a receipt is lost, a written description of the items and the purchase cost must be maintained and submitted in the same manner as a regular receipt.
- g) Original paper receipts are the preferred method of documentation.
- h) Digital copies of receipts are acceptable.
- i) Receipts must be turned in to administration within one (1) week of returning to work.
- j) All receipts should be labelled with a description of what the purchase was for to ensure proper accounting of the purchase. Any receipts for meals or entertainment must be attached to a paper that clearly indicates the names of all persons attending the meal or entertainment and the business purpose of such event.

#### 2. Personal charges

- a) If any employee uses a NLLS credit card or other funds for a personal purchase in violation of this policy, the cost of such purchase(s) will be considered an advance of future wages payable to that employee and will be deducted in full, from the employee's next paycheck.
- b) If any employee uses a NLLS credit card or other funds for a non-personal purchase that is not within the scope of the employee's duties or the employee's authorization to make business-related purchases, the cost of such purchase(s) will be the financial responsibility of that employee unless otherwise expressed in writing by the Executive Director. The employee will be expected to reimburse NLLS via deductions from pay until the unauthorized amount is fully repaid.

- c) In addition to financial responsibility and liability for wage deductions, any purchases an employee makes with a company credit card in violation of this policy will result in disciplinary action, up to and possibly including termination of employment.

### 3. Reimbursement of Employee Personal Funds

- a) All approved company transactions paid by employee personal funds will be reimbursed by direct deposit provided the employee submits all receipts and applicable expense forms within six (6) months of incurred expense.

### 4. Loyalty and Credit Card Points

- a) Employees will use their corporate credit card for NLLS purchases whenever practical.
- b) 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.
- c) 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.

# STATEMENT OF POLICY AND PROCEDURE

Section: Service Points | Chapter: General | Page(s): 2

Subject: **SOCIAL MEDIAL-EXTERNAL** | Sec 4, 1D

Reviewed: 2020/05/29 | Revised: 2020/08/21 | **Effective: 2020/08/21**

## SECTION 4 – 1.D

### SOCIAL MEDIA – EXTERNAL

#### Policy Purpose and Statement

1. The use of social media and other information technology is a valuable tool by which information may be distributed to and collected by the Northern Lights Library System's (NLLS') patrons and the public at large.
2. The purpose of this Policy is to define healthy boundaries, expectations, and requirements regarding the use of, and engagement with, NLLS' social media.

#### Definitions

1. "Social media" is broadly defined to include websites, social media sites (including but not limited to online communications, blogs, mobile applications, Facebook, Instagram, Snapchat, Twitter, and similar), emails, texts and other information technology. Social media is constantly evolving, and therefore the definition of this term should be interpreted broadly.
2. A "posting" includes any written comment, content or image, including but not limited to text, photographs, video, clip art, scanned images, documents, and emojis.
3. A "user" is a person who uses, and/or engages with, NLLS' social media.
4. A posting may be considered "inappropriate" if it:
  - a) renders any NLLS employee unable to perform their duties satisfactorily;
  - b) leads or may lead to a reasonable refusal, reluctance, or inability of an employee to work or engage with the person responsible for the posting;
  - c) contains information or content that directly or indirectly harms or jeopardizes the reputation of NLLS, or brings the reputation of NLLS into disrepute;
  - d) is obscene, unduly critical, disrespectful, abusive, harassing, and/or defamatory;
  - e) contains plagiarized content;
  - f) is unrelated to NLLS' programs, services, resources, and operations;
  - g) includes promotional content (for example, commercial or political) that is unrelated to NLLS, and/or is generally considered spam;
  - h) is in breach of Canada's Criminal Code;
  - i) is in breach of the Alberta Human Rights Act, or is otherwise discriminatory;
  - j) expressly or impliedly discloses information or personal information in contravention of the Freedom of Information and Protection of Privacy Act (FOIP), its regulations thereunder, or any other applicable privacy legislation;
  - k) expressly or impliedly discloses confidential information of NLLS or any other person; and
  - l) any other circumstances determined to be inappropriate by NLLS.

For the purposes of determining whether a posting is inappropriate, NLLS shall act reasonably and in good faith.

#### Social Media Use – Terms and Conditions

1. Users of NLLS' social media are subject to the following terms and conditions:
  - a) Users' postings and communications must be courteous and respectful, and must not be inappropriate;
  - b) Users must strictly comply with all provincial and federal legislation and/or law. NLLS prohibits the use of its social media for any purpose which would contravene any provincial or federal legislation and/or law, or which could create civil liability on behalf of the user and/or NLLS. By using, and/or engaging, with NLLS' social media, the user agrees to indemnify NLLS and its board, board members, officers, directors, and employees from and against all liabilities, judgements, damages, and costs (including legal fees) incurred by any of them which arise out of or are related to the user's use of, and/or engagement with,

- c) NLLS' social media; and
  - d) Users must strictly comply with this Policy. Use of, and/or engagement with, NLLS' social media is wholly conditional on the user's agreement to comply with this Policy. By using, and/or engaging, with NLLS' social media, that person confirms their agreement to comply with this Policy.
2. NLLS reserves the right to make editorial decisions regarding postings to its social media, including the removal of inappropriate postings.
  3. NLLS is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of social media.

**Promotion and Communication**

1. NLLS is committed to:
  - a) providing a healthy and respectful learning and work environment, including in respect to its social media;
  - b) providing accessible and inclusive services;
  - c) responding to questions and concerns within a timely manner;
  - d) ensuring the accuracy, objectivity, and impartiality in the information NLLS communicates via social media;
  - e) respecting the privacy and anonymity of those with whom NLLS communicates via social media; and
  - f) respecting freedom of speech and difference of opinion, while at the same time, protecting NLLS employees, its patrons, and the general public from offensive, abusive, or otherwise inappropriate speech and/or conduct.
2. NLLS uses social media to communicate and share information and content relating to its programs, events, services, resources, and operations, as well as to increase public awareness of and accessibility to the foregoing. NLLS does not use its social media as a traditional public forum for general exchange of ideas and viewpoints – NLLS social media is not intended to be used for general public discourse.

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**NLLS Executive Board Chair**

August 21, 2020

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**Date of Approval**