

Wetaskiwin Public Library

Policy Manual

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Policy Title: Board Operations

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Purpose: The purpose of this policy is to provide the City of Wetaskiwin Public Library Board guidelines for the effective operation of the board, including board roles and responsibilities, and of the Plan of Service and Policy, Finance, Public Relations/Fundraising, and Personnel Committees.

1. Board Orientation:

The board recognizes the need for orientation of new board trustees and the need to acquire skills and knowledge relating to their roles as board trustees. The board is prepared to provide resources and materials for orientation of new trustees.

1.1 Board Manual

The following materials shall be made available (electronically or in print) to each new board trustee:

1.1.1 Legal information

- 1.1.1.1 Alberta Libraries Act & Regulations
- 1.1.1.2 City of Wetaskiwin by-laws that relate to the library
- 1.1.1.3 City of Wetaskiwin/Library Board Agreement

1.1.2 Board information

- 1.1.2.1 List of board trustees including addresses and phone numbers
- 1.1.2.2 Previous three months library board minutes
- 1.1.2.3 Description of responsibilities of the board and committees
- 1.1.2.4 Access to library system/provincial trustee workshop(s)

1.1.3 Library information

- 1.1.3.1 Plan of Service
- 1.1.3.2 Mission, Value, & Belief statements
- 1.1.3.3 Policy statements
- 1.1.3.4 Current budget/Financial Report
- 1.1.3.5 Most recent Annual Report
- 1.1.3.6 Library statistics
- 1.1.3.7 Previous year's audit

1.1.4 Association information

- 1.1.4.1 Alberta Libraries Trustees Association (ALTA) membership information and newsletter (see ALTS Handbook)
- 1.1.4.2 Yellowhead Regional Library (YRL) information (see ALTS Handbook)

1.2 Orientation Program

An orientation program will be conducted by the Manager of Library Services, within two months following appointment of new trustees by City Council. In this orientation, the Manager of Library Services will:

- 1.2.1 Present the board manual and/or digital access to the material for each new appointee.

- 1.2.2 Offer a brief overview of the board manual.
- 1.2.3 Conduct a tour of the library and introduce appointee to staff members.

2. Honoraria:

No compensation shall be paid to any trustee.

3. Trustee Responsibilities:

Trustees will be appointed by the City of Wetaskiwin City Council annually in January for one, two, or three year terms.

- 3.1 Be prepared for each board meeting by reading the board package and supporting material prior to the meeting.
- 3.2 Attend board meetings and assist in the efficient operation of the meetings.
- 3.3 Serve on standing committees and ad hoc committees as appointed by the board.
- 3.4 Represent the board at other meetings, as delegated by the Chair.
- 3.5 Identify trends and issues to be considered by the board.
- 3.6 Represent and advocate for the library in the community. Even though a board trustee may personally disagree with a board decision and is free to debate it during the board meetings, the board speaks with one voice. What a board trustee says in public, therefore, should always endorse the board decision.
- 3.7 Participate in public relations and fundraising, as required.
- 3.8 Undertake other responsibilities as delegated by the board.
- 3.9 Notify the Manager of Library Service, prior to the board meeting, if unable to attend.
- 3.10 Notify the Manager of Library Services if supports are needed for trustee to attend via video or teleconference.
- 3.11 If a trustee misses three meetings during any one year of a term, that trustee may be asked to resign through a motion at a board meeting.

4. Organizational Meeting:

An organizational meeting will be held in January of each year or as soon as possible after the appointment of new trustees by City of Wetaskiwin Council with the Organizational Meeting as attached in Schedule A, “Organizational Meeting Agenda.”

5. Regular Board Meeting:

Regularly scheduled board meetings will be held according to the schedule determined at the Organizational Meeting.

- 5.1 Meetings will be conducted following Robert’s Rules of Order.
- 5.2 Board quorum is 50% plus one.
- 5.3 All resolutions, moved by a single motion, no seconder required, will be deemed passed with 50% plus one votes of the present board trustees.
 - 5.3.1 Resolutions can be made through electronic notification with the Manager of Library Services providing adequate information to all board trustees, moved by a single motion and deemed passed once 50% plus one trustees vote in favour OR lost if 50% trustees vote against OR if a time period of one week passes with not enough votes.
 - 5.3.2 Resolutions made through e-motions are required to be ratified at the next meeting of the board and results of e-voting entered into the official minutes.
- 5.4 Any resolution that ends in a tie is deemed lost.
- 5.5 Regular Meeting Agenda will be prepared according to Schedule B, “Regular Board Meeting Agenda.”
- 5.6 Any board trustee can add an item to the agenda through a correspondence to the Chair, copied to the Manager of Library Services.
- 5.7 Meeting agenda packages will be provided to the board five business days prior to the scheduled meeting.

6. Board Trustee Executive Roles:

The Board Trustee Executive will be appointed at the Organizational Meeting.

6.1 Chair Responsibilities:

- 6.1.1 Establish an effective working relationship with the Manager of Library Services.
- 6.1.2 Prepare agendas for library board meetings in consultation with the Manager of Library Services.
- 6.1.3 Chair library board meetings. Report on action, if any, taken between meetings.
- 6.1.4 Review incoming correspondence and sign outgoing correspondence on behalf of the board.
- 6.1.5 Chair Personnel Committee and lead annual performance review of Manager of Library Services.
- 6.1.6 Represent the board at meetings with other agencies and make presentations as needed.
- 6.1.7 Identify issues which should be considered by the board and bring these issues to board meetings.
- 6.1.8 Serve as an ex-officio member of all committees of the board.
- 6.1.9 Serves as official spokesperson of the City of Wetaskiwin Library Board.

6.2 Vice-Chair Responsibilities:

- 6.2.1 Assume duties of the Chair when the Chair is unable to act for any reason.
- 6.2.2 Undertake the same responsibilities as other library board trustees.

6.3 Secretary Responsibilities:

- 6.3.1 Undertake the same responsibilities as other library board trustees.
- 6.3.2 Provide oversight for all library board minutes.
- 6.3.3 Chair Policy Committee.
- 6.3.4 The library board may choose to have a non-trustee Recording Secretary who may be staff or a volunteer; if staff, duties must be in job description. Time to attend the meeting will be paid time. Minute preparation would be during paid working hours.
- 6.3.5 The Recording Secretary will take notes during library board meetings, compile formal minutes, and submit them to the Manager of Library Services for inclusion in the library board package.

6.4 Treasurer Responsibilities:

- 6.4.1 The City of Wetaskiwin Library Board has established an agreement with the City of Wetaskiwin to perform Accounts Receivable and Accounts Payable functions. As such, the Treasurer does not perform operational finance duties.
- 6.4.2 Chair Finance Committee.
- 6.4.3 Work with Manager of Library Services to present a budget to the board for board approval.

7. Board Committees:

- 7.1 The City of Wetaskiwin Library Board will have four standing committees:
 - 7.1.1 *Plan of Service and Policy*, which shall be responsible for:
 - 7.1.1.1 Conducting ongoing policy manual reviews
 - 7.1.1.2 Conducting a needs assessment and coordinate the Plan of Service updates, as required, with the Manager of Library Services
 - 7.1.2 *Finance*, which shall be responsible for:
 - 7.1.2.1 Preparation of an annual board budget in consultation with the Manager of Library Services
 - 7.1.2.2 Reviewing the board's financial statements and any budget variances on a quarterly basis with the Manager of Library Services
 - 7.1.2.3 Monitoring the status of library reserve accounts on an annual basis with the Manager of Library Services
 - 7.1.3 *Public Relations/Fundraising Committee*, which shall be responsible for:
 - 7.1.3.1 Planning fundraising events and campaigns
 - 7.1.3.2 Advocating for the library
 - 7.1.3.3 Establishing a liaison between the board and the Friends of the Library
 - 7.1.4 *Personnel Committee*, which shall be responsible for:
 - 7.1.4.1 Manager of Library Services annual performance evaluation according to *Section 11.2: Personnel*
 - 7.1.4.2 Review personnel issues that cannot be resolved according to *Section 11.3: Personnel*.
- 7.2 Trustees will be appointed to each standing committee for a one-year term at the Organizational Meeting each January.
- 7.3 A quorum at any committee meeting will consist of 50% plus one of the members of that committee.
- 7.4 A designated Recording Secretary will keep minutes for each committee meeting.
- 7.5 Each committee member is entitled to one vote, and in the event of a tie vote, the motion is defeated.
- 7.6 The committee Chair will develop an agenda for each committee meeting.
- 7.7 The decision of committees will be considered as recommendations to the library board.
- 7.8 Any recommendations brought to the library board must be in the form of a motion.
- 7.9 Each standing committee will be given an opportunity to report at every regular board meeting.

- 7.10 The library board Chair and Manager of Library Services are ex-officio members of each standing committee.
- 7.11 Each committee will meet as required, but will hold at least one meeting per calendar year.

8. Policy Making:

The board, given the authority under the Alberta Libraries Act for the management of the Wetaskiwin Public Library, assumes with that authority the duty for developing policies related to the framework, governance, and operation of the library.

- 8.1 The board recognizes that the development of policy is a process for providing effective parameters and guidelines for action of all its committees, staff, and patrons.
- 8.2 The board expects all staff to be knowledgeable of those policies that relate to their duties and actions.
- 8.3 Where the board has not developed specific operational policies, those set out in the City of Wetaskiwin Policy and Procedures Manual shall guide the operation of the library.

8.4 Procedures for Policy Making:

- 8.4.1 Without limiting staff and membership input and contributions, the board reaffirms it will seek the input of the Manager of Library Services on board policies pertaining to the governance and operation of the Wetaskiwin Public Library.
- 8.4.2 Initial suggestions for policy development may come from staff, trustees, board standing committees, members of the community, and the City of Wetaskiwin Policy and Procedures Manual.
- 8.4.3 Policies drafted by board standing committees will come directly to the board for approval. Any other draft policies will be submitted to the Plan of Service and Policy Committee for review.
- 8.4.4 All policies and changes to them shall be approved by means of a motion at a duly convened board meeting and recorded in the minutes of that meeting.
- 8.4.5 All approved policies shall be given a number and title and shall be signed by the board Chair, indicating the date of approval.
- 8.4.6 Copies of the approved policy shall be distributed to all board trustees and to the Manager of Library Services for inclusion in their copies of the library Policy Manual. A copy will also be sent to the appropriate provincial department.
- 8.4.7 The minimal review date for evaluation and review of each policy shall be specified in the policy and shall be fixed by approval of the board. Each policy shall be reviewed at least once every three years.
- 8.4.8 As the need arises, annually at a minimum, the Manager of Library Services shall make recommendations to the Plan of Service and Policy Committee by November of that year regarding policies to remain in effect, to be revised, added, or deleted.

- 8.4.9 The Manager of Library Services is responsible for the administration of programs and for implementation of policy.

9. Professional Development:

The library board will encourage trustees to acquire further knowledge related to libraries through attendance at workshops, conventions, etc.

- 9.1 Reimbursement of costs will be based upon receipts of actual expenses incurred and the mileage rate will be the same as that paid by the City of Wetaskiwin [*cost of alcoholic beverages excluded*].
- 9.2 Expenses will cover only the board trustees who have been approved by the board to attend.
- 9.3 Each year, approved trustees may choose from various conferences or workshops, provided each selection meets budgeted allowances.
- 9.4 An advance of funds to pay expenses may be requested prior to the convention or workshop. The request will be made in writing (e-mail acceptable) to the Manager of Library Services.
- 9.5 The library board will annually appoint trustees to attend conferences or workshops at each Organizational Meeting.
- 9.6 The library board may host or attend up to at least one professional development event per year for board trustees. Staff may be invited, if applicable.
- 9.7 Any library board trustee who attends approved professional development must report back to the board at the next board meeting.

10. Finance Policy:

The City of Wetaskiwin 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 Manager of Library Services, the board will continuously monitor the financial status and ensure compliance with legislation by requiring regular and timely financial reports. The Finance Committee, in conjunction with the Manager of Library Services, will review all financial reports and statements and report to the board at the regularly scheduled board meetings.

- 10.1 The library board contracts all operational financial services to the City of Wetaskiwin through the 2018 City/Library Agreement as attached in Schedule C.

- 10.2 The library board will maintain a separate bank account for the receipt of grant funds and donations.
- 10.3 The library board tenders bank accounts at the financial institution best able to meet the financial needs of the board. The board shall consider interest rates, loaning policies, financial products, and banking fees as it makes its decision on where to tender its accounts.
- 10.4 The board Chair, Vice-Chair, and Manager of Library Services shall be appointed signing officers for the board. Additional signing officers may be appointed from the board by the library board. Any two are required to sign for all financial expenditures. Signatories cannot sign off on funds being issued to themselves.
- 10.5 The fiscal year of the library board shall be January 1st to December 31st.
- 10.6 An operating budget shall be prepared annually. The estimate of municipal funds required for the following year shall be submitted to municipal council prior to October 1st of each year.
- 10.7 The Manager of Library Services is authorized to administer funds according to the budget approved by the board. Operating expenditures over \$10,000, expenditures outside the scope of the original budget, re-allotments, or over-expenditures of funds will require the prior approval of the board by motion.
- 10.8 The board will reimburse staff and board members for pre-approved library expenses, upon receipt, incurred using a personal method of payment that are related to:
 - 10.8.1 Professional development, including courses, workshops, and conferences
 - 10.8.2 Attending meetings on behalf of the library board
 - 10.8.3 Materials purchased for the library (e.g. books purchased at a local bookstore, materials purchased for library programs, etc.)
 - 10.8.4 Other library-related activities approved in advance
- 10.9 Expenses that may be claimed include pre-approved, most cost effective, and upon receipt for:
 - 10.9.1 Travel-related expenses, including:
 - 10.9.1.1 Mileage for work-related travel in the claimant's personal vehicle, paid at the current rate set by the City of Wetaskiwin for use of a private vehicle (gasoline for the claimant's personal vehicle is not eligible for reimbursement)
 - 10.9.1.2 Fares for other methods of transportation (e.g. bus fare, taxi fare)
 - 10.9.1.3 Vehicle rental charges, including fuel charges (mileage is not eligible for reimbursement)
 - 10.9.1.4 Parking charges
 - 10.9.1.5 Hotel charges.
 - 10.9.1.6 Restaurant meal charges, excluding alcohol
 - 10.9.2 Registration, tuition, and other similar charges incurred while attending approved library-related professional development.

10.9.3 Charges for collection items and other materials for purchase for the library.

10.9.4 Other library expenses not listed above that are approved in advance.

10.10 All staff reimbursements must be approved in advance by the Manager of Library Services. All reimbursements of the Manager of Library Services must be approved in advance by the board Chair. All board member reimbursements must be approved by board motion. The approver may set limits on how much may be spent on a given expense for reimbursement.

10.11 Expenses deemed excessive may be declined.

10.12 Reimbursement shall require original receipts and a completed Expense Claim Form (Schedule D) submitted to the appropriate approver as described in point 8.

10.13 The Manager of Library Services may operate a petty cash account and float up to \$400.

11. Personnel Policy – Conditions of Employment, Performance Evaluation, Grievance:

11.1 Conditions of Employment

Hours of work need to be flexible to cover the range of library hours of opening. The Manager of Library Services will make the work schedules in consultation with employees.

11.1.1 Extended benefits (e.g. drug coverage, dental coverage, extended medical benefits, short-term and long-term disability leave) are paid through the City of Wetaskiwin's extended benefits provider. The company providing these benefits and the level of benefits offered is chosen by the City of Wetaskiwin. Employees shall receive information about these benefits when they are hired and when benefits provided change.

11.1.2 Employees will receive breaks in accordance with Alberta Employment Standards.

11.1.3 Full-time employees will receive paid vacation time, sick time, and bereavement in accordance with the City of Wetaskiwin's policy and in accordance with Alberta Employment Standards. The board Chair, designate, may approve vacation time for the Manager of Library Services. The Manager of Library Services or designate shall approve vacation time for all other employees.

11.2 Performance Evaluation

11.2.1 The primary purpose of performance evaluation is to compare actual results with desired results and to design action plans for the future. The essence is guidance, mentoring, and development for continuing improvement. It is also an opportunity to thank employees for their efforts on behalf of the library. The library board is an employer, and so it must take steps to evaluate its employees on a regular basis.

- 11.2.2 All employees, including the manager, should be evaluated at the end of their six-month probationary period. They should then complete the Performance Evaluation Form with their supervisor once a year. However, performance conversations should also be taking place throughout the year, as described in Schedule E, “Employee Evaluation.”
- 11.2.3 The Manager of Library Services shall be evaluated by the Personnel Committee of the Board. The Personnel Committee will consist of three board members. The board Chair will be the Chair on this committee, because the board Chair is the primary contact person between the library board and the Manager of Library Services.
 - 11.2.3.1 The board Chair will give the Employee Evaluation to the Manager of Library Services by each September 15th; the Manager of Library Services will complete a self-evaluation and return to the board Chair by each October board meeting.
 - 11.2.3.2 The Manager of Library Services will meet with the Personnel Committee, and they shall complete the evaluation form together which will be presented at the following board meeting, in camera, for board input.
 - 11.2.3.3 The finalized Manager of Library Services review must be presented to the Manager of Library Services by each October 31st, and delivered to the City Manager by each November 30th. The Manager of Library Services will be evaluated by reviewing performance based on job description, goals, and objectives using the Employee Evaluation template.
 - 11.2.3.4 The finalized performance review will be discussed by the board Chair with the Manager of Library Services. A follow up report will be given (in-camera) to the remaining board trustees at the next regularly scheduled Board Meeting.
- 11.2.4 The Manager of Library Services is responsible for evaluating the other library staff. All staff will interview with the Manager of Library Services, and they will complete the evaluation form together. The completed evaluation form shall then be forwarded to the City of Wetaskiwin Human Resources Department.

11.3 Grievance Procedure

- 11.3.1 An employee or library volunteer who has a grievance or concern related to employment in the library should first discuss the concern with the Manager of Library Services in an attempt to resolve the matter. If the Manager of Library Services has a concern, s/he should discuss the matter with the library board Chair.
- 11.3.2 If the grievor and the Manager of Library Services or the Manager of Library Services and the board Chair cannot resolve the issue, a full written record of the concern should be made to the library board within 15 days of the discussion.
- 11.3.3 The library board will then refer this matter to the Personnel Committee of the board. This committee shall review the matter and make a recommendation to the board.
- 11.3.4 There should be three Personnel Committee members reviewing the grievance, including one officer of the board. If the grievor’s grievance is with a member or members of the Personnel Committee, that member or members shall not participate in the review process related to that grievance. This may require the board to appoint a new member or members to the Personnel Committee, or for the Personnel Committee to choose an interim committee chair.

- 11.3.5 After receiving and considering the recommendation of the Personnel Committee, the board should make a decision regarding the grievance. A written record of this decision should be forwarded to the grievor within 30 days of the original written concern being received.
- 11.3.6 If the response or decision of the library board is unsatisfactory to the grievor, s/he has the right to appeal to other organizations as applicable:
- 11.3.6.1 Alberta Employment Standards: contact for issues related to hours of work, holiday pay, days off, maternity and parental leave, overtime hours, vacations, wage payment, and employee termination.
 - 11.3.6.2 Occupational Health & Safety: contact for issues related to workplace safety, including working alone.
 - 11.3.6.3 Office of the Information and Privacy Commissioner of Alberta: contact to make a request for personal information under the FOIP act. For more information about the FOIP act, contact Service Alberta.
 - 11.3.6.4 Alberta Human Rights Commission: contact for questions regarding discrimination in the workplace.

Board Chair

Date