



# Chetwynd Public Library

## Policy Manual

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# **Section 1**

## **Governance & Finance**

## **GF1 VISION, MISSION AND VALUES STATEMENT**

### **1. Vision**

The Chetwynd Public Library has a vision to be in the forefront of inspiring the community in a spirit of learning and discovery.

### **2. Mission**

The Chetwynd Public Library mission is to inspire the community in a spirit of learning and discovery.

### **3. Values**

The Chetwynd Public Library values:

- Openness and inclusion
- Intellectual freedom
- Universal access to information
- A literate society
- Curiosity, creativity, and lifelong learning
- Collaboration with other organizations
- Excellence in staff and services
- Accountability

### **4. Objectives**

- To assemble, organize, preserve, administer and make easily available in organized collections, books and related educational and recreational material which will provide stimulation, education, information and recreation for all citizens of the community
- To keep the public constantly aware of the library services available to them
- To promote the library within the community
- To serve the community as a centre of information
- To provide a place where inquiring minds may encounter material which is sometimes unconventional and critical of orthodox moral, social and political attitudes
- To support educational, civic and cultural activities
- To provide opportunity and encouragement for everyone to continually educate themselves
- To identify community needs and to provide programs of service to meet such needs and to cooperate with other organizations, agencies and institutions which can provide programs and/or services.

- To provide recreation and entertainment through the use of literature, music, films and other art forms
- To keep the library in operation for the maximum time within budgetary restraints

## GF2 STRUCTURE AND GOVERNANCE

### 1. Structure

- i. The Library operates according to the [British Columbia Library Act](#).
- ii. The Library is a Public Library Association as defined by the BC Library Act, established August 1, 1966.
- iii. The Library provides services to residents and electors of Peace River Regional District (PRRD) Area E and the citizens of the District of Chetwynd.
- iv. The Chetwynd Public Library Association Board of Trustees shall consist of no fewer than five (5) or more than nine (9) members of the Chetwynd Public Library Association who shall be elected annually at the Annual General Meeting.
- v. The Library Board of Trustees will also have two members appointed as follows:
  - a) a member of District Council
  - b) the Peace River Regional District Area E Director

### 2. Library Board

- i. The Board follows local, provincial and federal laws; municipal and regional bylaws relating to library service; understands and adheres to the BC Library Act; understands and fulfills its legal responsibilities.
- ii. Board trustees adhere to the Canadian Federation of Library Associations Code of Ethics and the British Columbia Library Association Values Statement.
- iii. The Board's officers are the Chair and Vice-Chair.
- iv. The Library Director is Secretary to the Board. These duties, with the exception of minutes taken in in-camera meetings, may be delegated to a staff member or board trustee.
- v. The Board sets policies to define the scope and limits within which the Chetwynd Public Library operates, and provide direction for decisions and actions undertaken by the Board, Library Director and staff.
- vi. Policies are reviewed a minimum of once every 5 years. Policies may be reviewed more frequently if deemed necessary.
- vii. Policies must be approved at a regular Board meeting by a formal motion.
- viii. Procedures are operational documents developed by staff to consistently implement policies within the Library's operations. They do not require Board approval.
- ix. The Board prepares and presents an annual budget containing a detailed estimate of sums required to meet the ordinary expenses of operating the Library to the Peace River Regional District. The Board implements the approved budget and has exclusive financial control over the Library's operations.
- x. The Board prepares an annual report, which it provides to District Council, the PRRD and the Libraries and Literacy branch of the Ministry of Education, and makes it available to the public.
- xi. The Board promotes public library services to the community.

- xii. The Board appoints the Library Director. The Board's officers conduct an annual performance review of the Library Director.
- xiii. The Board confirms appointments of support staff made by the Library Director.
- xiv. A list of Board members is posted within the Library and on its website.

### **GF3 PROTECTION OF INFORMATION AND PRIVACY**

1. In accordance with the BC Freedom of Information and Protection of Privacy Act, all library users have a right to privacy and confidentiality regarding the collection of personal information and the use they make of the Chetwynd Public Library facilities, collections and web sites.
2. The same standards for protection of privacy apply to staff as to patrons of the Library.
3. The Library will not collect, use or disclose personal information unless patrons have provided consent in accordance with the Library's privacy policy, or where required or permitted by law.
4. Personal information about a child will be released only with the written approval from the parent or legal guardian.
5. The Library will honour a court subpoena requesting release of personal information of a patron.
6. All information related to a patron may only be used by Library employees working within the scope of their duties.
7. The Library may store information in the patron database where, in its opinion, the information is required to answer patron questions or to monitor possible abuse of the Library's policies.
8. The Library is free to release relevant information to other libraries or companies acting on the Library's behalf for the collection of library property, unpaid fees, fines or other charges.
9. The Library collects the names and contact information of individuals for the purposes of:
  - issuing library cards and identifying materials the cardholder currently has out on loan
  - identifying and recording overdue material
  - placing and tracking hold requests
  - tracking interlibrary loan transactions
  - providing reference services
  - informing people about Library programs and services
  - fundraising
  - administrating and operating library activities in accordance with its mandate

10. This policy is interpreted to include, but not restricted to, maintenance of privacy of the following information and transactions:
  - all records identifying the names or identification numbers of patrons
  - all records identifying material a patron currently has out
  - all records identifying a patron's overdue material can be used only for the retrieval of that material
  - all reference questions
  - all interlibrary loan transactions
  - all holds placed, trapped, or held
  - all online searches and their results
  - all website visits and public computer usage
  - all items photocopied
  - all suggested purchases of library material submitted by patrons
  - all information pertaining to the identity of anyone conducting research on a particular subject
  - any information pertaining to the borrowers of reference material
  
11. The Library does not sell, rent or lease personal contact information stored in the Library's database to outside parties. This information may only be used for Library purposes when appropriate.
  
12. Inactive membership accounts with no outstanding issues will be expired after three years of inactivity.

## **GF4 LIBRARY BOARD CODE OF ETHICS**

1. All Library Board trustees shall:
  - i. carefully listen to and respect the opinion of other Board trustees;
  - ii. respect the decisions of the Board;
  - iii. recognize that all authority is vested in the Board as a whole when it meets in legal session and not with individual Board trustees;
  - iv. be well-informed of developments that are relevant to issues that may come before the Board;
  - v. participate actively in Board meetings and actions;
  - vi. call to the attention of the Board any issues that may have an effect on the Library;
  - vii. attempt to interpret the needs of the community to the Library and interpret the action of the Library to the community;
  - viii. represent the whole community to the Library and not just a particular area or group;
  - ix. refer complaints about the Library to the proper level in the chain of command;
  - x. recognize that the Board trustees' job is to ensure that the Library is well-managed, not to manage the Library;
  - xi. vote to hire the best possible person to manage the Library;
  - xii. ensure that the Library is well maintained, financially secure, growing and always operating in the best interest of the community;
  - xiii. work to learn more about the Board trustee's job and how to do the job better;
  - xiv. declare any personal conflicts of interest;
  
2. No Library Board trustee shall:
  - i. be critical outside the Board meeting of fellow Board trustees or staff;
  - ii. use any part of the Library for personal advantage or the personal advantage of friends or relatives;
  - iii. discuss confidential proceedings of the Board outside the Board meeting, except with other trustees in a private setting;
  - iv. promise prior to the meeting how the trustee will vote on any issue in the meeting;
  - v. interfere with the duties of the Library Director or undermine the Library Director's authority.

## GF5 LIBRARY BOARD TERMS OF OFFICE

1. The Chetwynd Public Library Association Board of Trustees shall consist of no fewer than five (5) or more than nine (9) members of the Chetwynd Public Library Association who shall be elected annually at the Annual General Meeting.
2. The Library Board of Trustees will also have two members appointed as follows:
  - I. a member of District Council
  - II. the Peace River Regional District Area E Director
3. Trustees are appointed for, and must abide by, the terms set out in Part 4 Paragraph 36 of the BC Library Act, namely:
  - a. Elections to the library board must be held each January or as soon afterward as is convenient.
    - i. *if the number of elected members is even, 1/2 of them hold office for a term of one year, and the others hold office for a term of 2 years, and*
    - ii. *if the number of elected members is uneven, a bare majority of them hold office for a term of one year, and the others hold office for a term of 2 years.*
    - iii. All subsequent elections are for terms of 2 years.
  - b. A member is eligible for re-election or reappointment to the library board, but no member may serve for more than 8 consecutive years.
  - c. The term of office of an elected member continues until a successor is elected.
  - d. A vacancy arising during the term of office of an elected member is to be filled for the remainder of the term by an appointment made by the library board at the first meeting after the vacancy arises or as soon afterward as is convenient.
  - e. The library board
    - i. may remove an elected member for cause, including if the member fails to attend 3 consecutive regular meetings of the library board without its written approval, and
    - ii. must remove an elected member who ceases to be eligible to hold office in or to be a member of the public library association.
4. Any vacancy on the Library Board arising from any cause other than the expiration of the term for which the member was appointed is filled only for the un-expired portion of the term by an appointment made at the first board meeting subsequent to the vacancy or as soon as is convenient.

5. Upon their appointment to the Library Board, trustees will receive material relating to the policies and administration of the Library together with background material concerning library trusteeship.
6. Trustees receive reports, minutes and policy statements.
7. Upon termination of office, trustees must return items of a confidential nature, unpublished plans and policy manuals.
8. Chair and Vice-Chair
  - i. The Chair shall vote, have the same rights, and be subject to the same rules for participation and debate as other Library Board members.
  - ii. The Vice Chair will chair any Library Board meeting where the Chair is not present.
  - iii. The Chair may vacate the chair only for the purposes of debate. In this case, the Vice Chair or, if absent, another Library Board member, shall take the chair.
  - iv. The Chair is an ex-officio member of all Committees.
  - v. In the event that the Chair resigns or is absent for three consecutive regular Board meetings, the position shall be declared vacant and the Vice Chair shall be declared Chair.
  - vi. In the event that the office of Vice Chair is declared vacant, the Library Board shall elect a new Vice Chair from among its members by majority vote or by acclamation if there is only one nominee. The person shall serve the remainder of the term and shall be eligible for re-election.

## **GF6 LIBRARY BOARD MEETINGS**

### **1. General**

- i. A majority of all the trustees of the Board constitutes a quorum. A trustee is considered present if they are attending in person or via a real-time electronic medium.
- ii. If there is a quorum present, the meeting shall be called to order. If there is no quorum present after fifteen minutes from the appointed meeting time, the Chair may convene a meeting of the Committee of the Whole. This Committee shall follow the agenda and shall ratify any decisions made at the next meeting of the Board.
- iii. If neither the Chair nor Vice Chair is present, the Library Director shall call the meeting to order and the members present shall elect an Acting Chair who has, during the meeting, all the powers of the Chair and is subject to all rules applicable to the Chair.
- iv. The current edition of Robert's Rules of Order shall be the procedural authority for governing meetings of the Board.
- v. Should a Board decision be required and it is not possible to call a meeting, the Chair may conduct a poll of the Board by telephone or electronic mail in order to arrive at a decision. The decision shall be ratified at the next Library Board meeting.
- vi. If a trustee is unable to be present, the trustee may submit a written submission regarding any item on the agenda in advance of the meeting to the Chair to be read at the meeting.
- vii. Decision shall be by majority vote of those members present and voting.
- viii. The Inaugural Meeting normally occurs at the first scheduled Board meeting of the year.
- ix. The Library Director calls the meeting to order and conducts the meeting until the election of the Chair.
- x. Nominations will be taken from the floor for the election of the Chair, Vice Chair & Treasurer. Consent of the nominee, in person or in writing, is required.
- xi. Elections will be by majority vote of the Board trustees present. If there is only one nominee, the individual will be declared elected by acclamation.
- xii. The Board trustees present shall first elect the Chair then the Vice Chair and then the Treasurer. The Chair, Vice Chair & Treasurer serve until the next Inaugural Meeting and are eligible for re-election.

### **2. Regular Meetings**

- i. Regular meetings of the Board will be once per month except during July, August & December. There will be a minimum of six meetings per year.
- ii. A majority of all the members of the library board is a quorum.
- iii. The Board shall hold its meetings openly and no person shall be excluded except for improper conduct or for creating a disturbance.

- iv. Reports, petitions and other submissions by the public to the Board must be submitted to the Library Director in writing not less than ten calendar days prior to a regularly scheduled meeting.
- v. Any person or organization wishing to appear as a delegation before the Board must make a written application to the Library Director indicating the subject matter and particulars of their presentation not less than ten calendar days prior to a regularly scheduled meeting. The Board reserves the right to refuse a request for delegation appearance. Delegations shall be limited to fifteen minutes. The Library Board may extend this time limit.
- vi. Minutes of regular meetings will be made available for public viewing in the Library.

### 3. In Camera Meetings

- i. The Board may hold an in camera meeting if the subject matter being considered is related to:
  - a) the security of the Library;
  - b) personal information of an individual, including an employee of the Library;
  - c) proposed or pending property acquisition;
  - d) labour relations or negotiations;
  - e) litigation, potential litigation or other legal matters;
  - f) any matter that would cause financial or economic harm to the Library, or to the relationship between the Library and the government or other public bodies;
  - g) any requests related to the BC Freedom of Information and Privacy Protection Act.
  - h) notice of in camera meetings will be given as per the library act.
- ii. In camera meetings will normally be scheduled to coincide with regular meetings. When this is the case, the Chair will call the regular meeting to order and move to go into an in camera meeting as per the agenda. The regular meeting will reconvene once the in camera meeting is adjourned.
- iii. Minutes of in camera meetings shall be available only to the Library Director and members of the Board.

### 4. Special Meetings

- i. The Chair, or two Board trustees, may call a special meeting.
- ii. There shall be a minimum notice in writing or electronically of at least 48 hours. The notice will specify the purpose of the meeting.

## **GF7 LIBRARY BOARD COMMITTEES**

### **1. General**

- i. No later than the second regular meeting following the Inaugural Meeting, the Chair shall appoint Board trustees for the following positions:
  - Fundraising liaison
  - Personnel liaison
  - Public Relations liaison
  - Historian liaison
  - Board Development liaison
  - North East Library Federation representative
  - British Columbia Library Trustees Association representative
- ii. The Chair shall consider the preferences of individual Board trustees when making appointments.
- iii. The Board Chair and Library Director are ex-officio members of all committees.
- iv. All committee recommendations will be brought to a meeting of the full Board for discussion and approval.
- v. Ad Hoc Committees may formed for a specific task or objective, and dissolved after the completion of the task or achievement of the objective upon a final report to the board.
- vi. General Roles and Duties of the committee & board positions are defined in appendix A7 General Roles and Duties of the Chetwynd Public Library Board Positions

## **GF8 LIBRARY BOARD DEVELOPMENT**

1. The Library Board recognizes that informed trustees are vital for the Library's responsible governance.
2. The Library Board will maintain active membership in the British Columbia Library Trustees Association and other trustee related associations at the discretion of the Chair.
3. All trustees will receive an in-house orientation at the start of their term.
4. Library Board members are encouraged to pursue activities that will enhance their ability to perform their duties, and bring to the Library information and ideas gained from programs and contacts, such as the BC Libraries Conference and BCLTA Trustee Orientation Program sessions.
5. Expenses incurred while a trustee is engaged in approved development activities are reimbursed per the expense claim policy.
6. When a subsidy from another agency is available for the attendance of meetings, seminars, conventions, conferences and other events, the Library Board shall reimburse the trustee the difference between the subsidy and actual expenses.
7. Regular Board meetings may contain an educational component.
8. At the monthly Board meeting in May the Library Board shall perform an annual evaluation that may include but not limited to a review of:
  - a) the Library's strategic plan
  - b) the Library Board's activities

## **GF9 FINANCIAL CONTROLS**

1. The Library is financed according to the provisions of the BC Library Act.
2. The Board has exclusive control of funds provided for Library purposes from:
  - a. The District of Chetwynd and the PRRD
  - b. All money granted, donated, or bequeathed to the Library Board from any source
  - c. Revenue derived from fines or money recovered for detention, damage, or loss of material belonging to or in custody of the Library
  - d. All money received under agreement for library service
  - e. All revenue derived from social enterprise activities (i.e. Bistro Rental)
  - f. All funds raised by the Library Board
3. The fiscal year for the Library runs from 1 January to 31 December.
4. Unless otherwise directed by the Board, monies remaining in the budget as surplus at year-end are transferred into a reserve and/or specific internally restricted funds. Deficits at year-end are normally funded out of the subsequent year's budget.
5. Accounts & Audits
  - i. The Library maintains distinct and regular accounts of its receipts, payments, credits and liabilities.
  - ii. All funds collected during regular operations are rung into the cash register and reconciled on a daily basis.
  - iii. All invoices are reviewed and initialled by the Library Director or Assistant Library Director before being processed for payment.
  - iv. The Treasurer and Library Director review and initial month-end financial reports each month. Financial reports are presented to the Board at each board meeting.
  - v. The prepared annual financial statement from the accountant is the sole financial document used to present the Library's financial standing for the previous year to any outside agency.
  - vi. Copies of the annual financial statements will be provided to District Council, the PRRD, and the Libraries and Literacy Branch of the Ministry of Education; and will be available to the public.
6. Signing Authority
  - a. The Chair, Library Director as well as two appointed board member are authorized signing officers for the Library.
  - b. All cheques issued by the Library require the signature of two authorized signing officers.
  - c. By motion of the Board, the Library may enter into arrangements to make payments by electronic transfer.

## 7. Agreements & Purchasing

- a) The Library Director is an authorized signing officer of the Library and may enter into agreements and contracts for the supply of goods and/or services on behalf of the Library, subject to expenditure limits set in policy by the Board. (See 7 d & e)
- b) The accepted supplier shall be the lowest bid meeting the specifications
- c) When possible, all small item purchases which can be conveniently grouped, shall be purchased by tender.
- d) Purchasing Limits

The Library Director is authorized to purchase goods and services for the library:

- a) Up to \$5,000 – catalogue price or verbal quote recorded on purchase order
  - b) From \$5,001 to \$10,000 – must have an attempt at two written quotes
  - c) From \$10,001 to \$50,000 – invitation to tender
  - d) Over \$50,000 – publicly advertised tender
- e) As Chetwynd Public Library supports a buy local philosophy the following purchasing conditions apply:
    - a) Local suppliers meeting specifications but who are not the lowest bidder shall be given preference over other suppliers for purchases from \$0 to \$50,000 if they are less than 5% over the lowest bid
    - b) A local supplier shall be defined as a business which is situated within the boundaries of Area E as described in the Peace River Regional District establishing bylaws and the District of Chetwynd.
  - f) Tendering Process
    - i. Tenders, verbal or written must clearly convey to the suppliers that:
      - All tendered prices must be net of sales taxes
      - The Library will not necessarily accept the lowest or any bid and may accept or reject any bid irregularities
      - Bid deposits or surety shall be prescribed on purchase notices inviting bids
      - The Library may require a performance bond before entering a bid-based contract and in such amounts as shall be found necessary to protect the best interests of the library.
      - That the library has a local supplier preference policy as detailed in the purchasing policy.
    - ii. Receiving of Tenders
      - all tender envelopes shall be stamped or handwritten indicating the date and time received
      - A list of tenders received shall be kept and remain confidential until the tender opening
      - Tenders must be kept in a secure place
      - Tenders submitted electronically are not acceptable unless such is expressly permitted in the tender call
      - Revision to the tenders are attached to the relevant submission and must only show an increase or a reduction

- The library staff should attempt to notify bidders of any obvious irregularities in the receipt of the tender prior to the opening
- The number of tenders submitted is confidential information and shall not be disclosed until the tender opening commences

### iii. Opening of Tenders

- Tender opening shall be at all times formal, correct and documented
- A tender opening record shall list the names of the bidders, the amount of the bids, the revised prices (if any) and the total of each bid
- Names and signatures of at least two(2) Library personnel present must be attached to the tender opening record
- All pertinent data/information must be noted, including the names of all the people in attendance and their affiliations
- The Library staff shall ensure they adhere to the correct opening time to ensure the tenders are not opened prematurely
- Each tender is to be received in the form prescribed
- All tenders submitted after deadline date and time shall be returned to the sender unopened with the tender envelope marked “Late Tender/Unopened”
- Under no circumstances are the Library staff to give an indication of whom the successful bidder is until the Library Board has made a decision.

### iv. Awarding of Tenders

- Tenders shall be referred to the Library Board for authorization if:
  - a) The lowest bid price exceeds the budgeted amount in the annual or amended budget
  - b) A bid other than the lowest bid price is recommended for acceptance

### v. Post Tender Negotiations

- The Library may negotiate changes to the tender with the lowest qualified bidder only in compliance with the following:
  - a) Negotiations shall be with the lowest bidder only
  - b) All successful bidders shall be advised as to the disposition of their written quotes or bids
  - c) The scope of work as detailed in the tender call does not change

### vi. Gifts and Gratuities

- Library employees are expressly prohibited from soliciting or accepting any rebate, gift or gratuity (excepting minor mementos of no value) from any person or firm to which any contract or purchase order may be awarded

## 8. Budget, expenditures and financial statements

- i. In each year the library board with the guidance of the Library Director must prepare and approve a budget for providing library service.
- ii. The library board has, subject to the approved budget, exclusive control over the expenditure of

- a) all money raised by or grants or contributions provided to the public library association,
  - b) all money given to the public library association,
  - c) the revenue derived from any source, including
    - fees,
    - fines, and
    - money recovered by the library board for detention, damage or loss of library materials, and
    - social enterprises
  - d) all money received by the public library association under an agreement to provide library service.
  - e) All funds raised by the Library Board
- iii. The library board must
- a) oversee the preparation of annual financial statements in accordance with generally accepted accounting principles,
  - b) provide a copy of the financial statements for inspection by the members of the public library association at or before the annual general meeting, and
  - c) provide a copy of the financial statements to any municipality or regional district that is eligible under section 35 of the Library Act to make an appointment to the library board.

## GF10 REVENUE AND EXPENDITURE

### 1. Revenue

- i. All monies received by the Library are incorporated into the general revenue fund unless otherwise specified.
- ii. Customer Charges
  - a) Charges levied against a customer must be paid by cash or cheque.
  - b) The Library will not accept donations of books or other materials in lieu of payment, but may accept in lieu of payment for a lost or damaged item another new copy of that same item or an item of equal value with the approval of the Library Director.
  - c) The Library Director may arrange for a person to volunteer at the library in lieu of charges levied against them.
  - d) If a payment does not clear, any charges incurred by the library for such payment will be paid by the person who issued the payment plus the original amount.
- iii. Disposition of Surplus Property
  - a) The Library may dispose of Library materials, equipment or furniture which are no longer required or appropriate for Chetwynd Public Library use. Methods of disposal may include: sale at a fixed price, sale by sealed bid, sale by open bid or donation to another organization or agency.
  - b) Property with an estimated value of less than \$500 may be disposed of at the discretion of the Library Director.
  - c) Property with an estimated value of \$500 or more may be disposed of by a method determined by the Board.

### 2. Expenditure

- i. All purchases and expenditures are subject to the annual budget which is approved by the Library Board. The Library Board must approve by formal resolution any purchase not in the budget, regardless of amount.
- ii. No indebtedness may be incurred without permission of the Board.
- iii. Purchasing decisions are made on the basis of price, quality and availability of the goods or services.
- iv. A competitive bid process is not required for purchases \$10,000 or lower. The Library may, in its judgment, utilize current vendors meeting requirements with proven performance history with the Library. If no current supplier is available, written quotations will be sought from new vendors meeting requirements.
- v. For purchases of \$10,001 to \$50,000 written quotations will be sought from a minimum of three vendors meeting requirements, unless three vendors are not available
- vi. Formal competitive bids will be sought from a minimum of three vendors meeting requirements, unless three are not available, for purchases over \$50,000. A pre-qualification tendering process will be used unless the Board specifies an open tender process. In the prequalification tendering process, the following documents will usually be used:
  - covering letter

- instructions to tenderer detailing administrative procedures relating to the tender (dates and times, method of tender return, evaluation criteria and contact information for queries);
- invitation to tender, including the specification of requirement and service level agreement.

### 3. Cash on Hand

- I. The Library maintains a cash float.
- II. Cash on hand must be maintained as per opening and closing library procedures.

## GF11 EXPENSE CLAIMS

### 1. Travel

- i. In order to effectively conduct their duties, trustees and employees will from time to time need to travel to attend library-related business such as meetings, conferences, or professional development activities.
- ii. Trustees or employees will be reimbursed for expenses incurred while engaged in approved library-related business.
- iii. Expenses covered include:
  - a. The most economical and time-effective form of travel to and from the event (airfare, kilometre rate, public transit, taxi, shuttle, car rental). Parking Charges will also be covered.
  - b. A daily allowance for any meals not provided at the event.
  - c. The cost of shared accommodations unless otherwise arranged and within budget.
- iv. Trustees and employees shall seek out the most economical forms of travel and accommodations.
- v. The Board reviews and adjusts kilometre and per diem rates annually.
- vi. When a subsidy from another agency is available for the attendance of library-related business, the Board shall reimburse the difference between the subsidy and actual expenses.
- vii. Travel associated with routine Library operations, such as material deliveries, will be compensated through a flat rate set annually by the Board during the budget process.

### 2. Other Expenses

- i. Whenever possible, expenses incurred while purchasing goods or services for the Library should be invoiced directly to the Library.
- ii. At times, it may be more efficient for employees to purchase goods or services directly. These purchases must be approved by the Library Director prior to procurement and be covered within the approved budget.
- iii. Receipts must be provided for all purchases.
- iv. A cheque will be issued to reimburse purchases upon submission of an expense claim form with receipts attached.

## GF12 LIABILITY AND INSURANCE

### 1. Liability

- i. The Chetwynd Public Library adheres to the BC Library Act Part 5 section 54 (1) which states: “no action for damages may be brought against an existing or former member, officer or employee of the Board or against a person acting under the direction of the Board for anything said or done or omitted to be said or done in the performance or purported performance of a duty or the exercise of a power, or any alleged neglect or default in the performance or purported performance of a duty or exercise of a power.”
- ii. No action for the debts or obligations of the Board may be brought against an existing or former member, officer or employee of the Board or a person acting under the direction of the Board.
- iii. The preceding paragraphs do not provide a defence if the member, officer, employee or person acting under the direction of the Board has, in relation to the conduct that is the subject of the action, been guilty of dishonesty, gross negligence or malicious or wilful misconduct, or the cause of action is libel or slander.
- iv. This section of the BC Library Act does not absolve the Board from vicarious liability for anything said or done or omitted to be said or done by, or for any neglect or default of, an individual referred to in the first paragraph, for which the Board would have been vicariously liable had this section not been in force.

### 2. Insurance

- i. The Board ensures the security of the Library’s assets and maintains property & contents coverage through the District of Chetwynd.
- ii. The Library has directors’ liability insurance as well as commercial liability insurance held privately.
- iii. Insurance coverage remains in place at all times, and is reviewed on an annual basis by the District of Chetwynd to ensure that needs are appropriately met and to secure the best value for money.

## **GF13 RISK MANAGEMENT**

1. Risk is inherent in all situations, can take many forms and cannot be avoided entirely.
2. The Board shall make every prudent and reasonable effort to safeguard the Library's assets, operations, employees and patrons against risk.
3. The Board will introduce systematic processes for identifying, evaluating and managing risk in the most cost effective and efficient manner.

## **GF14 DONATIONS**

1. The Library Board welcomes gifts of money and in-kind material that assist in the delivery of quality service to the community.
2. Any conditions attached to donations to the Library of money or other assets are subject to established policy and procedures, or are approved by the Library Board on a case-by-case basis.
3. Donated material becomes the exclusive property of the Library. The Library reserves the right to refuse the donation of any unsolicited gift.
4. Upon acceptance of a gift, the Library Director or designate exercises final authority over the inclusion, placement, location, circulation, display and withdrawal of any donated item.
5. Donors will be issued tax-deductible receipts for gifts that fall within Canada Revenue Agency's guidelines.
6. Tax receipts for in-kind gifts of books or other donations will be provided upon request if the material is in excellent condition, meets selection criteria, and is less than two years old. Materials must be accompanied by a valuation in writing (at the donor's expense) by a recognized authority.
7. Donations to the Collection
  - i. Donations of material for the collection will be evaluated in accordance with the criteria that govern the acquisition of purchased material.
  - ii. Acceptance of donated material does not mean the Library will add the material to the collection.
  - iii. The Library will give to the Friends of the Library or dispose of as it sees fit books and materials not selected for addition to the collection. Donations of material that are accepted for addition to the collection will be interfiled with regular collection material.
8. Recognition
  - i. The purpose of a recognition program is to thank donors, to encourage others to give, and to build positive long-term relationships between the Library and its donors.
  - ii. Recognition may take one or more of the following forms:
    - A verbal 'Thank you'
    - A personalized letter of thanks with a receipt
    - Upon request, bookplates will be placed in bequests, memorials, gifts of new collection material, or in collection material purchased with a monetary donation

## GF15 FUNDRAISING

1. The Board may undertake specific fundraising activities to enhance the services and facilities of the Library. Such fundraising shall normally focus on applying for grants but does not preclude other activities.
2. All funds raised will be used for the stated purposes and established priorities of the fundraising program as determined by the Board. Donated funds will be used as designated by the donor, subject to Board approval.
3. Use of funds raised for funding operating expenses will be used in accordance with the Canada Revenue Agency's guidelines. Every effort will be made to maximize funds raised in relationship to dollars spent.
4. Tax receipts will be issued for money received through fundraising in accordance with Canada Revenue Agency's guidelines.
5. Donations raised through fundraising will be recognized as per the Recognition section of the Donations policy.
6. All research on established and potential donors will be confined to information relative to the cultivation and solicitation process. Research methods will respect the individual's right to privacy.
7. All records pertaining to established and potential donors will be held confidentially in accordance with the Protection of Information and Privacy policy.
8. Friends of the Library for the Chetwynd Public Library are a group of volunteers who aim to assist and support the goals of the Library.
  - i. Goals of Friends of the Library
    - a) Assist and support the goals of the Library
    - b) Establish closer ties between the Library and its community
    - c) Promote knowledge of, and interest in the functions and resources of the Library and;
    - d) Assist in raising funds for special projects beyond the scope of the Library budget.
  - ii. Framework
    - a) The Board acknowledges the importance of the volunteer service provided by such groups as the Friends of the Library.
    - b) The goals and objectives of Friends group shall not conflict with those of the Chetwynd Public Library
    - c) Friends of the Library will abide by all Board policies.
    - d) Friends of the Library will recognize the Board's right to govern and the management's responsibility to deliver library service.

- e) Friends of the Library fundraising projects shall only be taken on with the prior knowledge of the Library Director, and the applicable library administration staff.
- f) All funds raised by the Friends of the Library, and all items purchased with these funds, are the property of the Chetwynd Public Library. Funds may be used to enhance the services at the Library.
- g) Friends of the Library annual report shall be forwarded to the Chetwynd Public Library Board. It shall include a list of the executive of the Friends of the Library as well as a financial statement. This report should be submitted shortly after each year end.
- h) Meeting space for Friends' meetings and special events will be provided subject to space availability.
- i) Staff time and administrative support will be provided as deemed appropriate by the Library Director.

## **GF16 SPONSORSHIP AND NAMING**

### **1. Sponsorship**

- i. The Library welcomes and encourages the support of the business community and other organizations in helping deliver library services to the public.
- ii. A sponsorship is a mutually beneficial business arrangement between the Library and an outside organization, in which the external party contributes funds, goods or services to the Library in return for recognition, acknowledgement or other considerations.
- iii. The Board will evaluate potential sponsorships on an individual basis based on:
  - a) compatibility with the Library's vision, mission, values, policies and priorities;
  - b) the significance of the proposed financial contribution in relation to the project;
  - c) the urgency of the need for the project, or of funding for the project;
  - d) the reputation and integrity of the individual or organization making the contribution;
  - e) the history of the individual's or organization's support of libraries and literacy.
- iv. The potential impact on the Library's reputation will be considered in any agreement.
- v. The Library acknowledges sponsorship as per the Recognition section of the Donations policy and on promotional material related to the sponsored project. The Board must approve any additional forms of acknowledgement.
- vi. A sponsor's name or logo shall not have prominence over the Library's name or logo in any promotional material.
- vii. An agreement with the sponsor does not imply an endorsement of the sponsor by the Library and/or its trustees and employees.
- viii. The Library retains the right to withdraw from any agreement at any time. A previous or existing agreement does not indicate an ongoing relationship with the Library, nor does it imply that an agreement will be renewed.
- ix. The acceptance of any sponsorship remains the decision of the Board.
- x. Tax receipts are not issued for funds, products or in-kind services made to the Library as part of the sponsorship agreement.

### **2. Naming**

- i. Naming a library facility for a person or entity is unusual, but may be considered at the discretion of the Board to recognize the rare, unique and substantial contributions of an individual or organization to the Library or the community.
- ii. To respect the District of Chetwynd and PRRD's leadership roles in funding the Library, the Board will consult with District Council and the PRRD before approving any naming rights agreement for the library facility.
- iii. The Board may consider naming opportunities within the Library, such as the designation of rooms, discrete areas, special furniture or equipment. The Board will determine appropriate contributions for such naming opportunities.

## **GF17 RECOGNITION AWARDS & FAREWELL GIFTS**

1. The following table will be used to calculate the amount spent for recognition awards & farewell gifts for the Library Board & Staff

i.	0-3 years of service	up to \$50.00
ii.	3-4 years of service	\$50.00 to \$75.00
iii.	Over 4 years of service	\$75.00 to \$100.00

# **Section 2**

## **Collections & Services**

## CS1 COLLECTION DEVELOPMENT PRINCIPLES

1. The Library believes in enabling all people to learn, read and share ideas in an atmosphere of intellectual freedom and universal access to information.
2. The Library endorses the British Columbia Library Association's Statement on Intellectual Freedom and the International Federation of Library Associations and Institutions' Statement on Libraries and Intellectual Freedom.
3. The Library Board recognizes that collection development practices are carried out with due regard for, and in compliance of, all applicable federal, provincial and municipal laws.
4. The goals of the collection are to support the diverse informational, recreational and educational needs of the community; to emphasize general and popular treatments of subject areas; and to complement and supplement resources offered by other community institutions.
5. The Library endeavours to ensure both breadth and depth of its collections through staff familiarity with existing collections, their awareness of the needs of library users, and their knowledge of retrospective, current and future trends in informational and recreational materials suitable for public library use.
6. The ultimate right or responsibility for the choice and use of materials made available through the Library rests with the individual. The Library will not restrict access to material for any person, except where required by law.
7. Non-Endorsement of Content
  - i. The Library does not advocate any particular beliefs, philosophies, ideas or viewpoints found in its collections. The presence of an item in the collection does not constitute endorsement of its contents by the Library.
  - ii. This policy applies to all formats including print, non-print, audio-visual and electronic materials.
8. Access
  - i. Except where limited by law, children are entitled to borrowing privileges and open and ready access to materials and facilities provided by the Library.
  - ii. Parents and legal guardians are responsible for monitoring and limiting the use of library materials by their children. The Library upholds the freedom of the individual, and the right and obligation of a parent or legal guardian to guide, develop, interpret and maintain their own code of values in their family.
  - iii. The classification, organization and labeling of the Library's collections are designed to minimize barriers and enhance access to the collection.

- iv. The Library does not mark selected materials in order to indicate approval or disapproval of item contents or attempt to expurgate information contained in selected items.
- v. The Library may control use of any collection material in order to protect items deemed susceptible to theft or damage by users or to ensure the widest possible use of materials by library users.

## CS2 SELECTION OF COLLECTION MATERIAL

1. While overall responsibility for library collections rests with the Library Board, the responsibility for selection of materials rests with the Library Director
2. The Library Director may delegate this professional activity of materials selection to qualified and knowledgeable staff.
3. Library staff exercise their professional judgment and make use of tools such as reviews, bibliographies, collection knowledge, authoritative discussions of genres or subject areas, consultation with the publishing industry, and recommendations from library users.
4. The Library considers electronic information resources as an extension of its physical collections.
5. All acquisition of collection material is responsibly exercised within the context of the budget.
6. Selection Criteria
  - i. Authority, comprehensiveness, accuracy, clarity, quality
  - ii. Currency, date of publication, suitability and durability of format for library use
  - iii. Present and potential relevance to community needs and interests
  - iv. Suitability of subject and style for the intended audience
  - v. Representative of notable trends and genres
  - vi. Relationship to the existing collection and to other material on the subject
  - vii. The uniqueness of the item's content and its representative of varying points of view
  - viii. Reputation, skill, competence and purpose of the originator of the work
  - ix. Budget and space priorities
7. An item need not meet all of the above criteria in order to be added to the collection.
8. Material that has been adjudged illegal by the courts will not be acquired or retained.
9. In addition to applying the selection criteria, the Library will attempt to acquire material:
  - i. in both official languages, and possibly other languages which reflect the linguistic and cultural heritage of the community
  - ii. that presents Canadian and/or local perspectives, experiences, way of life
  - iii. with treatments of the lives and works of Canadians.
10. The Library welcomes suggestions from the public for the purchase of library material. These suggestions are considered according to the same criteria as other purchased material.

11. The Library accepts donations of material in accordance to the Donations policy. Such material is subject to the same criteria as purchased material.

12. New Formats

- i. Qualified staff will evaluate new technology and formats in regards to budget considerations, community need, impact on existing resources, notable trends, and suitability for library use.
- ii. The selection of material in a new format may result in the Library deciding to retire specific items or material formats from its collections to responsibly accommodate trends in user demands and/or changes in technology.

## CS3 COLLECTION MANAGEMENT

1. Regular management of the Library's collections is necessary to maintain collection vitality, size and scope. As such, this process entails the same care, thought and judgment as selection.
2. Materials will be regularly assessed as to their condition, accuracy, currency, performance within the context of the particular Library collection, and relevance to library users. Other selection guidelines and criteria may also be applied.
3. Materials that are lost or damaged will be replaced depending on availability, cost and demand for the item.
4. Last copies of important works may be retained or if possible, another copy purchased to replace a lost copy.
5. Material withdrawn from the Library's collections will be sold or discarded.
6. Reconsideration of Material
  - i. The Library believes that a vital society encourages members of its community to actively participate in an open exchange of ideas and opinions. Thus the Library strives to provide the widest possible range of resources within its collections.
  - ii. Library users may, on occasion, consider the content or manner of expressing ideas in material that is purposely selected to fill the needs of some user's offensive. The Library recognizes the right of any individual or group to reject library material for personal use, but does not accord to any individual or group the right to restrict the freedom of others to make use of that same material.
  - iii. Library users who object to materials located in a Library collection are asked to complete a written request for the reconsideration of the materials. Request forms are available for this purpose at the Library.
  - iv. The Library Director will communicate decisions made about challenged materials to the originators of the requests upon the completion of a formal review.
  - v. If the individual or group disagrees, or is not satisfied with the decision of the Library Director, they may make a further request for reconsideration to the Board. The Board's decision will be final.

## CS4 MEMBERSHIP

1. The Library provides access to its resources and services to any individual who wishes to use them within the facility. To borrow material, the individual must be a current member.
2. Membership is free for residents of Chetwynd and Area E upon proof of residency and reciprocal borrowers who present a valid library card from another BC public library. Non-residents pay a non-refundable membership fee.
3. An individual is deemed to be a member in good standing if they possess a current membership with no issues or outstanding fees above the thresholds set by the Board.
4. Registration Requirements
  - i. Residents of Chetwynd and Area E can join the Library for free when they present a piece of photographic identification showing their current address or a piece of non-photographic identification along with proof of current address.
  - ii. Acceptable types of identification and proof of address are in the appendix under Acceptable Membership Identification.
  - iii. A non-resident can pay a fee to join as non-resident and get full borrowing privileges or join for free as a reciprocal borrower to get limited borrowing privileges.
  - iv. Individuals wishing to register as reciprocal borrowers must show their home library's membership card in addition to the identification.
5. Membership Types
  - i. Resident – a person who can establish permanent residency in the District or Area E, or who is a taxpayer for property owned within these areas.
  - ii. Non-Resident – a person who is not a resident within the District or Area E
  - iii. Reciprocal (BC One Card) – a non-resident person who is a member in good standing at another public library within British Columbia.
  - iv. The above membership types are subdivided into five categories:
    - Child – 0 to 12 years of age
    - Youth – 13 to 18 years of age
    - Adult – 19 to 64 years of age
    - Senior – 65 years of age or over
    - Other – these may be set for institutions, trustees, staff, volunteers or other groups of people.
6. Membership Period
  - Resident – 36 months
  - Non-Resident – 3 months or 12 months
  - Reciprocal (BC One Card) – 12 months
  - Other –36 months

7. Membership may be renewed for another period upon verification of the member's information and the payment of all outstanding fines and fees.
8. Members Under 19 Years
  - i. Parents or guardians must provide contact information to enable a child or youth to get a membership. If the child or youth does not have a piece of identification, the parent's or guardian's identification shall be used.
  - ii. The preceding requirement is waived for a youth from 16 to 18 years of age with proof that the youth no longer resides with the parent or guardian.
9. Suspension of Privileges
  - i. Library privileges may be suspended when a member exceeds the prescribed limits for fines, overdue items, claimed returned items, days with outstanding fees, or violates Library policies.
  - ii. A suspended member may be reinstated when the account is cleared, or the terms of the suspension are fulfilled.

## CS5 CIRCULATION

1. The Library makes available a wide range of material for library users. The Board determines which material can be circulated and which is for in-house use, and the duration of the loan periods for different types of material.
2. To ensure the fair and responsible use of Library material, individuals wishing to borrow material must be a library member in good standing.
3. Card Use
  - i. Library cards are non-transferable. Members present their own card at each transaction when borrowing materials or accessing Library services.
  - ii. Existing members who do not have their card with them may borrow materials by presenting a piece of identification confirming their name, and confirming a piece of information on their account. A fee may be levied for this transaction. Library staff retains the right to refuse this type of transaction.
  - iii. Upon signing a consent form, a member may designate one other member to act as a proxy to borrow material on their behalf. The member is responsible for all material borrowed on their behalf by the proxy.
  - iv. Library cards are the property of the Chetwynd Public Library and must be returned upon request.
  - v. Lost or stolen cards must be reported immediately. Borrowers are responsible for all material borrowed with their card until it is reported.
  - vi. Lost or damaged cards may be replaced for a pre-set fee.
4. Definition of Borrowing
  - i. Borrowing includes the loan of circulating material, access to public use computers and use of online subscription databases.
5. Types of Material
  - i. Circulating – material that can be loaned for use outside the Library.
  - ii. Non-Circulating – material that is intended for in-Library use only because of their nature, format, condition, value and rarity. They may only be borrowed if an exception is made by the Library Director.
  - iii. Interlibrary Loan – an item borrowed from another library through the Chetwynd Public Library whose loan period is set by the lending library.
  - iv. Public Computers – computers & tablets within the Library with office productivity software and Internet access made available free of charge to members for up to two (2) hours per day.
  - v. Online Resources – subscription databases that require member authentication to grant access to their resources. Remote access to online resources may be restricted by licensing agreements.

## 6. Borrowing Material

- i. The Board sets the maximum number of circulating items a member may have on loan. This number may be increased may by Library staff taking into consideration the type of material, the number of items or the type of member.
- ii. The standard loan period for circulating material is twenty-one (21) days. Special loan periods may be established for certain material, and this loan period will be labelled on the items' covers.
- iii. An extended loan period may be granted by Library staff taking into consideration the type of material, the number of items or the type of member.
- iv. Circulating material, except those from specially designated collections or requested by another member, can be renewed for two (2) additional loan periods.
- v. Resident and non-resident members may request that circulating material currently on loan, except specially designated material, be held for them upon its return to the Library. The Board sets the maximum number of active hold requests a member may have at any one time.
- vi. If an item has a hold on it by another patron, it is not renewable.

## 7. Overdue Material

- i. It is the responsibility of the member to ensure borrowed material is returned on time so that others may use the material. The Library may impose fines or other penalties for overdue materials to encourage the return of borrowed material. Fine rates are set by the Board. At the discretion of the Library Board, certain types of borrowers may be exempted from fine payments.
- ii. Patrons can choose to receive email notices notifying them of overdue items and can access and manage their account online through the Library website.
- iii. Library staff will use provided contact information to attempt to contact members with overdue material to remind them to return the material. It is the members' responsibility to ensure contact information is accurate.
- iv. Materials may be renewed 3 times, If items are not returned by their due date, an overdue reminder will be issued at 7 days overdue, 21 days overdue, 91 days overdue, and 182 days overdue. For items that are still overdue at 364 days the system will set the item to lost, bill the patron, and send an email notice to the patron. The email notice will include the amount billed to the patron for replacement of the item.
- v. Library staff will consider requests to make arrangements for alternate ways to waive fines on a case-by-case basis and reserves the right to refuse such requests.
- vi. Borrowing privileges may be suspended if patrons have reached the maximum renewals allowed on their borrowed items or if they have fees for lost items on their account.

## 8. Damaged or Lost Material

- i. Members are responsible for all material borrowed on their account.
- ii. Members use the Library's materials at their own risk. The Library is not liable for any damages that may occur to non-Library material used in conjunction with Library material.
- iii. After 364 days, overdue materials will automatically switch to lost status which will incur the replacement cost of the item(s) plus a lost materials processing fee onto the members account.
- iv. If the lost item which has been paid for by the patron is found within 3 months of the payment date, the replacement cost will be refunded if the item is brought back in.
- v. All lost materials are subject to a non-refundable lost materials processing fee which is outlined in the Fee Schedule
- vi. Members have to pay for damaged or lost material at the cost of the item.
- vii. A member may request to keep damaged material after the payment receipt is issued.
- viii. The Library may take further action, including but not limited to referring the account to a collection agency, if a member does not pay for damaged or lost material.
- ix. The Library does not accept substitute items for damaged or lost material. In-kind material may be accepted if it is the same title and edition, and is in excellent condition. Library staff reserves the right to refuse in-kind material and request full payment for the material.

## CS6 RESOURCE SHARING

### 1. Borrowing Material from Other Libraries

- i. The Library recognizes that library users may at times have special needs for material that cannot be accommodated by the Library's collections. The Library provides an Interlibrary Loan service to help meet these needs.
- ii. The Library may enter into arrangements with other library organizations to share resources that would otherwise not be feasible to provide due to budget or other considerations, but may meet other selection guidelines and criteria.
- iii. The Library reserves the right to withdraw from such arrangements at any time.
  - i. This service is provided under the general guidance of the Interlibrary Loan Code for British Columbia Libraries and BC Interlibrary Connect Guidelines.
  - ii. Borrowing rules conform to the Interlibrary Loan Code for British Columbia Libraries and BC Interlibrary Connect Guidelines.
- iv. The basic service is provided free to all resident and 12-month non-resident members.
- v. Library staff will attempt to fill requests in a timely manner. However, a specific item or material type may be unavailable, or cannot be brought in during a specific period of time.
- vi. The lending library may levy charges which will be passed onto the borrower. Library staff will inform the borrower of any such charges to get their approval prior to filling the request.
- vii. A processing fee may be charged for any interlibrary loan material brought in from another library but not picked up by the member who requested the material.
- viii. The loan period of interlibrary loan material is determined by the lending library.
- ix. The member is responsible for all interlibrary loan material they borrow.

### 2. Lending Material to Other Libraries

- iii. The Library loans materials from our collections to other accredited institutions under the guidance of the Interlibrary Loan Code for British Columbia Libraries and BC Interlibrary Connect Guidelines.
- iv. Lending rules conform to the Interlibrary Loan Code for British Columbia Libraries and BC Interlibrary Connect Guidelines.

## CS7 PROGRAMS

1. The Library offers a wide range of public programs as part of its normal service to the community. The programs are designed to fulfill one or more of the following functions:
  - i. Actively encourage the benefits of reading and promote literacy;
  - ii. Provide an alternate format for communicating information and ideas;
  - iii. Highlight and encourage the use of particular parts of the collection or promote the Library as a resource centre for further exploration of issues;
  - iv. Actively assist the public in discovering the resources that pertain to their needs and interests;
  - v. Meet the needs and interests of the community;
  - vi. Provide effective publicity so that potential users are attracted to the Library and so that community awareness of and support for the Library is increased.
2. The Library utilizes staff expertise, collections, services and facilities in developing and delivering programming. As part of this development, the Library may draw upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Presenters do not usually receive a fee or travel expenses, but exceptions may be made with the approval of the Library Director prior to the program.
3. Programs may be delivered within the Library building or, as part of outreach initiatives or partnerships, in other suitable locations within the community.
4. Programs are not used for solicitation, recruitment or any activity that contravenes municipal, provincial or federal laws. Any sales of products at Library programs must be approved by the Library and benefit the Library.
5. External organizations or individuals partnering with the Library on programs must coordinate marketing efforts with the Library. The Library determines how logos and other branding items from partner organizations appear on information presented during a program.
6. Programs will be selected by Library staff. The public is encouraged to suggest topics for future programming or changes to existing programs. These suggestions will be considered in light of the programming criteria, library resources and funding.
7. Programs organized by the Library are open to the public, but when necessary, numbers may be restricted and registration required.
8. The Library may charge fees to recover costs associated with planning and implementing programs.

9. Programs will be evaluated to determine their effectiveness in fulfilling the listed functions.
10. Reference made in programs to any specific products or services does not necessarily constitute or imply its endorsement or recommendation by the Library. The activities, beliefs or opinions of the speakers expressed in the program do not necessarily state or reflect those of the Library.
11. The Library endorses the British Columbia Library Association Statement on Intellectual Freedom and recognizes that some programs may have controversial content in order to ensure public access to all sides of an issue. The Board takes no position on the views, ideas, or opinions of program content.

## CS8 PUBLIC COMPUTER ACCESS

1. The Library provides public computer and Internet access as a complement to its material collections and other information resources. The Library also provides computer services to enhance access to electronic services for informational, educational and recreational purposes.
2. The Library endorses the British Columbia Library Association Statement on Intellectual Freedom and believes that the freedom of access to information is vital to the health and development of a democratic environment.
3. The Internet is an unregulated, worldwide network of computers to which information is uploaded from a vast variety of sources. As such, it contains information and opinions that range in scope from reliable and authoritative to controversial or extremely offensive. Some information found on the Internet may not be accurate, complete or current. Users must assess for themselves the validity of the information found.
4. Access to Computer Resources
  - i. Computer resources encompass all components of computer workstation equipment, software and software licenses, connectivity to the Internet, including wireless access, and related equipment such as printers and copiers.
  - ii. The Library will provide access to computer resources and the Internet to Library resident and non-resident members in good standing. Other individuals may acquire sessional access upon payment of a fee.
  - iii. To ensure equitable access for all users of computer resources, the Board may set limits such as the amount of free access time per day, fees for non-members or members wanting additional time, and designating computers in certain areas for use by specific user groups.
  - iv. Computer workstations will have office productivity software so users can create, edit and save personal documents to an external storage device, and software to access the Internet and various online resources.
  - v. Access to the computer resources is provided on an “as is” and “as available” basis. The Library cannot guarantee the performance, security, confidentiality or availability of these resources, or that they will meet the specific requirements of a user.
  - vi. Children must have permission from a parent or guardian to access the public-use computers. The Library cannot guarantee that objectionable sites will not be accessed. The Library respects the parent or guardian’s responsibility to determine which resources their child will access.
  - vii. Patrons under age of 13 who wish to use the Internet provided by the Chetwynd Public Library must first have a copy of the A11 Chetwynd Public Library Internet Permission Form for Children signed by their parent or legal guardian. The form must be on file at the library before they are able to access the Internet at the CPL.

- viii. Youth are allowed access to the Internet and use of public access computers unless parents or guardians have specified the restriction of access on the users account in writing.
- ix. Staff will support users in the effective, efficient and responsible use of public access computers, particularly in cases where mechanical or network problems arise. Workshops and training sessions on computer and Internet use may be offered from time to time.
- x. Photocopying, scanning and printing from public access computers are available for a fee. All photocopying scanning and printing is the sole responsibility of the user.
- xi. The Library will not be liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use of this service.

#### 5. Wireless Access

- i. The library offers free access to wireless Internet service during open hours provided that the library is within their data limits as set by their service provider.
- ii. Specific services such as streaming and downloading may be restricted due to data limits.

#### 6. User Responsibilities

- i. Public computer users are responsible for obeying the laws of Canada and the Library's policies. They must respect copyright law and intellectual property rights, and not use computers for illegal, actionable or criminal purposes.
- ii. Public computers are situated in public areas shared by library users of all ages, backgrounds and sensibilities who may see content being viewed by users. Users should respect and consider others when accessing the Internet in accordance with this environment.
- iii. Users must use their library card to access a public computer. They may not use another person's card, even with their permission, or permit others to use their card.
- iv. Users are responsible for treating computer resources with respect and care to ensure that all individuals can enjoy equitable access to all Library resources.
- v. Public computers will only contain software owned by or licensed to the Library. Users may not alter, tamper with or damage the Library's computer resources.
- vi. Users are responsible for all their activities on the Internet, recognizing that it is not a secure medium and that third parties may be able to obtain information about users' activities. The Library assumes no responsibility for the security and privacy of on-line transactions.
- vii. Users are responsible for the correct use of computer resources to maintain their own privacy and security. Users are responsible for any losses or damage sustained either directly or indirectly as a result of their use of computer resources.

#### 6. Consequences of Misusing Resources

- i. Library staff is entrusted with the obligation to ensure that all rules of public computer access, and other policies, are followed. Staff will advise users of appropriate conduct as

required and state the consequences of continuing or repeating the inappropriate behaviour.

- ii. Library staff may call the police for assistance in situations where there is a contravention or perceived contravention of the law.
- iii. Any person violating the Library's public computer access policy, or other policies, risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.

## **CS9 INFORMATION SERVICES**

- 1.** Information service at the Library is one of the most vital and visible expressions of its mission and is key to the Library's service roles.
- 2.** The goal of Information Services is to provide consistent high quality assistance to all library users seeking information.
- 3.** The Library subscribes to the Canadian Federation of Library Associations Code of Ethics and the British Columbia Library Association Statement on Intellectual Freedom and the British Columbia Library Association Values Statement
- 4.** All information collected as part of a reference transaction is treated as confidential and is subject to the Library's Protection of Information and Privacy Policy.
- 5.** Users of all ages and circumstances are treated with equal attention and with sensitivity to their particular needs.
- 6.** All requests by users for information are considered legitimate and handled as such. In-person requests will take precedence over requests received remotely.
- 7.** It is the responsibility of staff to provide information in an impartial and businesslike manner. Staff will advise about and refer users to information resources but will not interpret information.
- 8.** A reference question is defined as an informational contact which involves the knowledge, recommendations, guidance or instruction in the use of one or more information sources by a member of the Library staff.
- 9.** Reference includes providing help with the catalogue and library computers, reader's advisory service, database and online assistance, bibliographic verification, interlibrary loan assistance, referral services, research assistance, school assignments, consumer information, and individual and group instruction.
- 10.** Staff will conduct a reference interview to clarify the user's needs in order to answer a question accurately and fully. A reference interview may be repeated if the information gathered does not meet the needs of the user.
- 11.** The Library will maintain an up-to-date, relevant and readily accessible working collection of reference print and electronic materials. A membership may be required for the user to access certain resources, such as online databases and public use computers.

**12.** Library staff will attempt to answer all questions. However, some types of questions and services may be beyond the scope and expertise of the public library staff and shall be redirected when possible.

## **CS10 REPRODUCTION SERVICES**

1. The Chetwynd Public Library Board supports people's ability to access and share information in a variety of formats. To facilitate this ability, the Library may provide reproduction services for a Board approved fee.
2. Users of reproductive services are responsible for obeying the laws of Canada and the Library's policies. They must respect copyright law and intellectual property rights, and not use these services for illegal, actionable or criminal purposes.
3. The Library provides reproduction on an "as is" and "as available" basis. The Library cannot guarantee the performance, security, confidentiality or availability of these services, or that they will meet the specific requirements of a user.
4. Under no circumstances is the Library liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use of these services including the loss of or damage to the user's records or data.
5. **Reproduction Services**
  - i. The Library offers the following reproduction services for a fee:
    - a) Photocopying
    - b) Printing from the public access and catalogue computers
    - c) Faxing
    - d) Scanning – free of charge
  - ii. All photocopying, printing, faxing & scanning is the sole responsibility of the user.

## CS11 SOCIAL MEDIA USAGE

1. The Chetwynd Public Library recognizes that individuals value the ability to connect with the library through online, interactive venues. The Library will assess social media platforms on a regular basis to decide whether to integrate a particular platform into its virtual presence.
2. Social media is any web application, site or account that provides an environment in which library staff and users can share opinions and information about library-related topics.
3. The purpose of the social media policy is to ensure respectful use of the Library's social media sites for the education and enjoyment of all users.
4. The social media platforms are provided by third-party vendors. Users are governed by these vendors' terms of use and end-user agreements, and the laws of the country where these vendors reside. The Library has no control over the collection and use of personal information by these vendors and cannot be held liable for such use.
5. Users are responsible for the protection of their privacy when participating on the Library's social media sites.
6. The Library recognizes and supports the free exchange of ideas promoted by social media. However, posts to the Library's social media platforms, including any made by staff and public users, must be made in accordance with the laws of Canada and the Library's policies. They must respect copyright law and intellectual property rights, and not use the Library's social media sites for illegal, actionable or criminal purposes.
7. By posting content, the user agrees to indemnify the Library and its officers and employees from and against all liabilities, judgments, damages and costs incurred by any of them which arise out of or are related to the posted content.
8. The Library does not act in place of or in the absence of a parent. The Library is not responsible for enforcing any restrictions that a parent or guardian may place on a minor's use of social media.
9. The Library Director or designate will be the moderator for each social media site and will implement policy to ensure compliance.
10. The Library makes a commitment to:
  - i. Respond to questions or concerns as quickly as possible;
  - ii. Maintain the highest levels of accuracy, objectivity and impartiality in the information it posts;
  - iii. Respect the privacy and anonymity of those with whom we communicate;

- iv. Respect freedom of speech and difference of opinion while protecting staff and users from offensive, abusive or otherwise inappropriate speech;
- v. Provide accessible and inclusive services.

11. Chetwynd Public Library Social media forums and messaging may not be used to post:

- i. Obscene or racist content;
- ii. Personal attacks, insults or threatening language;
- iii. Potentially libelous statements;
- iv. Plagiarized material;
- v. Private, personal information published without consent;
- vi. Comments unrelated to the content of the forum;
- vii. Commercial promotions or spam;
- viii. Organized political activity.

12. The Library reserves the right to edit or modify submissions when reposting or providing comment. The Library is not responsible for the reliability of content provided via links that are posted to our social media sites.

13. Being followed by the Library on any social media platform or having messages or content created by other parties shared on the Library's social media sites does not imply endorsement.

## **CS12 COMMUNITY ROOM RENTAL**

1. The Fay Asleson Community Room is available for rent to the public.
2. Non-profit & charitable organizations may have fees waived for use of this space.
3. Private & for-profit organizations must pay a nominal fee for rental of the space.
4. Fees are set by the Board as per A4 Fee Schedule

### **CS 13 EXAM INVIGILATION**

1. The library provides exam invigilation services on an as needed basis
2. There is a fee for invigilation as set by the Board in A4 Fee Schedule
3. Written exams are taken at a table in the Fay Asleson Community Room or in the office of the library director.
4. Online exams are held at a computer station designated by the Library Director.
5. A laptop computer is available if specific software needs to be downloaded and used for the exam.
6. Exams must be scheduled at least one week in advance and are subject to availability of invigilator.

## **CS14 BISTRO**

1. The Library has space for a Bistro which we lease out to a private entrepreneur
2. The Bistro is independently run and they set their own menu, prices & hours in compliance with local, provincial & federal regulations
3. If there is a complaint about the Bistro, patrons are encouraged to speak with Bistro Management directly. If the issue is not resolved, a written complaint may be given to the Library Director who will act as a mediator to resolve the complaint.

# **Section 3**

## **Library Use**

## LU 1 CODE OF CONDUCT

1. The Library abides by federal and provincial legislation, and municipal bylaws which govern public conduct.

### 2. Welcoming Environment

The Library endeavours to provide a welcoming and safe environment for the enjoyment of the public and staff so that all persons may partake of the benefits of the Library.

- i. All library users and staff are expected to act with respect and consideration for others.
- ii. No conduct is permitted that may reasonably be expected to create a disturbance or otherwise interfere with the safe use and enjoyment of the Library by others (for example, (but not limited to) loud or boisterous conversations, running, fighting, threatening or harassing behavior, obstructing others' access to Library resources, etc.).
- iii. No conduct is permitted that may reasonably be expected to endanger the health and safety of Library users or employees or cause or threaten to cause damage to Library materials or facilities (for example, moving furniture in a way which blocks aisles, using tables, chairs or heating units as footstools, sitting on stairways, defacing or vandalizing Library property or materials, etc.)
- iv. The Library strives to be a scent-free environment.
- v. Smoking is not permitted on library property.
- vi. Registered service dogs assisting individuals with disabilities and animals in approved library programming are welcome in the Library provided they are on a lead or under control at all times.
- vii. Individuals using mobile phones must move to an area that will minimize disturbance for other library users.
- viii. Library users wishing to use audio or multimedia devices must keep the volume at a low level so as not to disturb other library users.
- ix. Distribution of leaflets, survey taking, collecting signatures on petitions, solicitations, and similar activities on library property are not permitted unless approved by the Library Director.
- x. Cameras or other recording devices are used by Library staff to record library programs, presentations or interviews. Anyone else must receive permission from library staff prior to using a recording device.

### 3. Patrons under age of majority

- i. Sole responsibility for the behaviour of patrons under age of majority in the Library rests with the parent or legal guardian.
- ii. Library staff is not responsible for caregiving duties, such as bathroom assistance, providing snacks, monitoring allergies, providing telephones, care of illness, conflict resolution, or providing time and attention that prevents them from fulfilling their primary duties. Parents and caregivers are expected to fulfill these responsibilities.
- iii. The Library respects parental authority. It will not restrict materials or services available to patrons under the age of majority, with the exception of videos rated Restricted,

which cannot be loaned to those under the age of 18 in accordance with the Motion Picture Act of British Columbia.

- iv. It is the responsibility of the parent or legal guardian to decide their own standard of acceptable materials for their families.

#### 4. Library Property Use

Library users and staff are expected to treat library property, including collections, computers, furniture, equipment and facilities with respect and care to ensure that all people may enjoy equitable access to all resources.

- i. Library users shall use the authorized entrance to the facility. Emergency exits shall only be used in the event of an emergency.
- ii. Library users may borrow materials in accordance with the Library's borrowing policies and shall return them on time and in good condition.
- iii. It is an offence under the Criminal Code of Canada to steal or vandalise Library property. To protect its property, the Library may use electronic security devices and staff may require library users to make all bags, purses, carrying cases and briefcases available for inspection upon leaving the Library.
- iv. Individuals may consume non-alcoholic beverages in covered containers and light snacks in the Library. However, they are responsible for any damage that these items may cause.
- v. Individuals may not canvas, solicit, distribute or post unauthorized material on Library property.
- vi. In the case of an emergency, all library users must comply with all instructions given by staff.

#### 5. Personal Effects

- i. Library users are responsible for all personal effects they bring into the Library.
- ii. In the event an item is inadvertently left in the Library, staff will attempt to contact the owner.
- iii. Unidentified items will be placed in the lost and found bin unless they are judged to be of value or contain personal information, in which case they will be secured in the staff work area.
- iv. Any items in the lost and found not claimed after three (3) months will either be disposed of or donated to a charity organization.
- v. Items judged to be of value or containing personal information are delivered to the police within one (1) month.

#### 6. Intellectual Content Access

Library users and staff are expected to abide by federal and provincial legislation when using library resources to access and use intellectual content.

- i. Library users are expected to abide by the provisions of the Canadian Copyright Act, the Public Library Copying License Agreement with Access Copyright and other intellectual

property rights. It is the sole responsibility of the individual that all materials they reproduce meet Canadian Copyright laws.

- ii. Library users must abide by the Criminal Code of Canada, specifically Part V pertaining to sexual offences, public morals and disorderly conduct, and Part VIII pertaining to offences against the person, including hate propaganda.

## 7. Application

- i. Library staff is entrusted with the obligation to ensure that the Library's policies are followed and will apply these policies in a fair, dignified and positive manner.
- ii. Library staff will advise library users of appropriate conduct as required and state the consequences should the unacceptable behaviour continue or be repeated.
- iii. Any person who violates Library policies risks suspension of Library privileges, exclusion from the Library, paying the cost-recovery of damages, and prosecution.
- iv. In a situation where there is a threat or perceived threat of verbal abuse or bodily harm to another person, including staff, Library staff will contact the police.
- v. In a situation where there is a contravention or perceived contravention of federal or provincial legislation, Library staff will contact the police.

## **LU2 HOURS OF SERVICE**

1. The Library Board establishes hours of service for the Library, within available resources, to respond to customer expectations.
2. Hours of service are posted at the Library, and will be communicated through other channels where appropriate.
3. The Library Board will review hours of service on a regular basis.
4. Library users shall have access to the Library's collections and services during the hours of service.

## **LU3 PUBLIC RELATIONS**

1. The Library maintains a program of public relations activities to promote community awareness of the Library's services and resources, to stimulate public interest in and usage of the Library, and to ensure that the Library's role in the community is perceived as a prominent one.

2. Library Board members and staff are encouraged to participate in community activities and to make public appearances as representatives of the Library. Staff members must obtain approval for such activity from the Library Director; Board members should consult with the Board Chair.

### **3. Media Relations**

- i. The Library Board is the source of information for the media on matters under discussion, such as budget, service expansion or reduction, policy or personnel. The Chair usually speaks on behalf of the Board.
- ii. The Library Director, or designate, may respond to requests for information about matters of established Board policy, service or procedure.
- iii. All media contacts to the staff will be cleared with the Library Director, who will refer appropriate requests to the Board Chair or designate.
- iv. Media will be allowed to make recordings at the library when requested by the Library Board or staff or when preapproved by the Library Board and Director.

## **LU4 COMMUNITY INFORMATION**

1. The Board recognizes the Library's role as an institutional member of the community that can provide access to community information. Therefore, space is made available to display such material.
2. The Library will accept material that deals with cultural, recreational, informational and educational events or activities.
3. The Board may approve the placement of petitions pertaining to library-related issues. Other petitions shall not be accepted.
4. All material posted or displayed are subject to prior permission from the library staff. The Library becomes the owner of these materials and reserves the right to remove them at any time.
5. Materials may represent a range of viewpoints. The Library does not promote particular beliefs or views, nor is the acceptance of any item for this space equivalent to endorsement of the viewpoint expressed therein. The Library may refuse to accept any material submitted.
6. The Library does not participate in partisan politics nor take an advocacy role on issues outside the library world.
7. Material whose primary purpose is to promote products, items or services will generally not be accepted. At the discretion of Library staff, exceptions may be made for material from a registered charitable organization or in connection with an art display.
8. The Library will respond to each request by a group or individual to provide space for informational, recreational, cultural or educational displays, on an individual basis, taking into consideration:
  - i. Availability, location and set up of space required;
  - ii. Relevancy of the issue to the Library;
  - iii. Degree of Library staff assistance required; and
  - iv. Impact on normal Library operations.

## **LU5 DISPLAYS**

1. The Library provides space for exhibits that direct the public's attention to the materials and services of the library, provide exposure to the work of artisans and artists, or provide information on subjects of general public interest.
2. Works of art may be accepted for display in the Library on the condition that the Library is not held responsible for any loss or damage. A signed release form may be required.
3. Items on display may not include sale prices. However, the Library may make price lists supplied by the exhibitor available when a customer requests it.
4. Transactions for the purchase of items exhibited must be directly between the purchaser and the exhibitor or his/her official agent.
5. The Library reserves the right to reject any part of an exhibit or to revise displays.
6. Displays that contravene applicable federal, provincial or municipal laws will not be accepted.
7. The sale of books or related material by authors or other guest speakers invited by staff to speak at the Library is permitted. Such sales must be conducted at the event only by the speaker or by a local bookseller selected by the publisher or author.
8. The Library may sell books or other material on Library premises.
9. Items being sold for charitable or other purposes in the Library is at the discretion of the Library Director.

## **LU6 EQUIPMENT RENTAL**

1. The Library may make various types of equipment available for rental to the public.
2. The Library Board will determine what types of equipment will be available and may set rental fees.
3. Individuals wanting to rent equipment must complete a rental agreement and pay any fees prior to taking possession of the equipment.
4. Customers are responsible for all damages or losses which may occur to equipment they rent.
5. While the Library will attempt to assure all rental equipment is in working order, the Library does not guarantee that the equipment will meet the specific needs of the customer.
6. The Library is not liable for any damage that may occur to other equipment that the customer may use in conjunction with the rented equipment.

## LU7 LOAN PERIODS

1. Loan periods for library materials vary. Check below for details regarding loan periods and renewal limits for different item types.
2. Material returned late is considered overdue and may be subject to late fees as determined by the Library Board.
3. Patrons are expected to pay outstanding fees as soon as possible.

<b>Item Type</b>	<b>Loan Period</b>	<b>Item Limit</b>	<b>Renewal Limit</b>
Books, Graphic Novels, Books on CD, Magazines, DVD's	21 days	unlimited	3
Current Magazine	In library use only	-	-
Book Club Sets	7 weeks	1 set	no renewals
Interlibrary Loan Titles	21 days	5	varies

## LU8 LIBRARY CARD TERMS OF USE

1. Due to privacy legislation, the Cardholder is the only person who may use the Card. A Parent/Legal Guardian can still access the account information for a patron under the age of majority if he/she provides proof that he/she lives at the same residence as the child and any other Parent/Legal Guardian
2. Loss or theft of the Card must be reported immediately to a Library staff member in-person or by telephone. The Cardholder will be responsible for all materials borrowed and all charges attributable to the Card before the loss or theft of the Card is reported.
3. The Library reserves the right to suspend/cancel the Card in the event of a prolonged overdue bill, unreturned material, or inappropriate behaviour on the part of the Cardholder.
  - i. The Card belongs to the Chetwynd Public Library.
  - ii. On cancellation of the Card, the Cardholder must immediately return the Card and all materials borrowed to the Library and pay all outstanding charges attributable to the Card.
  - iii. Reinstatement of borrowing privileges will be at the Library Director's sole discretion.
4. Materials borrowed by the Cardholder must be returned by Library closing time on the due date shown. Otherwise, the Cardholder will pay any late charges, costs for replacement of lost or damaged materials, and processing fees attributable to the Card. Outstanding bills of three months or more may go to a collection agency.
5. Parents/Legal Guardians are responsible for all items and charges incurred on their child's Card until they reach the legal age of majority in the province of British Columbia.
6. The Cardholder is responsible to return material in the same condition it was in when borrowed.
7. Cards are renewable. The Card is only valid up to its renewal date.
8. The Library is not responsible for damage caused by audio-visual materials borrowed from its collections. Customers use all audio-visual materials at their own risk and should use caution when playing such materials on their equipment.
9. The Library's BC OneCard users are subject to all the Library Cardholder Agreement - Terms and Conditions as well as Library's limitations for OneCard users.

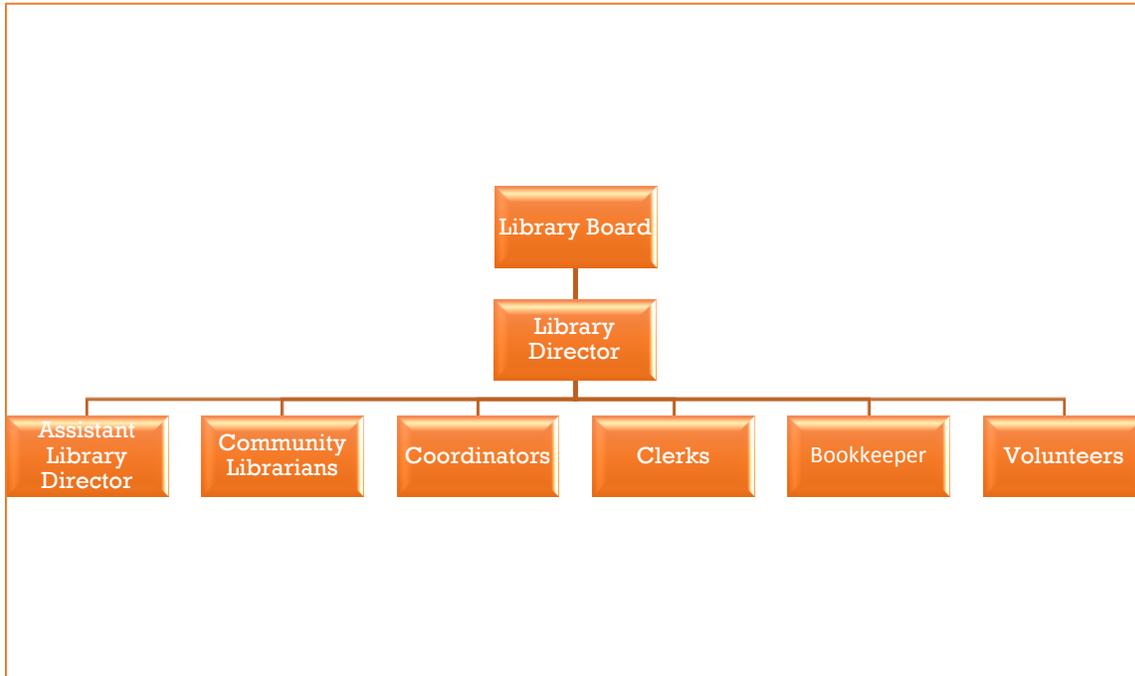
10. The Cardholder Agreement shall govern the Cardholder's use of the Card and any subsequent library cards issued to the Cardholder by the Library for whatever reason.

# Section 4

# Appendices

## A1 LIBRARY ORGANIZATIONAL CHART

1. The Library Board is composed of community volunteers with a District of Chetwynd Council Representative and a PRRD Representative
2. The Library Director implements Board directives and manages day-to-day operations.
3. The Library Director is the main point of contact between Board and staff.



## **A2 LIBRARY BOARD OF TRUSTEES GUIDELINES**

1. As a Chetwynd Public Library trustee you have been entrusted to care for the well-being of the Library in Chetwynd. Your election to position or this appointment by the District Chetwynd Council or Regional District of Peace River Regional District implies a challenge, an obligation and an opportunity. It is through the Library Board that an interchange of ideas among the community, local government and library staff will be ensured. As a library trustee you will ensure that the Library provides relevant, comprehensive and efficient service to the communities that support it. You act with other Library Board members to fulfill a variety of responsibilities.
2. As a trustee you will be asked to give freely of your time, talents and energy. It will involve establishing effective working relationships with local government, library staff and fellow trustees. It will require becoming part of a team. The demands are high and so are the rewards, for your contribution can make a difference to library services in both our community and province.
3. As a valued trustee you will:
  - attend Board and Committee meetings with regularity and punctuality;
  - read the material in the Board meeting packages before the meeting and take the time to make note of any comments or concerns you have about matters which will be discussed at the meetings;
  - as a committee chair provide written reports in a timely manner so as to allow staff to include them in the meeting packages for your fellow trustees;
  - participate in discussions and decisions at the time they are taking place rather than waiting to state your opinions after action has been taken;
  - ask questions or request additional information about any issue you do not understand;
  - vote with a clear understanding of that which is being voted upon;
  - abide by decisions duly made by the Library Board and observe the confidentiality of information provided from time to time;
  - raise any library related concerns that you have observed or which community members have brought to your attention;
  - know and understand the mission and policies of the Library;
  - become familiar with the Library Act and other relevant legislation and information provided to you when appointed;
  - be informed and knowledgeable about the Library;
  - commit yourself to learning how to be an effective trustee by taking the Trustee Orientation Program provided by the British Columbia Library Trustees Association;
  - Maintain an objective and unbiased approach free of conflict of interest
4. Board Members are given the opportunity to attend professional development workshops, library related conferences or conventions. If a board member attends such an event and

the expenses are covered by the Chetwynd Public Library the member has an obligation to remain an active member on the board for a period of at least one year following the event. If the board member does not remain an active member for the specified time they are required to reimburse the library for all funds received.

5. If you have been elected as Chair of the Board or a Committee, you have additional responsibility to:

- review or prepare an agenda, in consultation with the Library Director, and ensure that this agenda, along with any necessary supporting material is sent out ahead of the meeting to each Board member or Committee member;
- Understand each agenda item and its purpose on the agenda;
- Call the meeting to order when a quorum is present at the appointed start time;
- introduce and welcome any visiting staff, community members, delegations, guests or others;
- facilitate the meeting's discussion and decision-making process by:
  - allowing all members full and equal opportunity to participate;
  - acting as a neutral party while ensuring the discussion stays on topic and when sufficient debate has taken place on any topic, repeat the motion and call for a vote;
- sign the minutes of the previous meeting at which you presided, after the Board or Committee has approved them.

### **A3 ACCEPTABLE IDENTIFICATION FOR MEMBERSHIP**

- All identification must be provided in its original form, reproductions will not be accepted.
- Identification is provided for staff to confirm the identity of the prospective member. Identification numbers are not recorded.
- Whenever possible, a prospective member should produce a piece of identification showing the person's name, signature and current address such as
  - a. BC Driver's License
  - b. BCID
  - c. BC Services Card
- If this identification does not have the current address, then the prospective member has to provide a proof-of-residential mailing address document from the list below along with the identification above.
  - a. Utility Bill
  - b. Piece of addressed mail from a government agency
- If the preferred identification is not available, the prospective member must provide one piece of documentation from each of the following two lists, one of which must show the prospective member's signature and one of which must show the current residential address.
- Other Acceptable Personal Identification
  - BC Care Card
  - Credit card
  - Bank card (debit card)
  - Passport
  - Permanent resident card
  - Student card (secondary and post-secondary institutions)
  - Out of province driver's license
  - Out of province health card
  - Aboriginal status card
- Proof of Residential Address

A prospective member may present one of the following proofs of residency along with a piece of identification if that does not show their current address. Items received through the mail must be dated and not more than one month old.

  - Automobile registration
  - Rental agreement (officially signed)
  - Bank statement or personalized cheque

- Utility bill (print or electronic)
  - Personal mail with current postmark
  - Hotel receipt(s) (must be stamped by hotel and show a stay of at least one month)
- 
- A prospective member who has a piece of identification but no proof of residency, or has proof of residency but no piece of identification with a signature, may apply for a short-term membership with limited privileges so they can begin using the Library immediately. Identification requirements must be met before full privileges are granted.

## A4 FEE SCHEDULE

### Membership

Residents of Chetwynd and PRRD Area 'E':	Free
BC OneCard Borrower (limited privileges):	Free
Three-Month Non-Resident: (full privileges, except ILL)	
Individual	Free
Family	Free
Annual Non-Resident (full privileges)	
Individual	Free
Family	Free
Replacement Card	\$ 5.00

### Fines

Per Item per Day	\$ 0
Maximum Fines per Item	\$ 0

### Account Limits for Borrowing Privileges

Borrowing without a Card	Identification required
Unpaid Account Threshold	\$ 75
More than 180 Days Outstanding Balance on Any Amount Must clear account after Suspension	Reinstatement Must clear account

### Lost or Damaged Material

Item cost	Varies per item
Lost Materials Processing Fee	\$2

### Public Computer and Printing Services

Public Access Computers	
Members	Free
Non-Members	Free

### Printing & Photocopying \*Patrons who provide their own paper will receive a discount of \$0.05 per copy

Paper Size	Black & White per sheet (printed on one side)	Black & White per sheet (printed on both sides)	Colour per sheet (printed on one side)	Colour per sheet (printed on both sides)
8.5" x 11"	\$0.15	\$0.25	\$0.50	\$ .65
8.5" x 14"	\$0.25	\$0.40	\$0.75	\$ .90
11" x 17"	\$0.30	\$0.55	\$1.00	\$1.25

**Scanning, 3D Printing & Faxing**

Scanning documents	Free
Faxing	\$0.50 per page
3D Printing	\$0.10 per gram

**Equipment Rental**

	Per Day
Proxima or projector	\$ 10.00
TV / DVD Player (for use in FACR only)	\$ 5.00
Flip Chart with Markers (for use in FACR only)	\$ 5.00
Coffee Service	\$10.00
Portable Audio System	\$50.00

**Fay Asleson Community Room Rental**

	Per Hour	Extra Hour
Non-Profit	Free	Free
Business & Private (First 2 Hours)	\$ 25.00	\$ 5

**Exam Invigilation**

Invigilation fee*	\$25
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\*Fees may be waived for patrons under age of majority

\*\*Fee is a suggested donation of \$25 if student is not reimbursed by their institution

## A5 PUBLIC USE COPIER COPYRIGHT NOTICE

### 1. Copying Under the Copyright Act

- i. Canada's Copyright Act provides for civil and criminal penalties for copyright infringement. Under the Act, it is illegal to copy most published materials without permission. However, you may copy the following:
  - a) Works whose authors died more than 50 years ago.
  - b) Portions of works for the purpose of private study, research, criticism, review or newspaper summary known as 'fair dealing' under the Act. The limits of fair dealing copying have not yet been defined in the Act or in case law.
  - c) Works where the copyright owner has given their express permission (in the work itself or otherwise).
  - d) The federal government permits copying of all federal laws, and the British Columbia Queen's Printer permits single copies for private research of BC statutes and regulations. If you require further information regarding the copying of BC government publications, contact the Queen's Printer.
  - e) Use the following link to access the complete version of the Copyright Act:  
<http://laws.justice.gc.ca/en/C-42/index.html>.

## A6 ROLES IN A PUBLIC LIBRARY

Responsibilities of...	Trustees	Library Director	Library Staff
General Administrative	Recruit and employ a qualified Library director; maintain an ongoing performance review process for the Library Director	Administers the daily operation of the library; including personnel, collection development, fiscal, physical plant and programming functions. Acts as technical advisor to the board.	Carries out the day-to-day work of the library. Maintains necessary records and reports of program implementation. Provides feedback on program impact.
Policy	Identify and adopt written policies to govern the operation and program of the library including personnel, general operating, and collection development policies.	Apprises board of need for new policies, and policy revisions. Implements the library's policies as adopted by the board.	Makes decisions within policy guidelines and established procedures. Suggests changes to policies and procedures to the Library Director.
Planning	Ensure that the library has a long range planning process with implementation and evaluation components. The process should include input from community and staff. Support the Library Director & staff in carrying out the library's services.	Coordinates and implements the strategic planning process with board, staff and community. Prepares status reports and other information required to coordinate the long range plan.	Provides input into the library's strategic planning process. Works to implement the goals and objectives identified in the strategic plan.
Marketing	Ensure that the library has an active marketing program. Represent and promote the library in the community. Seek community support of the library.	Coordinates and implements an ongoing marketing program. Represents the library in the community. Seeks community understanding of the library.	Carries out work related to implementing the marketing program. Represents the library in the community.
Fiscal	Secure adequate funds to carry out the library's program. Assist in the preparation and presentation of the annual budget. Approve the annual budget.	Prepares an annual budget for the library, in consultation with the board and staff, for the board's consideration. Present current report of expenditures against the budget at each board meeting. Make the Friends aware of the special financial needs of the library.	Provides input on library services and programs to the Library Director for the budget process.
Legislative	Are familiar with local, provincial and federal library and library related legislation; and pending library-related legislation.	Educates board and staff regarding current local, Provincial and federal library and library-related legislation; and any pending library-related legislation.	Is aware of, and abides by, local, provincial and federal library and library-related legislation.

<b>Responsibilities of...</b>	<b>Trustees</b>	<b>Library Director</b>	<b>Library Staff</b>
Meetings	Attend and participate in all board meetings and see that accurate records are kept on file at the library; appoint a liaison to the Friends' meetings.	Acts as Secretary for all board meetings. Provides written reports at, and participates in, all board meetings.	Attends and participates in staff meetings to remain apprised of library operations.
Networking	Attend regional, provincial and national trustee meetings and workshops, and affiliate with the appropriate professional organizations. Make use of the services of the British Columbia Library Trustees' Association.	Affiliates with regional, provincial and national professional organizations and attend professional meetings and workshops. Makes use of the services and consultants of the Public Library Services Branch, the British Columbia Library Association and other professional organizations.	Uses available means of communication to interact with co-workers, colleagues, the public, Friends and others. Participates in available continuing education opportunities when possible.

## **A7 GENERAL ROLES AND DUTIES OF THE CHETWYND PUBLIC LIBRARY BOARD POSITIONS**

The library board must elect a chair and a vice chair at the first meeting after the elections to the library board and annually after that. The treasurer will also be elected at that time and the other roles will be assigned throughout the board members excluding the Library Director who acts as the Secretary to the Board.

### **Chair and Vice-Chair**

- If the chair is not present at a meeting of the library board, the vice chair has all the powers of the chair and is subject to all rules applicable to the chair.
- If neither the chair nor the vice chair is present at a meeting of the library board, the members present may elect an acting chair who has during the meeting all the powers of the chair and is subject to all rules applicable to the chair.
- The Chair shall vote, have the same rights, and be subject to the same rules for participation and debate as other Library Board members.
- The Vice Chair will chair any Library Board meeting where the Chair is not present.
- The Chair may vacate the chair only for the purposes of debate. In this case, the Vice Chair or, if absent, another Library Board member, shall take the chair.
- The Chair is an ex-officio member of all Committees.
- In the event that the Chair resigns or is absent for three consecutive regular Board meetings, the position shall be declared vacant and the Vice Chair shall be declared Chair.
- In the event that the office of Vice Chair is declared vacant, the Library Board shall elect a new Vice Chair from among its members by majority vote or by acclamation if there is only one nominee. The person shall serve the remainder of the term and shall be eligible for re-election.

### **Treasurer**

- Will go over the monthly financials with the Library Director and Bookkeeper prior to the Board Meeting to look for discrepancies, errors and/or omissions.
- Will present the financial statements to the board with the assistance of the Library Director
- Will be on the Budget Committee with the assistance of two other board members.
- Will act as one of the three board signors on the bank accounts unless deemed infeasible to do so.

### **Secretary**

- The Library Director is the Secretary to the Board as per the Library Act, Section 4, 41b.

### **Fundraising liaison**

- Will oversee the fundraising initiatives for the Chetwynd Public Library.

- Will be the head of the Fundraising committee and be responsible for organizing the fundraising initiatives with support from the fundraising committee, board of trustees and library staff.

#### **Personnel liaison**

- Will be informed of changes to employment status and new hires from the Library Director and will share this information with the Board.
- Will liaise between the Library Board and the Library Director to assist with employee grievances.
- Will carry out the annual review of the Library Director with the assistance of two other board members.

#### **Public Relations liaison**

- Shall speak on behalf of the Board in the media when appropriate to keep the public aware and to encourage active participation in the services offered by the library to all community members.
- Shall work with the Library Director to extend public knowledge of the objectives, programs and projects of the CPL through varied channels of information.

#### **Historian liaison**

- Shall keep an ongoing history of the Chetwynd Public Library.

#### **Board Development liaison**

- Will be the representative with the BC Library Trustees Association.
- Will share information with the Board regarding Board Development.

#### **North East Library Federation representative**

- Will represent the voice of the Chetwynd Public Library Board and act as the CPL representative for the North East Library Federation.
- Shall attend all NELF meetings either in person or via teleconference.

## **A8 STATEMENT OF INTELLECTUAL FREEDOM**

### British Columbia Library Association Statement on Intellectual Freedom

1. It is in the interest for libraries and librarians to make available the widest diversity of views and expression, including those which are unorthodox or unpopular with the majority.
2. It would conflict with the public interest for libraries to establish their own political, moral or aesthetic views as the sole standard for determining what books and other materials should be published or circulated.
3. It is contrary to the public interest for libraries or librarians to determine the acceptability of a book solely on the basis of the personal history or political affiliation of the author.
4. There is no place in British Columbia for extra-legal efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of the writers to achieve artistic expression.
5. It is not in the public interest to force a reader to accept any book with the prejudgment of a label characterizing the book or author as subversive or dangerous.
6. It is the responsibility of library administrators and librarians, as guardians of the peoples' freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.
7. It is the responsibility of libraries and librarians to give full meaning to intellectual freedom by providing books and other materials that enrich the quality of thought and expression. By the exercise of this affirmative responsibility, librarians can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.
8. Non-book materials should be judged by the same criteria as books.

## **A9 BCLA VALUES STATEMENT**

### **BCLA Values Statement**

The British Columbia Library Association (BCLA) builds partnerships and relationships between libraries, governments, and community organizations. Our goal is to advance the values of the Association and to promote a widespread understanding of the benefits of library and information services.

These values are the foundation of the Association and the building blocks of our future.

#### **Access and Inclusion**

BCLA advocates for libraries and library services for all British Columbians. This includes barrier-free facilities, resources, and open and equitable access to library services. The Association believes that people, communities, and organizations need universal and equitable access to information, ideas, and works of imagination for their social, cultural, educational, democratic, and economic well-being.

#### **Intellectual Freedom**

BCLA upholds the principles and objectives of intellectual freedom—including the right to seek, receive, hold, and disseminate information from all points of view—as an essential tenet of a democratic society.

#### **Innovation and Creativity**

BCLA is committed to analysing, supporting, and participating in the ongoing evolution of libraries and library services. Members are supported to develop new skills, to stay current on library issues, and to develop innovative approaches to advance library services and thinking.

#### **Diversity**

BCLA supports inclusive environments in the profession, the Association, and the community by promoting the equitable provision of library resources and services as determined by the needs of library users and by supporting members to achieve their professional goals.

#### **Literacy and Lifelong Learning**

BCLA supports a broad range of literacies and the continued pursuit of professional and personal learning to enhance the ability of its members and community members to participate meaningfully in an information-based profession and society.

#### **Accountability**

BCLA maintains open and transparent business practises demonstrating responsible use of Association resources to support the Association's Mission, Vision, Values, and Strategic Plan.

## **A10 CFLA CODE OF ETHICS**

Code of Ethics Acknowledgment - Canadian Library Association (CLA): Approved June 1976.  
Members of The Federation have the individual and collective responsibility to:

1. Support and implement the principles and practices embodied in the current Federation Statement on Intellectual Freedom;
2. Make every effort to promote and maintain the highest possible range and standards of library service to all segments of Canadian society;
3. Facilitate access to any or all sources of information which may be of assistance to library users;
4. Protect the privacy and dignity of library users and staff.

**A11 CHETWYND PUBLIC LIBRARY INTERNET PERMISSION FORM FOR CHILDREN**

Permission form for use of the Internet by **Children under the age of 13**

The Chetwynd Public Library is committed to providing the best possible service to all of our patrons. The Internet offers unlimited global access to information. The library is unable to monitor or control the content, accuracy, completeness or type of material available through this medium. **Parents/Guardians of children under the age of 13 are responsible for their children's use of the Internet.**

**Child's Name:** \_\_\_\_\_

**Child's Library Card Number:** \_\_\_\_\_

I have read the above information and the Library's policy on the use of its public access Internet computer(s). I give permission for my son/daughter/ward to access the Internet at the Chetwynd Public Library.

**Parent/Guardian's Name:** \_\_\_\_\_

**Parent/Guardian signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**For Library Use Only:**

**Verification by staff**

**Member:** \_\_\_\_\_

**Date:** \_\_\_\_\_