

Town of Sylvan Lake Library Board Confidentiality of User Records Policy

Sylvan Lake Municipal Library and its board, staff and volunteers are subject to the *Libraries Act* and *Freedom of Information and Protection of Privacy Act* (FOIPP).

1. All patron records will be kept confidential but may be shared with resource sharing libraries for the purposes of collecting fines and retrieving borrowed materials.
2. Library board members, staff and volunteers will hold all personal information on staff, volunteers, and patrons (including patrons of any other libraries) in confidence.
3. No records are kept of the frequency or content of visits to the library or online by specific patrons.
4. Staff and volunteers are not to discuss the reading habits of individual patrons.
5. No personal information will be provided to anyone for any reason except when a written court order is provided or where required by law (in written format).
6. No patron information, including their presence in the library, will be given over the phone.
7. Upon request, a library user 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. 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.

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf



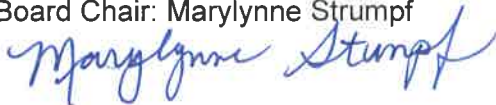
Town of Sylvan Lake Library Board Finance Policy

The Town of Sylvan Lake Library Board is accountable for the effective management of the board's financial resources. While the day-to-day administration of finances will be delegated to the Library Director, the board will continuously monitor the financial status and ensure compliance with legislation by requiring regular and timely financial reports. The board Treasurer will review all financial reports and statements and report to the board at the regularly scheduled board meetings.

1. The board chairperson, vice-chairperson, treasurer, and secretary shall be appointed signing officers for the board. Additional signing officers may be appointed from the Library Board by the Library Board. Any two are required to sign for all financial expenditures.
2. The fiscal year of the Library Board shall be January 1 to December 31.
3. An operating budget shall be prepared annually. The Library Director is authorized to administer funds according to the budget approved by the Board. Expenditures not contemplated in the approved budget, re-allotments, or over- expenditure of funds will require the prior approval of the Board.
4. The Board will reimburse staff and board members for approved professional development expenses, including courses, workshops and conferences. These expenses may include tuition, registration, mileage, meals and accommodation. Reimbursement shall require an original receipt and a completed Travel Expense Claim Form submitted to the Library Director.
5. Mileage shall be paid at the current rate set by the Alberta Government Expense Policy for use of a private vehicle. (<http://finance.alberta.ca/business/planning-accountability/accountability/expenses-policies.html>)
6. Occasionally, Library staff and board members may be required to purchase items on behalf of the Library. Reimbursement for approved purchases shall require an original receipt submitted to the Library Director.
7. The Director of Library Services may operate a Petty Cash account in the amount of \$350 for purchases not in excess of \$50.
8. All invoices and receipts shall require approval by the Library Director.
9. The Library Board will designate financial donations to a separate financial reserve account to be spent by motion of the Board.
10. The Library Board will designate special and provincial grants to a separate financial reserve account to be spent by motion of the Board. Other grants obtained by library staff will be spent according to the guidelines set out by the grant.
11. The Library Board will maintain a capital reserves account (equal to the amount of the staff payroll) to be spent by motion of the Board.

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf



Town of Sylvan Lake Library Board Resource Sharing Policy

The Town of Sylvan Lake Library Board participates in the Provincial Resource Sharing Network and, by virtue of membership, in the Parkland Regional Library and The Alberta Library (TAL) and therefore shall abide by the rules and procedures as outlined by the Provincial Resource Sharing Guidelines.

The Libraries Act Regulation 7 (2):

Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following: (c) resource sharing, including participation in a provincial resource sharing network and the conditions that apply to the acquisition of library resources and information from other sources, including inter-library loans and information in electronic databases.

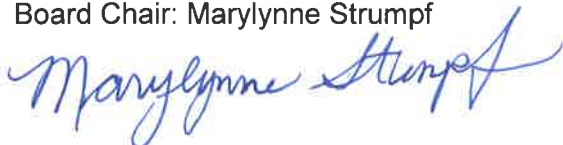
The board participates in the provincial resource sharing network and with the System/Node as outlined in the Provincial Resource Sharing Network Guidelines.

The board will not charge another member library for the interlibrary loan service.

The board publicizes the interlibrary loan, ME card and TAL card services to the patrons through various means within the community.

Training of staff in resource sharing is the responsibility of the Library Director through the Parkland Regional Library and TAL, and shall be carried out through a combination of on-site visits, workshops, memo, procedures manuals, and conferences.

Date approved: May 20, 2014
Board Chair: Marylynn Strumpf



Town of Sylvan Lake Library Board

Materials Selection, Donations, and De-selection Policy

Selection

This materials selection policy is intended to provide a statement of philosophy and identify key objectives regarding the selection of library materials which will reflect the mission and belief statements of the Library Board, and to define responsibility for selection.

Materials are selected:

1. to satisfy the need for recreational reading, listening and viewing materials for customers of differing tastes, interests, purposes and reading skills;
2. to enrich human understanding by dealing informatively with social, personal, racial, multicultural, religious and scientific issues;
3. to educate by providing basic factual information in as broad a base as possible.

Selection of library materials shall be made in accordance with Library policy regarding the Statement of Intellectual Freedom, and shall be selected according to the following criteria:

- suitability of physical form for library use;
- relation to existing collections and other material on the subject;
- accessibility of material in other libraries;
- interests and composition of the community and region;
- popular demand and current trends;
- attention of critics, reviewers, and public;
- quality of writing and/or visual art;
- reputation, skill, competence and purpose of the originator of the work;
- special value as a contribution to social questions and problems of continuing or topical interest;
- timeliness or permanence of the work;
- availability of funds and space;
- comprehensiveness and depth of treatment;
- clarity, accuracy and logic of presentation;
- balance of viewpoints in the collection (challenging though extreme or minority points of view are often represented though quantity may be limited).

An item need not meet all of the above criteria in order to be acceptable. Materials that do not meet these criteria may be purchased to satisfy demand.

While people have the right to reject for themselves material of which they do not approve, they do not have the right to restrict the freedom of others. If there is considerable topical interest in the subject and a manifest public desire to read and judge the book first-hand, a title may be included which is not considered accurate, according to expert opinion. Objections to items in the collection should be made in writing to the library director.

The Library does not buy textbooks specifically related to courses of study in the community. However, textbooks may be purchased if the subject information is not available in any other form.

The Library acquires materials not only for its present customers, but also for those who have not traditionally been Library customers.

In accordance with the overall Library goal of user-oriented service, materials subject to widespread and/or heavy local demand will take precedence in the acquisitions process. Items having such demand may or may not meet with general and specific criteria contained in this policy. In either case the volume and nature of requests by members of the public will be given top priority. In addition, as the social and intellectual climate of the community changes, materials which originally were not recommended for purchase may become of interest. Such materials will be re-evaluated on a continuing basis.

Library materials will not be marked or identified to show approval or disapproval of the contents, and no catalogued book or other item will be sequestered, except for the express purpose of protecting it from injury or theft.

Responsibility of any restrictions on their children's use of library materials rests with parents and legal guardians. Selection will not be inhibited by the possibility that books may inadvertently come into the possession of children.

Material Donations

The intent of this policy, based on The Libraries Act, Chapter L-11 RSA 2000, and The Libraries Regulation AR 141/98, is to assist the public in making informed decisions regarding donations they may wish to make; and to provide direction to staff for the acceptance, and disposition of material donations.

- All material donations become the exclusive property of the Sylvan Lake Municipal Library and will not be returned.
- Material donations may or may not become part of the Library's collections.
- Generally material donations should be less than three (3) years old and in good condition, i.e.: not musty, moldy, damp, etc.
- Restrictions placed on donations by donors may not be followed.
- Material donations accepted by the Library are judged upon the same basis as purchased materials.
- Material donations are accepted with the understanding that if the Library cannot use them, it may at any time dispose of them in any way it sees fit.
- Receipts will not be issued for donation of materials.
- Unwanted materials donations are sent to the book sale or placed in recycle bins.

De-selection

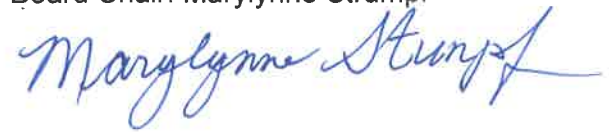
Materials that no longer fit the stated mission and service priorities of the library will be withdrawn from the collection. This may include materials that are damaged, that include obsolete information, or that have not been used within a reasonable period of time. Decisions will be based on accepted professional practice, such as those described in *The CREW Method*, and the professional judgment of the Library Director or designated staff. When necessary, local specialists will be consulted to determine the continued relevance and reliability of materials.

Items withdrawn from the collection will be disposed of in accordance with local law, which permits discarding worn, dirty, or dangerously outdated material into the trash, recycling of paper, or transfer to the Friends of Sylvan Lake Library for sale. Items that do not sell in the Friends sale may be transferred to other nonprofit organizations or placed in a "free books" area for anyone to take.

Staff may be given the first opportunity to purchase or take disposed material, equipment or furnishings on conditions to be determined by the Library Director, in accordance with policy.

Discarded magazines and newspapers may be given to other area libraries or social service agencies or recycled at the discretion of the Library Director.

Date approved: May 20, 2014
Board Chair: Marylynne Strumpf

A handwritten signature in blue ink that reads "Marylynne Strumpf". The signature is written in a cursive style with a long, sweeping tail on the final letter.

Town of Sylvan Lake Library Board Orientation and Continuing Education of Board and Staff

Board Orientation

It is the belief of the Town of Sylvan Lake Library Board that members who are familiar with the library and aware of its processes are better able to contribute to its successful operation.

A new Board member will be encouraged to meet with the Library Director and the vice chair for orientation prior to his or her first Board meeting.

The library orientation conducted by the Library Director shall include, but is not limited to:

1. introduction to staff
2. tour of the library
3. introduction to basic library procedures
4. ensure board member has a library membership
5. provision of a current Board binder

The orientation conducted by the vice chair shall include but is not limited to:

1. overview of The Libraries Act and Regulations
2. overview of the roles of a trustee
3. overview of the board policy manual
4. overview of the board committees
5. overview of the board executive roles

Board Training

It is the belief of the Town of Sylvan Lake Library Board that knowledgeable, informed members are better able to contribute to the efficient operation of the Board; and that members should be encouraged and given opportunity to attend professional development opportunities.

Funds will be allocated in the annual budget for the professional development of the Board. The Librarian and/or Chairman will advise the Board of development opportunities. Board member(s) wishing to attend will be encouraged and will have expenses paid as the development budget allows.

Staff Orientation

The Library Board recognizes the importance of informed and well-trained staff. It supports this policy by providing, within the limits of its budget, orientation programs; encouragement and support for attendance at library conference, workshops, and library-related courses; and institutional membership in library organizations.

1. New employees are given orientation and training that will prepare them to best provide service to the public.

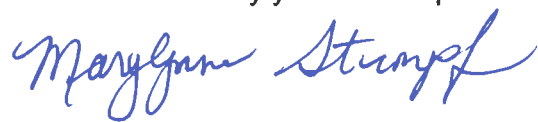
2. Orientation and training are the responsibility of the Library Director and include an understanding of the role of the Library in the community, the responsibilities and duties of the Board and staff, and the Library's policies, services, goals and objectives, as well as specific training for the employee's position.
3. Each new employee is given a Staff Handbook for personal use and study along with job-specific material provided by the employee's supervisor.

Staff Training

1. The Library Director may, within the limits of the budget, approve staff attendance at library or library-related workshops and conferences without prior Board approval.
2. Cost of staff attendance at library conferences is covered, within the limits of the budget.
3. The Board supports and encourages informal, ongoing sharing of information among library staff as part of their continuing education.

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf



Town of Sylvan Lake Board **Personnel Policy: Intent and Regulation**

The Town of Sylvan Lake Library Board has the responsibility for setting the standards & policies to ensure a work force that can carry out the functions required by the Board.

The Sylvan Lake Municipal Library shall be staffed by suitably qualified staff with the knowledge and ability to help Library users find information and provide service according to their needs and interests, within the ability of Library to provide for these needs and services.

The Sylvan Lake Municipal Library also provides personnel with opportunities to use their skills to achieve further development.

The Sylvan Lake Municipal Library aims to be a fair and safe workplace.

By authority of *The Libraries Act*, RSA 2000, chapter L-11, *Libraries Act Regulation*, AR 141/45, s. 7 (2)a municipal library board shall establish policies with respect to the following:

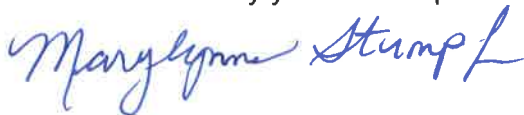
Personnel, including job descriptions and performance appraisals for employees, qualifications for staff positions, working hours and conditions for employment.

Personnel policies are recommended by the Library Director and approved by the Board according to procedures prescribed by the provisions of The Alberta Libraries Act, and the Bylaws of the Library Board.

The Library Director is responsible for the implementation of policies.

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf



Town of Sylvan Lake Board
Personnel Policy: Library Director's Job Description

Job Title: Library Director

Function of Job: To ensure the efficient operation of the library, including collection development, administrative duties, budget management, leadership and supervision of staff, public relations and advocacy.

Qualifications:

- Librarian with degree from an accredited post graduate degree in library science.
- Experience: at least three years in a supervisory role, preferably in a library setting.
- Knowledge and competency in computer/electronic management and use, management and supervisory skills are required assets.
- Effective interpersonal skills are required in order to work effectively with the Board, Town, staff, volunteers, and the community.
- Ability to interpret Board policy decisions to staff.
- Acts as a liaison between Board and staff.
- Ability to analyze Library problems in preparation for Board action.
- Leadership, coordination, initiative, and independence.
- Demonstrated personnel and financial management skills.

Responsibilities:

1. Administration & Management

- a) Implement library board policies, recommend, design, and implement library services and programs.
- b) Collect and maintain necessary records and statistics.
- c) Prepare necessary reports and presentations for the Library Board, Alberta Community Development, Parkland Regional Library, Municipal Council, the Town of Sylvan Lake and other agencies.
- d) Prepare grant applications.
- e) Assist library board with budget preparation; manage library budget and oversee expenditures.
- f) Hire, supervise, coach and evaluate all library staff. Oversee scheduling, training and development opportunities.
- g) Attend library board and committee meetings, bring information and make recommendations to the board.
- h) Sit as ex officio member of budget and planning committees.
- i) Plan and implement capital projects.
- j) Oversee the purchase of necessary supplies, furniture, and equipment.
- k) Participate as member of municipal management team.
- l) Represent the library as a member of the Parkland Regional Library system, including participation in Librarian's Advisory Group and other committees as required.
- m) Participate in strategic planning and the development of library goals and objectives.
- n) Plan and conduct needs assessments in collaboration with the board.

- o) Provide administrative support for the Library Board.
- p) Carry out Hazard Assessments at regular intervals.
- q) Oversee facilities management.
- r) Oversee disaster planning.
- s) Administer employee benefits.
- t) Oversee library accounting and accounts payable.
- u) Oversee library advertising, publications, and marketing.
- v) Responsible for FOIP administration.

2. *Collection Development & Maintenance*

- a) Make informed selections of media materials in keeping with the Materials Selection policy.
- b) Oversee ordering of media materials.
- c) Weed library collection as necessary.
- d) Develop, maintain and implement collection management plans and make relevant policy recommendations to the library board.
- e) Be knowledgeable of trends in information media and make necessary recommendations to board regarding format.

3. *Technical Services*

- a) Manage the integrated library system on a local level and liaise with regional library on related matters.
- b) Oversee patron registration, materials circulation, and overdue materials management.
- c) Oversee local materials processing.
- d) Oversee the management of local area computer network and other in-house technologies to ensure effective access and operation. Demonstrate competence in computer services offered by the library. Develop and implement technology plans and procedures.
- e) Oversee the maintenance of accurate acquisition and on-order records and management of related databases.

4. *Public Relations & Advocacy*

- a) Promote library services within the community through advocacy, public relations and outreach.
- b) Liaise with local, regional and provincial organizations on matters of interest to the library.
- c) Represent the library to the media.
- d) Be well informed of contemporary library services, technologies, and issues of regional, provincial, and national significance through involvement in the library community, relevant associations and professional development opportunities.

5. *Customer Services*

- a) Maintain hours of service as established by the Library Board.
- b) Supervise reader and reference services.
- c) Oversee provision and management of resource sharing in accordance with regional and provincial agreements.
- d) Supervise and direct the provision of library programs for adults and children according to board policy.

e) Receive and deal with patron and other library-related complaints.

6. *Any other duties as assigned by the Library Board.*

Responsible to: Town of Sylvan Lake Library Board.

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf

A handwritten signature in blue ink that reads "Marylynne Strumpf". The signature is written in a cursive style with a large, flowing initial "M".

Town of Sylvan Lake Board
Personnel Policy: Assistant Director's Job Description

Job Title: Assistant Director

Function of Job: Assist the Library Director in ensuring the efficient operation of the library and the provision of quality services and programs.

Qualifications:

- Library Technician diploma from an accredited post graduate institution.
- Experience: management and supervisory skills are required assets.
- Knowledge and competency in computer/electronic management and use.

Responsibilities:

1. Administration and Management

- a) Supervise and train library staff.
- b) Prepare staff schedules and deliver time sheets to payroll.
- c) Handle requests for leave .
- d) Assist with hiring and evaluating staff.
- e) Track sick leave, vacation and hours worked.
- f) Prepare invoices for library purchases and patron billing.
- g) Liaison between staff and director.
- h) Accept and record money taken into the Library.
- i) Maintain petty cash funds.
- j) Record and tabulate library statistics.

2. Collection Development

- a) Assist in collection development: materials selection and ordering, in accordance with the Materials Selection Policy, and with the Library budget.
- b) Process materials; materials maintenance; materials de-selection; and materials donations.
- c) Maintain materials order records, on order and received
- d) Oversee the audio book, young adult, children and juvenile collections, including arranging for frequent and regular exchanges of rotating item blocks.
- e) Prepare new spreadsheet for year-end rollover.

3. Technical Services

- a) Assist in computer network and library software management.
- b) Preparing materials for shipping.
- c) Maintain Library website.
- d) Opening and closing duties.
- e) Provide support and training for staff in new procedures/software.

4. Public Relations and Advocacy

- a) Ensure the orderliness and attractiveness of the library.
- b) Contribute to the Library newsletter.
- c) Provide community outreach.
- d) Create and maintain displays.
- e) Sit on Library, Town, and community committees as necessary.
- f) Work cooperatively with all Library and Town staff.

- g) Maintain excellent public relations with Library users and community.

5. *Customer Services*

- a) Circulation desk duties, including the charge and discharge circulating materials, and patron registration; and preparing PRL and ILL materials for van run.
- b) Assist patrons in resource and information retrieval.
- c) Provide reference service.
- d) Provide readers' advisory.
- e) Assist the public with computer use and provide informal computer instruction.
- f) Plan and implement programs and services under the supervision of the Library Director.
- g) Assist in the planning and provision of special events.
- h) Conduct library tours.
- i) Book Program Rooms.
- j) Be knowledgeable of in-house services and technologies.
- k) Be knowledgeable concerning contemporary library services and technologies in the region and throughout the province through attendance of professional development opportunities.
- l) Invigilate exams.

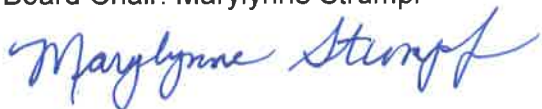
6. *Other*

- a) Other duties as assigned by the Library Director.
- b) Assume duties of the Library Director in event of his/her absence.

Responsible to: The Library Director

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf



Town of Sylvan Lake Library Board

Personnel Policy: Library Technician's Job Description

Job Title: Library Technician

Function of Job: To aid in the efficient operation of the library and the provision of quality services and programs.

Qualifications:

- A diploma in Library & Information Technology from a recognized institution.
- Experience in library management and technical services.
- Proficiency in Microsoft Office and Internet searching are required.
- Outstanding interpersonal and communication skills are vital.
- The ability to work evenings and weekends is necessary.
- Familiarity with an integrated library system (ILS) is an asset.

Responsibilities:

1. *Administration and Management*
 - a) Supervise and train library volunteers.
 - b) Maintain Library clipping files.
 - c) Prepare invoices for library purchases and patron billing.
 - d) Order supplies and maintain supply inventories.
 - e) Accept and record money taken into the Library.
 - f) Prepare cash deposits.
 - g) Record and tabulate library statistics.
2. *Collection Development*
 - a) Assist in collection development: materials selection and ordering, in accordance with the Materials Selection Policy, and with the Library budget.
 - b) Process materials; materials maintenance; materials de-selection; and materials donations.
 - c) Maintain materials order records.
 - d) Oversee the large print book, other language, and audio book collections, including arranging for frequent and regular exchanges of rotating item blocks.
 - e) Manage interlibrary loan procedures, including processing, shipping, and record keeping.
3. *Technical Services*
 - a) Assist in computer network and library software management.
 - b) Preparing materials for shipping.
 - c) Maintain Library website.
 - d) Opening and closing duties.
4. *Public Relations and Advocacy*
 - a) Ensure the orderliness and attractiveness of the library.
 - b) Prepare and distribute the Library newsletter.
 - c) Provide community outreach.
 - d) Create and maintain displays.

- e) Sit on Library, Town, and community committees as necessary.
- f) Work cooperatively with all Library and Town staff.
- g) Maintain excellent public relations with Library users and community.

5. *Customer Services*

- a) Circulation desk duties, including the charge and discharge of circulating materials, and patron registration; and mailing PRL and ILL materials.
- b) Assist patrons in resource and information retrieval.
- c) Provide reference service.
- d) Provide readers' advisory.
- e) Assist the public with computer use and provide informal computer instruction.
- f) Plan and implement programs and services under the supervision of the head librarian.
- g) Assist in the planning and provision of special events.
- h) Conduct library tours.
- i) Book Program Rooms and maintain room booking records.
- j) Be knowledgeable of in-house services and technologies.
- k) Be knowledgeable concerning contemporary library services and technologies in the region and throughout the province through attendance of professional development opportunities.
- l) Invigilate exams.

6. *Other*

- a) Other duties as assigned by the Library Director.

Responsible to: The Library Director

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf



Town of Sylvan Lake Library Board
Personnel Policy: Library Clerk/Programmer's Job Description

Job Title: Library Clerk/Programmer

Function of Job: To aid in the efficient operation of the Library and the provision of quality library services and programs.

Qualifications:

- Understanding of and appreciation for the importance of libraries and literacy.
- Outstanding people skills and a friendly manner.
- Ability to work independently.
- Excellent written and spoken communication skills.
- Ability to organize.
- Comfort and skill in speaking to groups and making presentations.
- Basic computer competency in MS Word, Internet Explorer, and e-mail.

Responsibilities:

1. *Administration and Management*
 - a) Supervise assistant programmers.
 - b) Record Library program statistics.
 - c) Accept and record money taken in to the Library.
2. *Collection Development*

Recommend relevant materials for purchase by the library.
3. *Technical Services*
 - a) Assist in computer network and Library software management.
 - b) Opening and closing duties.
 - c) Contribute to library website and social media.
4. *Public Relations and Advocacy*
 - a) Ensure the orderliness and attractiveness of the Library.
 - b) Provide community outreach.
 - c) Create and maintain displays.
 - d) Help prepare and distribute Library newsletter.
 - e) Sit on Library, town, and community committees as necessary.
 - f) Work cooperatively with all Library and town staff.
 - g) Maintain excellent public relations with Library users and community.
5. *Customer Services*
 - a) Circulation desk duties, including the charge and discharge of circulating materials, and patron registration; and preparing PRL ILL materials.
 - b) Maintain patron and circulation files.
 - c) Assist patrons in resource and information retrieval.
 - d) Provide reference service.
 - e) Assist the public with computer use and provide informal computer instruction.
 - f) Plan and implement library programs and services under the supervision of the Library Director.
 - g) Conduct Library tours.

- h) Assist in the planning and provision of special events.
- i) Assist with special projects.
- j) Be knowledgeable of in-house services and technologies.
- k) Be knowledgeable concerning contemporary Library services and technologies in the region and throughout the province through attendance at professional development opportunities.
- l) Sit on Library and community committees as necessary.

6. *Other*

Other duties as assigned by the Library Director.

Responsible to: The Library Director.

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf



Town of Sylvan Lake Library Board

Personnel Policy: Library Clerk's Job Description

Job Title: Library Clerk

Function of Job: To aid in the efficient operation of the library.

Qualifications:

- Friendly and professional manner.
- Knowledge of books and library services.
- Willingness to work as part of a team.
- A good sense of humour.
- Excellent written and verbal communication skills.
- Creativity.
- Good computer skills including MS Word & Internet.
- Outstanding short & long-range organizational skills.
- Courtesy, tact, and a commitment to customer service.

Responsibilities:

1. *Administration and Management*
 - a) Assist in compiling Library statistics.
 - b) Accept and record money taken in to the Library.
 - c) Assist with supply orders.

2. *Collection Development*

Assist with collection development through assigned tasks.

3. *Technical Services*
 - a) Shelve library materials.
 - b) Assist in collection development and maintenance.
 - c) Repair books and library materials.
 - d) Opening and closing duties.

4. *Public Relations and Advocacy*
 - a) Maintain orderliness of library.
 - b) Contribute to the Library newsletter.
 - c) Create and maintain displays.
 - d) Attend meetings as necessary.
 - e) Maintain excellent public relations with library users and the community.
 - f) Cooperate with all Library and Town staff.
 - g) Be knowledgeable of in-house services and technologies.
 - h) Be knowledgeable of various town services

5. *Customer Services*
 - a) Circulation desk duties, including the charge and discharge of circulating materials; and mailing PRL and ILL materials.
 - b) Assist patrons in resource and information retrieval.
 - c) Assist patrons with public computer use.
 - d) Assist patrons with faxing and photo copying.
 - e) Maintain circulation and patron files.

- f) Register patrons and provide library memberships.
- g) Notify patrons of overdue items.
- h) Take computer reservations.
- i) Assist with library programs.

6. Other
Other duties as assigned by the Library Director

Responsible to: The Library Director.

Date approved: May 20, 2014
Board Chair: Marylynne Strumpf



Town of Sylvan Lake Library Board
Personnel Policy: Programmer's Job Description

Job Title: Programmer

Function of Job: To aid in the efficient operation of the Library and the provision of quality library services and programs.

Qualifications:

- Understanding of and appreciation for the importance of libraries and literacy.
- Outstanding people skills and a friendly manner.
- Ability to work independently.
- Excellent written and spoken communication skills.
- Ability to organize.
- Comfort and skill in speaking to groups and making presentations.
- Basic computer competency in MS Word, Internet Explorer, and e-mail.
- Experience working with children and/or organizing programs preferred.

Responsibilities:

1. *Administration and Management*
 - a) Supervise assistant programmers.
 - b) Record Library program statistics.
 - c) Accept and record money taken in to the Library.

2. *Collection Development*

Recommend/Assist in youth (children's, junior and young adult) materials selection and ordering, in accordance with Materials Selection Policy and with the Library budget.

3. *Technical Services*
 - a) Assist in computer network and Library software management.
 - b) Opening and closing duties.
 - c) Contribute to library website and social media.

4. *Public Relations and Advocacy*
 - a) Ensure the orderliness and attractiveness of the Library.
 - b) Provide community outreach.
 - c) Create and maintain displays.
 - d) Help prepare and distribute Library newsletter.
 - e) Sit on Library, town, and community committees as necessary.
 - f) Work cooperatively with all Library and town staff.
 - g) Maintain excellent public relations with Library users and community.

5. *Customer Services*
 - a) Circulation desk duties as needed.
 - b) Maintain patron and circulation files.
 - c) Assist patrons in resource and information retrieval.
 - d) Provide reference service.
 - e) Assist the public with computer use and provide informal computer instruction.

- f) Plan and implement library programs and services under the supervision of the Library Director.
- g) Conduct Library tours.
- h) Assist in the planning and provision of special events.
- i) Assist with special projects.
- j) Be knowledgeable of in-house services and technologies.
- k) Be knowledgeable concerning contemporary Library services and technologies in the region and throughout the province through attendance at professional development opportunities.
- l) Sit on Library and community committees as necessary.

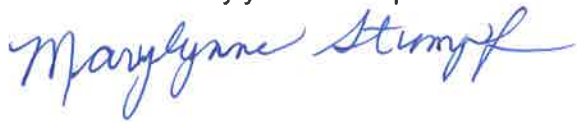
6. *Other*

Other duties as assigned by the Library Director.

Responsible to: The Library Director.

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf



Town of Sylvan Lake Library Board Personnel Policy: Page's Job Description

Job Title: Library Page

Function of Job: To aid in the efficient operation of the Library.

Qualifications:

- Friendly and professional manner.
- Knowledge of books and library services.
- Excellent written and verbal communication skills.
- Creativity.
- Good computer skills including MS Word & Internet Explorer.
- Outstanding organizational skills.
- Willingness to work as part of a team.
- Courtesy and tact and a commitment to customer service.
- The ability to lift up to 50 lbs.
- **Assets:** Previous library experience, some post-secondary education.

Responsibilities:

1. *Collection Development*
Assist with collection development through assigned tasks.

2. *Technical Services*
 - a) Sort and shelve books and other library materials.
 - b) Dust library shelves.
 - c) Clean library computers.
 - d) Shelf reading of library materials.
 - e) Repair books and library materials.
 - f) Assist with opening/closing duties.

3. *Public Relations and Advocacy*
 - a) Maintain orderliness of Library.
 - b) Assist with library programs as requested.
 - c) Recycle library newspapers and other print items.
 - d) Cooperate with all Library and Town staff.
 - e) Maintain excellent public relations with Library users and the community.

4. *Customer Services*
 - a) Assist with circulation desk duties, including the charge and discharge of circulating materials; and mailing PRL and ILL materials.
 - b) Assist patrons in resource and information retrieval.
 - c) Assist patrons with public computer use.
 - d) Notify patrons of overdue items.
 - e) Take computer reservations.
 - f) Be knowledgeable of in-house services and technologies.

5. *Other*

Other duties as assigned by the Library Director.

Responsible to: The Library Director.

Date approved: May 20, 2014

Board Chair: Marylynne Strumpf

A handwritten signature in blue ink that reads "Marylynne Strumpf". The signature is written in a cursive style with a long horizontal flourish at the end.