

2021



Policy Manual

Nelson Public Library

**602 Stanley Street
Nelson, BC V1L 1N4
Phone 250.352.6333
Fax 250.354.1799
nelson.bclibrary.ca**

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POLICY MANUAL

INTRODUCTION

This Policy Manual provides a framework for the operations and priorities of the Nelson Public Library and has been compiled for the guidance of Board members, Library staff, Library members and visitors, and members of the public. Policies have been developed to guide the overall direction of the Library, to direct the operation of the Board of Trustees and to ensure consistency of service to the public.

In addition to the policies outlined in this manual, the Nelson Public Library complies with all relevant City of Nelson policies.

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1. GENERAL

1.1. Mission Statement

The Nelson Public Library inspires a culture of discovery, creativity and connection.

1.2. Vision

The Nelson Public Library is

- a gateway to the evolving world of information and technology.
- a catalyst for a strong, literate society.
- a facilitator of strong community connections.

1.3. Values

- Innovative, excellent service
- Intellectual freedom
- Universal and equitable access
- Sustainable and accountable
- Effective community collaborations

1.4. Policy and Procedures Development

- 1.4.1 The Nelson Public Library Board is responsible for developing Library policy. The Board works with the Chief Librarian to establish and maintain policies that define the scope and limits within which the Nelson Public Library operates. Policies are used to provide effective parameters and direction for decisions and actions undertaken by Board, management and staff.
- 1.4.2 Policies require formal approval by the Board and are reviewed at least once every five years, unless otherwise specified in the policy, or deemed necessary due to changes in legislation, new developments or operational needs.
- 1.4.3 Procedures are operational in nature and serve to implement the policy directions of the Board. They provide the written processes and procedural steps to ensure that Board policies are communicated to staff and consistently followed. Procedures are developed by staff and do not require formal Board approval.

1.5. Strategic Planning

- 1.5.1 The Nelson Public Library engages in a strategic planning process for the Library, based on a five-year cycle. Community and stakeholder involvement is considered an essential part of the strategic planning process.
- 1.5.2 The strategic plan is developed to be consistent with the Library's Mission Statement, Vision and Values. Specific objectives are identified under broader goals. During the five-year cycle, the Library works toward achieving the objectives identified in the strategic plan. The strategic plan is reviewed annually.

2. LIBRARY BOARD

2.1. Structure and Governance

- 2.1.1 The Library operates under the provisions of the [British Columbia Library Act](#).
- 2.1.2 The Library provides services to the City of Nelson and to Areas F and H South of the Regional District of Central Kootenay (RDCK), as per a memorandum of agreement between the City and the RDCK.
- 2.1.3 The Library Board, constituted according to the terms of the BC Library Act and consisting of members appointed by City Council and the RDCK, governs the Library.
- 2.1.4 In order to reflect the diversity of the community the Library serves, the Board aspires to a balanced mix of representation, as it relates to skill sets, leadership styles, and diversity of thought and background.
- 2.1.5 The Library Board is an employer separate from the City of Nelson under the Labour Code of BC. **(Appendix 12.1 Organization Chart)**

2.2. The Role of the Board

- 2.2.1 The Board acts in a position of trust for the community and is responsible for the effective and ethical governance of the Library, and for supporting the work of the Chief Librarian and staff.
- 2.2.2 The Board is responsible for creating a mission and vision of library service for the community by articulating values and principles, setting goals, developing effective governance policy, monitoring library performance and meeting provincial standards.
- 2.2.3 At all times the Board's officers will be the Chair and Vice-Chair.
- 2.2.4 The Chief Librarian is the secretary to the Board, though responsibility may be delegated to another person.
- 2.2.5 The Chief Librarian is an ex-officio member of the Board.
- 2.2.6 The Chief Librarian, under the direction of the Board, prepares and presents an annual budget to City Council containing a detailed estimate of sums required to meet the ordinary expenses of operating the Library. The Chief Librarian implements the approved budget on behalf of the Board, which has exclusive financial control over the Library's operations.
- 2.2.7 The Board prepares and/or approves an annual report, which it provides to City Council, the RDCK, the province and the public.
- 2.2.8 The Board appoints the Chief Librarian and conducts an annual performance review of the Chief Librarian.

2.3. Library Board Appointments and Terms of Office

- 2.3.1 The Board is composed of one member of City Council appointed by Council, one member from each of RDCK Areas F and H South appointed by the RDCK and the remaining members from City of Nelson residents, as appointed by City Council. As per the Library Act, the Board will consist of an uneven number of members, no fewer than 5 and no more than 11 (per the 2010 RDCK Agreement). Under the terms of the agreement, each RDCK area Board member is appointed for a two-year term. In order to encourage broader representation from each Area, it is recommended that these members be eligible for reappointment up to a maximum of four years.
- 2.3.2 City Council appoints its Board representative each year. Other City members are appointed for a two-year term and are eligible for reappointment up to a maximum of eight years.

Appointees must be residents or electors of the City of Nelson [Library Act, clause 5 (2)]. Any vacancy on the Board arising from any cause other than expiration of the term will be filled for the unexpired portion of the term only.

- 2.3.3 Absence from three consecutive Board meetings without reasonable excuse, and so recorded by the Board, will be regarded as equivalent to a resignation. If a Board member ceases to be a resident or elector of the City of Nelson or designated RDCK area, the member must also resign.
- 2.3.4 Upon termination of office, members will return items of a confidential nature, unpublished plans and programs for future development and items of a permanent nature such as manuals.
- 2.3.5 The City Manager of Legislation and Administrative Services or a designate will advertise vacancies and accept applications for membership to the Library Board. The Board will review the applications and forward their recommendations to City Council for approval in December. If a recommendation is not made by December, the recommendation must be made as soon as convenient.
- 2.3.6 **Appendix 12.2** Board of Trustees Recruitment Procedure, and **Form 13.2**, Library Board Application, contain details regarding the recruitment and acceptance of Library Board members.
- 2.3.7 COMMITTEES
- a. The Board has the authority to designate standing committees, ad hoc committees, task groups and individuals to help carry out its governance responsibilities.
 - b. All committees will operate within terms of reference approved by the Board. These terms of reference define the purpose of the committee and the scope of its authority and responsibilities.
 - c. No committee will speak or act for the Board except when formally given authority for a specific purpose.
 - d. Committees will bring their findings and recommendations to the Board for final discussion and approval.
 - e. Committees will consist of at least two Board members.
 - f. The Board Chair and the Chief Librarian are ex-officio members of all committees.
 - g. The Board recognizes the need for the following standing committees:
 - i. Personnel Committee
The primary purpose of the committee is to make recommendations to the Board regarding the hiring, contract negotiation and performance evaluation of the Chief Librarian. The committee will support the Chief Librarian in any way necessary in the development of personnel policies, job applications and collective bargaining matters, if the Chief Librarian requests assistance. **(Personnel Committee Terms of Reference Appendix 12.6)**
 - ii. Governance & Nomination Committee
The purpose of the committee is to support a strong and vital Board and executive by actively recruiting potential future Trustees. The committee will coordinate Board self-evaluation on a regular basis to determine the recruitment needs of the Board. **(Governance & Nominations Committee Terms of Reference Appendix 12.5)**

iii. Fund Development Committee

The primary purpose of the committee is to develop and support community engagement and fundraising processes to promote and maintain library visibility within the community and to support library growth. To ensure that all fund development (fundraising and advocacy) activities align with the vision and values of the library and meet the library's needs. Though the committee promotes and supports fund generating campaigns it is not responsible for directly raising the money, but rather helps the Board ensure that the money is raised. **(Fund Development Committee Terms of Reference Appendix 12.4)**

2.4. Library Board Operation

2.4.1 REGULAR MEETINGS

- a. The Library Board meetings will be held monthly.
- b. Reports, petitions and other submissions by the public to the Board are accepted but should be received not less than 10 days prior to the monthly meeting so that they can be included on the agenda.
- c. Minutes of the regular Library Board meetings will be available on the Library website.
- d. A majority of all the Board Trustees constitutes a quorum. A Trustee is considered present if they are attending in person or via a real-time electronic medium.
- e. If there is a quorum present, the meeting will be called to order. If there is no quorum present after 15 minutes from the appointed time, the Chair will designate another meeting date.
- f. If neither the Chair nor Vice-Chair is present, the Chief Librarian will call the meeting to order and the members present will 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.
- g. 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 will be ratified at the next Library Board meeting.
- h. The Chair has a vote, the same rights and is subject to the same rules for participation and debate as other Library Board members.
- i. The Vice-Chair will chair any Library Board meeting where the Chair is not present.
- j. In the event that the Chair resigns or is absent for three consecutive regular Board meetings, the position will be declared vacant and the Vice Chair will be declared Chair.

2.4.2 IN CAMERA MEETINGS

- a. The Board may hold an in camera meeting if the subject matter being considered is deemed to be sensitive to any of, but not limited to, the following:
 - i. The security of individual personal information, including Library patrons, Library employees and Board members
 - ii. Proposed or pending property or other capital acquisitions
 - iii. Labour relations and negotiations
 - iv. Litigation, potential litigation or other legal matters
 - v. Any matter that would cause economic or financial harm to the Library or to any party that has a relationship, financial or otherwise, with the Library

- vi. Any requests related to the BC Freedom of Information and Privacy Protection Act.
 - b. In camera meetings will be scheduled to coincide with regular meetings. The Board Chair will call the in camera meeting to order after the regular meeting has been adjourned and all those excluded from the session have been excused.
 - c. The minutes of the in camera meeting are confidential and available only to the Chief Librarian and Board members.
- 2.4.3 INAUGURAL MEETING
- a. The Inaugural meeting normally occurs at the first scheduled Board meeting of the year. The purpose of the Inaugural meeting is to elect officers and appoint representatives of the Board.
 - b. At the Inaugural meeting the Board elects from among its members first a Chair, then a Vice-Chair. These officers will serve until the next Inaugural meeting and are eligible for re-election.
 - c. Election is by a majority vote of the Board Trustees present. If there is only one nominee, that person is declared elected by acclamation.
 - d. At the Inaugural meeting the Board may appoint representatives to various associations and societies deemed relevant to the Library and the Board. Other appointments can be made, when necessary, at regular meetings throughout the year, effective until the next Inaugural meeting.
- 2.4.4 DELEGATIONS
- a. The Board will appoint one member to represent the Library Board at meetings of the Friends of the Nelson Public Library Society.
 - b. The Board will appoint one representative and one alternate from among the Board members to the Kootenay Library Federation. The Chief Librarian and the appointee will represent the Library at meetings of the Federation. At least one of these two will stand as a Director of the Federation as well.
 - c. The Board will appoint one member as liaison to the B.C. Library Trustees Association.

2.5. Library Board Orientation and Development

- 2.5.1 Upon appointment to the Board, members participate in an orientation program to enable them to quickly become informed and active members. They also receive a tour of the Library with the Chief Librarian, updated Policy and Procedures manuals and other materials related to policies and administration of the Library and the responsibilities of Library Trustees in British Columbia.
- 2.5.2 The January meeting of the Board is considered part of this orientation and will include a review of the past year and goals for the coming year.
- 2.5.3 Library Trustees receive minutes and financial statements on a monthly basis, in advance of the meeting whenever practical.
- 2.5.4 The Library will fund Board development activities and grant requests to attend conferences whenever possible, depending on the availability of funds. Selection of members to attend such events will be by decision of the Board.

2.6. Conflict of Interest

- 2.6.1 Conflicts of interest arise when Board members' personal interests conflict with their duties and responsibilities as Trustees. A conflict of interest can exist whether or not a pecuniary advantage exists.
- 2.6.2 Neither Board members nor their immediate families may be employees of the Nelson Public Library.
- 2.6.3 Board members are responsible for understanding and identifying potential situations in which conflicts of interest might arise. Board members have a duty to declare possible conflicts before the onset of discussion on any given issue or agenda item.
- 2.6.4 Board members who perceive themselves to be in a possible conflict of interest will:
 - a. Report the matter immediately to the Library Board Chair or Vice-Chair.
 - b. Excuse themselves at the onset of discussion, without comment, from not only the vote, but also the deliberation of the issue or agenda item in perceived conflict.
- 2.6.5 Board members may be present in such a discussion or debate to clarify information, unless an objection is made by any other Board member. Any declaration must be recorded in the minutes.
- 2.6.6 Full disclosure of a potential or actual conflict of interest will be made in writing to the Board of Trustees when:
 - a. A Board member is related to another Board or staff member by blood, marriage, adoption or domestic partnership.
 - b. A Board member or a Board member's family or business organization accrues a direct or indirect pecuniary or material benefit from:
 - i. A Board decision or the outcome of a Board decision
 - ii. A contract or business arrangement established by the Nelson Public Library or the Library Board of Trustees
 - c. A Board member's organization receives grant funding from the Nelson Public Library
 - d. A Board member is a member of the governing body of a contributor to the Nelson Public Library.
- 2.6.7 This policy is intended to supplement but not replace any applicable federal, provincial or municipal laws governing conflict of interest applicable to non-profit and charitable corporations.

2.7. Code of Ethics and Standards of Conduct

- 2.7.1 All Library Board members will:
 - a. Recognize that whether or not they agree with a decision made by the Board, they must support said decision as being the considered judgement of the Board, and present a unified voice when speaking outside of Board meetings.
 - b. Operate in an ethical and businesslike manner. This commitment includes proper use of authority and appropriate decorum when acting on behalf of the Board.
 - c. Have loyalty to the interests of the Nelson Public Library. This supersedes any loyalty to advocacy or interest groups.
 - d. Listen carefully to and respect the opinion of other Board Members and respect the decisions of the Board
 - e. Maintain confidentiality about all matters that are discussed and considered during in camera meetings

- f. Use proper care and exercise ethical, lawful and prudent judgment in the performance of their duties
 - g. Recognize that all authority is vested in the Board as a whole when it meets in legal session, and not with individual Board members
 - h. Participate actively in Board meetings and actions
 - i. Call to the attention of the Board any issues that may have an effect on the Library
 - j. Refer complaints about the Library to the Chief Librarian for operational matters or the Board Chair for governance issues
 - k. Recognize that the Board's job is to ensure that the Library is well managed, not to manage the Library
 - l. Work together to hire the best possible person to manage the Library
 - m. Ensure that the Library is well maintained, financially secure, growing and always operating in the best interest of the community
 - n. Follow the provisions of the [Personal Information Protection Act](#) in regards to records and information owned, prepared or in possession of the Nelson Public Library.
- 2.7.2 No Board member will:
- a. Be critical outside Board meetings of fellow Board members or staff or of a decision duly made by the Board
 - b. Use any part of the Library for personal advantage or the personal advantage of friends or relatives
 - c. Discuss confidential proceedings of the Board outside Board meetings, except with other members in a private setting
 - d. Promise prior to meetings how the member will vote on any issue in the meeting
 - e. Identify themselves as members of the Library Board when making public statements on personal issues that impact them as residents
 - f. Make public or media statements regarding the Library. If the situation warrants a statement from the Library Board, it is the responsibility of the Board Chair or designate. All other public statements should be directed to the Chief Librarian or Council, as applicable.
 - g. Interfere with the duties of the Chief Librarian or undermine the Chief Librarian's authority or criticize individual judgments of the performance of the Chief Librarian or staff. Board members may raise such concerns to the Personnel Committee.
- 2.7.3 The Code of Ethics and Standards of Conduct will be subject to periodic review and revision by the Board, where considered necessary or appropriate. The Board will have the authority to interpret the application of the Code of Ethics and Standards of Conduct.

2.8. Internal (Board) Dispute Resolution

- 2.8.1 In the event of any Dispute, the Parties shall use reasonable efforts to settle such disputes internally and shall consult and negotiate with each other in good faith in an effort to reach a fair and equitable solution satisfactory to the Parties.
- 2.8.2 The board endorses the following principles:
- Respect for another's point of view;
 - Commitment to resolving the issue;
 - Willingness to compromise;
 - Confidentiality;

- Impartiality;
- Respect;
- Prompt action; and,
- Freedom from repercussions.

2.8.3 If a dispute arises that cannot be resolved between the Parties, dispute resolution procedures **(Appendix 12.3)** approved by the Board will be followed.

2.8.4 It is the responsibility of the chair to ensure that:

- Board members are aware of this policy;
- Disputes are handled respectfully and confidentially.

3. INDIGENOUS RELATIONS

3.1. Purpose

The Nelson Public Library promotes awareness of Indigenous history and culture as a practice of inclusiveness, through its collections, services, and programs.

An increased understanding of First Nations' culture and heritage is the foundation for lasting and mutually beneficial partnerships. As a Board, Chief Librarian, and staff, we set an intention to continue to educate ourselves. We will endeavour to build relationships and consult meaningfully with local Indigenous Peoples as opportunities arise to work together.

3.2. Territorial Acknowledgement

3.2.1 A territorial acknowledgement is a formal statement that recognizes the unique and enduring relationship that exists between Indigenous Peoples and their traditional territories. We believe that acknowledging territory shows recognition of and respect for Indigenous Peoples, both in the past and the present. We believe that the territorial acknowledgement is not simply a pro forma statement made before a meeting, but a vital part of the business. We believe that recognition and respect are essential elements of establishing healthy, reciprocal relations and are key to reconciliation.

3.2.2 **Use of Acknowledgement:** the territorial acknowledgement will be used by the Chief Librarian, Chair, or designate at the start of public meetings, celebrations, or other official events as deemed appropriate, that are hosted or supported by the Nelson Public Library.

3.2.3 **Our Territorial Acknowledgment:** We would like to acknowledge that the land on which we gather is the traditional territory of the Sinixt, Ktunaxa, and the Syilx peoples, and is home to the Métis and many diverse Indigenous persons. We honour their connection to the land and rivers and respect the importance of the environment to our strength as a community.

3.3. Collections and Programming

Nelson Public Library will continue to endeavour to include in its collections resources regarding the traditions, culture, languages, and history of Indigenous people, as well as works which bring to light contributions and circumstances, both historical and current. The Library will provide thought-provoking and meaningful materials and programming to assist others in developing their understanding of Indigenous peoples, including the history of residential schools. The Library will continue to seek out and include works by Indigenous authors..

3.4. Addendum

This policy acknowledges Nelson Public Library's support of the Canadian Federation of Library Association's Truth and Reconciliation Committee Report and Recommendations, and our commitment to the Truth and Reconciliation Commission of Canada's Calls to Action.

4. FINANCE

4.1. General

- 4.1.1 The Library is financed according to the provisions of the [BC Library Act](#).
- 4.1.2 The Board has exclusive control of all revenue including from the City and the RDCK. These revenues can include funds
 - a. granted, donated or bequeathed to the Library Board from any source
 - b. derived from fines or fees
 - c. generated from the sale of surplus materials
 - d. received in exchange for agreed upon library services.
- 4.1.3 The Chief Librarian is responsible for preparing an operating budget by October 30 of each year. The budget must subsequently be approved by the Library Board and then be submitted to City Council for final approval.
- 4.1.4 Unless otherwise directed by the Board, any year-end surplus will be transferred to reserve funds. Deficits at year-end are normally funded from the reserve funds.

4.2. Accounts and Audits

- 4.2.1 The Library maintains distinct and regular accounts of its receipts, payments, credits and liabilities.
- 4.2.2 All funds collected during regular operations are recorded in the daily cash register and reconciled on a weekly basis. Petty cash is reconciled against receipts on a monthly basis.
- 4.2.3 All invoices are reviewed and initialled by the Chief Librarian before being processed for payment.
- 4.2.4 The Chief Librarian prepares monthly financial reports for the Board meetings.
- 4.2.5 The Library submits its accounts to be audited by the City auditors in the same manner and at the same time as the accounts of the City.
- 4.2.6 Copies of the audited financial statements will be provided to City Council, the RDCK and the Libraries and Literacy Branch of the Ministry of Education.

4.3. Signing Authority

- 4.3.1 The Chair, Chief Librarian and designated City Finance Staff are authorized signing officers for the Library.
- 4.3.2 As recommended by City Finance Department, the Library may enter into arrangements to make payments by electronic transfer.

4.4. Agreements

- 4.4.1 The Chief Librarian is the authorized signing officer for the Library and may enter into agreements and contracts for the supply of goods and services on behalf of the Library, subject to expenditure limits set in policy by the City Finance Department.

4.5. Purchases and Expenditures

- 4.5.1 All purchases and expenditures are subject to the limits set in the annual budget approved by the Library Board. A formal resolution of the Library Board is required for any purchase not in the budget.

- 4.5.2 Purchasing decisions are made on the basis of price, quality and availability of the goods or services.
- 4.5.3 The Library may not incur any debt without the formal approval of the Board.
- 4.5.4 The Chief Librarian is authorized to make large purchases subject to City Finance Policy. The Board must formally approve purchases greater than \$10,000.
- 4.5.5 Tendering and bidding will be conducted in accordance with City Purchasing Policies.

4.6. Expense Claims

- 4.6.1 Approved expenses incurred while a Trustee or employee is engaged in approved library-related business will be fully reimbursed (**Form 13.4, Expense Claim**).
 - a. Expenses covered include travel, accommodation and meals not provided at an event
 - b. Trustees and employees are responsible to choose the most economical forms of travel and accommodation.
 - c. The Board reviews and adjusts kilometre and per diem rates annually, based on the City rates.
 - d. When a subsidy from another agency is available for the attendance at library-related business, the Board will reimburse the difference between the subsidy and actual expenses.
- 4.6.2 Whenever possible, expenses incurred while purchasing goods or services for the Library should be invoiced directly to the Library. At times, it may be more efficient for employees to purchase goods or services directly. These purchases must be approved by the Chief Librarian prior to procurement.
- 4.6.3 Receipts must be provided for all purchases.
- 4.6.4 Reimbursement for purchases under \$20 will come out of petty cash. A cheque will be issued to reimburse purchases over \$20 upon timely submission of an expense claim form with receipts attached.

4.7. General

- 4.7.1 The Library is financed according to the provisions of the [BC Library Act](#).
- 4.7.2 The Board has exclusive control of all revenue including from the City and the RDCK. These revenues can include funds
 - a. granted, donated or bequeathed to the Library Board from any source
 - b. derived from fines or fees
 - c. generated from the sale of surplus materials
 - d. received in exchange for agreed upon library services.
- 4.7.3 The Chief Librarian is responsible for preparing an operating budget by October 30 of each year. The budget must subsequently be approved by the Library Board and then be submitted to City Council for final approval.
- 4.7.4 Unless otherwise directed by the Board, any year-end surplus will be transferred to reserve funds. Deficits at year-end are normally funded from the reserve funds.

4.8. Accounts and Audits

- 4.8.1 The Library maintains distinct and regular accounts of its receipts, payments, credits and liabilities.

- 4.8.2 All funds collected during regular operations are recorded in the daily cash register and reconciled on a weekly basis. Petty cash is reconciled against receipts on a monthly basis.
- 4.8.3 All invoices are reviewed and initialled by the Chief Librarian before being processed for payment.
- 4.8.4 The Chief Librarian prepares monthly financial reports for the Board meetings.
- 4.8.5 The Library submits its accounts to be audited by the City auditors in the same manner and at the same time as the accounts of the City.
- 4.8.6 Copies of the audited financial statements will be provided to City Council, the RDCK and the Libraries and Literacy Branch of the Ministry of Education.

4.9. Signing Authority

- 4.9.1 The Chair, Chief Librarian and designated City Finance Staff are authorized signing officers for the Library.
- 4.9.2 As recommended by City Finance Department, the Library may enter into arrangements to make payments by electronic transfer.

4.10. Agreements

- 4.10.1 The Chief Librarian is the authorized signing officer for the Library and may enter into agreements and contracts for the supply of goods and services on behalf of the Library, subject to expenditure limits set in policy by the City Finance Department.

4.11. Purchases and Expenditures

- 4.11.1 All purchases and expenditures are subject to the limits set in the annual budget approved by the Library Board. A formal resolution of the Library Board is required for any purchase not in the budget.
- 4.11.2 Purchasing decisions are made on the basis of price, quality and availability of the goods or services.
- 4.11.3 The Library may not incur any debt without the formal approval of the Board.
- 4.11.4 The Chief Librarian is authorized to make large purchases subject to City Finance Policy. The Board must formally approve purchases greater than \$10,000.
- 4.11.5 Tendering and bidding will be conducted in accordance with City Purchasing Policies.

4.12. Expense Claims

- 4.12.1 Approved expenses incurred while a Trustee or employee is engaged in approved library-related business will be fully reimbursed (**Form 13.4, Expense Claim**).
 - a. Expenses covered include travel, accommodation and meals not provided at an event
 - b. Trustees and employees are responsible to choose the most economical forms of travel and accommodation.
 - c. The Board reviews and adjusts kilometre and per diem rates annually, based on the City rates.
 - d. When a subsidy from another agency is available for the attendance at library-related business, the Board will reimburse the difference between the subsidy and actual expenses.
- 4.12.2 Whenever possible, expenses incurred while purchasing goods or services for the Library should be invoiced directly to the Library. At times, it may be more efficient for employees

to purchase goods or services directly. These purchases must be approved by the Chief Librarian prior to procurement.

4.12.3 Receipts must be provided for all purchases.

4.12.4 Reimbursement for purchases under \$20 will come out of petty cash. A cheque will be issued to reimburse purchases over \$20 upon timely submission of an expense claim form with receipts attached.

5. HUMAN RESOURCES

5.1. General

- 5.1.1 The Board recognizes that maintaining its human resources is vital for the Library to fulfill its Vision and Mission in accordance with its stated values. The Library provides a safe, healthy and rewarding work environment for its employees.
- 5.1.2 All human resource policies are formulated in accordance with the [British Columbia Employment Standards Act](#) and comply with federal, provincial and municipal government legislation and policy concerning employment equity and human rights. Where there is a discrepancy, the legislation will prevail.

5.2. Terms of Employment

- 5.2.1 The Board is the legal employer of all Library employees and will negotiate a Collective Agreement with the Canadian Union of Public Employees. The Collective Agreement will be adhered to in all matters relating to human resources.
- 5.2.2 The Collective Agreement governs working conditions, employment standards, pay and benefits for all paid staff except the Chief Librarian.
- 5.2.3 The Board will enter into a contract with the Chief Librarian to set out the conditions of work, salary, benefits and allowances. The contract will include a job description for the position of Chief Librarian and be subject to review by both parties as specified by the terms of the contract.
- 5.2.4 While the Board is ultimately responsible for all human resource functions, it designates its authority to the Chief Librarian for the day-to-day management of Library employees.
- 5.2.5 The Board designates the Chief Librarian to ensure job descriptions exist for all positions at the Library. Job descriptions will be revised and updated periodically to ensure that they reflect the nature of current positions or new positions as they are created.

5.3. Hiring

- 5.3.1 The Board is responsible for hiring the Chief Librarian and may also hire a secretary.
- 5.3.2 The Chief Librarian is responsible for hiring staff in adherence to Board policy and the Collective Agreement with the Canadian Union of Public Employees.
- 5.3.3 In compliance with the [British Columbia Criminal Records Review Act](#), all new employees are hired subject to the successful completion of a criminal records check.

5.4. Code of Conduct

- 5.4.1 The Board recognizes that it is through the commitment and effort of each employee that the high quality of Library services is achieved and public trust is maintained. Trustees and employees have a shared responsibility to exercise the basic principles of respect and dignity in all working relationships.
- 5.4.2 All employees have the right to work in a positive and respectful environment free of harassment, threats, intimidation, violence or malicious comments in connection with job skills, character or reputation.
- 5.4.3 All employees and volunteers acting on behalf of the Library share certain ethical and legal responsibilities and will:

- a. Be familiar with and conduct themselves in accordance with Library policies, procedures and guidelines (**Appendix 12.14 Dress Code**)
 - b. Treat all Trustees, employees, volunteers, users, suppliers and community and business partners with respect, dignity, fairness and honesty
 - c. Act with reasonable care, integrity and diligence in the performance of their duties and responsibilities to provide courteous, competent and responsive services
 - d. Seek and achieve a team approach with other employees in an environment of mutual respect, trust and acceptance of each person's roles and responsibilities, work areas and property
 - e. Communicate in a civil and respectful manner using socially acceptable standards of language
 - f. Safeguard and properly use the Library's proprietary and confidential information
 - g. Be aware they represent the Library while carrying out their job duties and responsibilities, whether they are in the Library or at a related event
 - h. Declare situations where personal interests are, or may be perceived to be, in conflict with the Library's interests, and/or may result in either their own personal gain or the direct personal gain of a relative. Such situations may include, but are not limited to:
 - i. membership in an interest group seeking to influence Board policy
 - ii. involvement in situations where there is personal or familial gain in a contract, sale or other business transaction
 - iii. acceptance of gifts, accommodation, equipment or travel from a company that has or seeks to establish a close working relationship with the Board
 - iv. engaging in activities outside of work that conflict with their duties as employees, use their knowledge of confidential Library information or negatively influence their ability to carry out their duties in the Library
 - v. use of Library property, equipment or resources for personal interests or profit without express permission from the Board.
- 5.4.4 If an employee feels that a co-worker has not acted in accordance with these standards, an attempt should be made to discuss the matter with the co-worker in an open and respectful manner. The purpose of this discussion is to ensure that the co-worker is aware of the effect of the behaviour in question and has the opportunity to address it. If this approach is not successful the employee should seek the assistance of the Chief Librarian.
- 5.4.5 Responsibilities for the Code of Conduct:
- a. The Board designates the Chief Librarian to communicate-the code to all employees. The Board is responsible for investigating an alleged breach by the Chief Librarian.
 - b. Employees are responsible for conducting themselves in accordance with the terms of the code while carrying out their duties and responsibilities and interacting with other employees and members of the public.
 - c. The Chief Librarian or designate ensures that all reported incidents of alleged contraventions of this code are investigated in a timely manner.

5.5. Training and Development

- 5.5.1 New employees will receive general workplace orientation at the beginning of their employment. Existing staff will provide on-the-job training to new employees related to specific work duties.
- 5.5.2 As part of the Library's commitment to provide the highest level of service to both Library patrons and the community as a whole, staff is encouraged or may be required to take advantage of educational opportunities.
- 5.5.3 Training and development activities include library-related seminars, workshops, conferences and training courses, as well as participation in library associations. The Library may pay the cost and related expenses of professional development activities approved by the Chief Librarian.
- 5.5.4 The Library may grant leave with pay for employees to attend approved activities or complete approved online courses. Leave will be granted for scheduled working time during which a library conference falls.
- 5.5.5 Employees who are required by the Chief Librarian to participate in training and development activities will be compensated at their regular rate of pay.
- 5.5.6 Staff participation in library associations, federations and other mutually beneficial organizations is encouraged as a way of sharing knowledge, sharing best practices and working collaboratively to achieve common goals.

5.6. Performance Reviews

- 5.6.1 A full performance evaluation of each employee, including the Chief Librarian, will be conducted at regular intervals. Efforts will be made to ensure every regular employee is reviewed every three years.
- 5.6.2 A performance review is required at the end of a probationary period for new employees.
- 5.6.3 Performance reviews are conducted for the purpose of staff development, and are kept in the employee's confidential personnel file.
- 5.6.4 The Personnel Committee of the Board will review the performance of the Chief Librarian. The Chief Librarian will conduct performance reviews of all other Library staff and may request assistance from Department Coordinators.

5.7. Volunteers

- 5.7.1 The Board values the contribution made by volunteers in helping to deliver Library services to our community. Volunteer activities support and complement staff activities to help enhance the quality of services and programs provided by the Library. Members of the public are encouraged to offer their time and energy to support the Library as volunteers (**Form 13.3, Volunteer Application**).
- 5.7.2 The Board recognizes job security as fundamental to the success of the Library. For this reason, no employee will be displaced in favour of an unpaid volunteer.
- 5.7.3 Library staff will provide supervision and direction for volunteers. The maximum number of volunteers depends upon the capacity of staff to support these activities within the context of their regular duties.
- 5.7.4 Volunteers must perform their tasks to the standards set by the Library.
- 5.7.5 Volunteers who work with children must provide a criminal records check in compliance with the [British Columbia Criminal Records Review Act](#).

5.8. Occupational Health and Safety

- 5.8.1 The Library operates under the [WorkSafeBC Occupational Health and Safety](#) regulations and will remain in compliance with the regulations.
- 5.8.2 All employees of the library have the right to work in a safe, respectful and healthy environment and to promote positive attitudes towards health and safety. The Board in conjunction with the Chief Librarian is committed to providing and maintaining the necessary resources and working with employees to promote awareness of health and safety in the Library. **(Appendix 12.20 OHS Worker Safety)**
- 5.8.3 The Library strives to ensure that staff is educated and procedures are developed and implemented in an effort to eliminate or minimize the risk of injury due to accident or violence in the workplace. The Board and staff will take a proactive approach to identify hazards and be responsive in implementing preventive actions.
- 5.8.4 Personal, discriminatory or sexual harassment of any nature will not be tolerated.
- 5.8.5 The Chief Librarian has overall responsibility for the development of safe work practices and the provision of a safe work environment, equipment, training and supervision.
- 5.8.6 Employees are responsible for learning and following safe work practices and reporting hazards to their supervisor.
- 5.8.7 The Board grants the Chief Librarian the standing authority to respond in urgent and emerging situations where the safety of the community is at risk, such as pandemic or wildfire. And further that such decisions will be reviewed and discussed by the board at its next meeting.

6. COLLECTION DEVELOPMENT

6.1. General Principles

- 6.1.1 The Library believes in enabling all people to learn, read and share ideas in an atmosphere of intellectual freedom and universal access to information.
- 6.1.2 The Library Board recognizes that collection development practices are carried out with due regard for, and in compliance with all applicable federal, provincial and municipal laws.
- 6.1.3 The Library endorses:
 - a. [Canadian Federation of Library Associations Statement on Intellectual Freedom](#)
 - b. [The British Columbia Library Association's Statement on Intellectual Freedom](#)
 - c. [The International Federation of Library Associations and Institutions' Statement on Libraries and Intellectual Freedom.](#)
- 6.1.4 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.
- 6.1.5 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.
- 6.1.6 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.
- 6.1.7 Non-endorsement of Content
 - a. 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.
 - b. This policy applies to all formats including print, non-print, audio-visual and electronic materials.
- 6.1.8 Where appropriate the Library will cooperate with other library systems to provide access to resources through services such as interlibrary loans and consortium purchasing.

6.2. Access to Collections

- 6.2.1 Except where limited by law, children are entitled to borrowing privileges and open and ready access to materials and facilities provided by the Library.
- 6.2.2 Parents and legal guardians are responsible for monitoring and limiting the use of library materials by their children.
- 6.2.3 The Library believes in 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.
- 6.2.4 The classification, organization and labelling of the Library's collections are designed to minimize barriers and enhance access to the collection.

- 6.2.5 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.
- 6.2.6 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.

6.3. Selection of Materials

- 6.3.1 While overall responsibility for library collections rests with the Library Board, the responsibility for selection of materials rests with the Chief Librarian (**Appendix 12.16 Ordering Criteria and Procedures**).
- 6.3.2 The Chief Librarian may delegate this professional activity to qualified and knowledgeable staff.
- 6.3.3 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.
- 6.3.4 The Library considers electronic information resources as an extension of its physical collections.
- 6.3.5 All acquisition of collection material is responsibly exercised within the context of the budget.

6.4. Selection Criteria

- 6.4.1 The following criteria should be applied when reviewing materials for the collection:
 - a. authority, comprehensiveness, accuracy, clarity, quality
 - b. currency, date of publication
 - c. suitability and durability of format for Library use
 - d. present and potential relevance to community needs and interests
 - e. suitability of subject and style for the intended audience
 - f. representativeness of notable trends and genres
 - g. relationship to the existing collection and to other material on the subject
 - h. the uniqueness of the item's content
 - i. representativeness of varying points of view
 - j. reputation, skill, competence and purpose of the originator of the work
 - k. budget and space priorities.
- 6.4.2 An item need not meet all of the above criteria in order to be added to the collection.
- 6.4.3 Material that has been adjudged illegal by the courts will not be acquired or retained.
- 6.4.4 In addition to applying the selection criteria, the Library will attempt to acquire material:
 - a. written in both official languages, and possibly other languages that reflect the linguistic and cultural heritage of the community
 - b. that presents Canadian and/or local perspectives, experiences, way of life
 - c. that presents treatments of the lives and works of Canadians.
- 6.4.5 The Library welcomes suggestions from the public for the purchase of library material. These suggestions are considered in relation to the same criteria as other purchased material.
- 6.4.6 Textbooks or similar material that support school curricula, higher education courses or training programs will be selected only if they fulfill the general informational needs of the

community. The Library will not purchase multiple copies of books to meet the demand for school assignments.

6.5. New Formats

- 6.5.1 Qualified staff will evaluate new technology and formats in the context of budget considerations, community need, impact on existing resources, notable trends and suitability for library use.
- 6.5.2 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.

6.6. Collection Management

- 6.6.1 Regular management of the Library's collections is necessary to maintain collection vitality, size and scope. This process entails the same care, thought and judgment as selection.
- 6.6.2 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. Materials may be removed from the collection based on these criteria (**Appendix 12.18 Criteria and Processes for De-selection or Weeding**).
- 6.6.3 Materials that are removed, lost or damaged will be replaced depending on availability, cost and demand for the item.
- 6.6.4 Out-of-print copies of important works may be retained or an additional copy purchased, if possible.
- 6.6.5 Material withdrawn from the Library's collections will be sold in the Library, given to the Friends of the Library or discarded.

6.7. Reconsideration of Material

- 6.7.1 The Library believes that a vital society encourages community members 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.
- 6.7.2 Library users may, on occasion, consider offensive the content or manner of expressing ideas in material that is purposely selected to fill the needs of some users. 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.
- 6.7.3 Library users who object to materials located in a Library collection can complete a written request for the reconsideration of the materials. Request forms are available for this purpose at the Library (**Form 13.5, Request for Reconsideration of Library Material**).
- 6.7.4 The Chief Librarian will communicate decisions made about challenged materials to the originators of the requests upon the completion of a formal review.
- 6.7.5 If the individual or group disagrees, or is not satisfied with the decision of the Chief Librarian, a further request for reconsideration can be made to the Board. The Board's decision will be final.

6.8. Donations

- 6.8.1 The Library is grateful for donated items, but it is impractical to accept or keep all donations due to space limitations, regular collection development criteria and our need to maintain a fresh and current library collection for the communities the Library serves.
- 6.8.2 Regular collection development criteria are established in order to guide our decisions and are to be used along with staff discretion and judgment. Gifts and donations are added according to the same selection criteria as purchased materials (**Appendix 12.17 Criteria and Procedures for Adding Donations to the Collection**).
- 6.8.3 The Library reserves the right to accept or discard any materials received as gifts or donations.
- 6.8.4 Gifts and donations that are not added to the collection are either put in a Library book sale or disposed of at the discretion of the Chief Librarian.
- 6.8.5 Once received, donated materials become the exclusive property of the Nelson Public Library.
- 6.8.6 Charitable tax receipts will be issued at the discretion of the Chief Librarian.

6.9. Local History and Archives Collection

- 6.9.1 The Nelson Public Library Local History and Archives collection s is intended for supervised public use for research, informational and educational purposes.
- 6.9.2 Materials in the collection may include books, periodicals, newspapers, newsletters, pamphlets, clippings, atlases, maps, and audio and video recordings.
- 6.9.3 The Collection will include materials that reflect aspects of Nelson and Kootenay life and history, including:
 - a. Items with a social, political, civic, educational, industrial, economic, cultural, religious, or environmental aspect as well as items relating to First Nations and immigrants.
 - b. Writings, both fiction and nonfiction, by local authors when they pertain to the Kootenay region through subject or setting, or reflect a significant aspect of local history through their creation.
 - c. Materials that reflect aspects of British Columbia and Canadian history when relevant to life in Nelson and the Kootenay region as outlined above.
 - d. Writings, both fiction and nonfiction, by local authors that do not directly pertain to the Kootenay region but whose authors have a significant place in Nelson and area history.
- 6.9.4 Additions will be made to the Local History and Archives Collection at the discretion of the Adult Services Coordinator and/or Chief Librarian, within the parameters of the policy. These include both new and donated materials. Exceptions may be made at the discretion of the Chief Librarian.
- 6.9.5 Efforts will be made to hold a unique collection not duplicated by other publicly accessible archives in the Kootenay Region. Exceptions are made for materials directly pertaining to the history of Nelson and area. As such the following will apply:
 - a. Primary research materials such as photographs, theses, diaries and manuscripts will be directed to the local archives at Touchstones Nelson or Selkirk College Library;
 - b. Studies and reports pertaining to the City of Nelson, Regional District or other municipalities will be directed to the appropriate communities.
- 6.9.6 The Library will endeavour to share information about local history and archival holdings with other local institutions and agencies in order to build cohesive collections of optimum

use to the public, and in order to inform the public about holdings in other institutions and agencies.

- 6.9.7 If the materials in our Local History collection are at any time deemed extraneous to the collection, every effort will be made to offer these materials to other agencies and institutions with publicly accessible archives collections. Should any materials be sold at auction or by other means, moneys earned will benefit the Local History Collection, its materials, or display or storage space within the library.

7. MEMBERSHIP

7.1. General

- 7.1.1 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.
- 7.1.2 An individual is considered to be a member in good standing if they possess a current membership and are in compliance with all Library policies.
- 7.1.3 A valid Library card must be presented in order to borrow materials. Lost cards may be replaced for a fee (**Appendix 12.10, Fee Schedule**).
- 7.1.4 Individuals with a valid BC library card are eligible for limited reciprocal borrowing privileges under the BC OneCard program. Non-residents who require full access to the Library's programs and services may purchase a membership.

7.2. Registration Requirements

- 7.2.1 All new members are required to fill out a registration form to obtain a library card (**Form 13.6, Member Application**). Acceptable identification requirements are outlined in **Appendix 12.8**.
- 7.2.2 A membership card entitles every adult and child in a family to be individual members of the Library. A parent's signature acknowledging responsibility for materials borrowed on the card is required on all children's registration cards.
- 7.2.3 Upon reaching the age of 15, a young person may have an adult Library membership.
- 7.2.4 Membership subsidies are available for low-income residents of RDCK Area E at the discretion of the Area Director (**Form 13.7, Subsidy Application**).

7.3. Membership and Borrowing Parameters

- 7.3.1 Residents of areas that contribute to taxation for the Library are eligible for a free resident membership, valid for three years.
- 7.3.2 To minimize barriers and help ensure equitable access to Library services the Library offers a New-Resident Welcome membership. This membership is for new residents that do not have proof of residency. It is a temporary membership of one-month and limits the number of Library items a person may borrow (**Appendix 12.9 New-Resident Welcome Membership**).
- 7.3.3 Residents living outside of the taxation areas are required to pay an annual membership fee as set by the Board (**Appendix 12.10, Fee Schedule**).
- 7.3.4 Memberships may be renewed upon verification of the member's contact information and the payment of outstanding fines and fees.
- 7.3.5 Borrowing limits and membership parameters are outlined in **Appendix 12.11**.
- 7.3.6 Members will be required to pay replacement cost plus a processing fee (**Appendix 12.10**) for materials that have been lost or damaged.

7.4. Suspension of Library Privileges

- 7.4.1 In order to ensure fair use of the Library's collections and the return of borrowed items, the Library may charge fees or impose penalties.

- 7.4.2 Members who violate the Library Policy or the Code of Conduct will have their privileges withdrawn (**Appendix 12.12, Library User Code of Conduct**).
- 7.4.3 Withdrawal of privileges will occur only after a member has been notified of overdue materials and a further six weeks has elapsed with no response.
- 7.4.4 The Library may engage the services of a collection agency to assist in collecting payment of outstanding fines and the return of borrowed items after normal administrative practices have not resulted in collection.
- 7.4.5 Privileges will be restored upon the return of overdue items and payment of outstanding charges.
- 7.4.6 Special circumstances in the application of this policy will be considered by the Chief Librarian.

7.5. Confidentiality: Protection of Personal Information and Privacy

- 7.5.1 The Library recognizes its responsibility to its employees and to members of the public to preserve the confidentiality of information entrusted to its care (**Appendix 12.15, Confidentiality/Handling Personal Information**).
- 7.5.2 The Library abides by the [Freedom of Information and Protection of Privacy Act](#) (FOIPPA) and the [Canadian Federation of Library Associations Code of Ethics](#).
- 7.5.3 All Library users have a right to privacy and confidentiality in the collection of personal information and in all manner of records, transactions and interactions relating to their use of the Library.
- 7.5.4 The same standards for protection of privacy apply both to staff and to patrons of the Library.
- 7.5.5 Only those staff authorized to do so may access or modify records of a patron or employee. Staff will view customer records only as required to perform library functions.
- 7.5.6 The Library may store information in the patron database that may be necessary to answer patron questions or to monitor possible abuse of Library policies.
- 7.5.7 The Library may release relevant personal information to other libraries or a collection agency for the collection of library property, unpaid fees, fines or other charges.
- 7.5.8 The Library will not sell or provide personal contact information to outside parties, except as above.

7.6. Requests for Information

- 7.6.1 The Library adheres to the Canadian Federation of Library Associations Position Statement on [Libraries Access to Information and Communication Technology](#). Names of library users will not be released to any person, institution, association or agency for any reason except as may be legally required by federal or provincial laws.
- 7.6.2 Exceptions to the right to privacy may be made for health and safety reasons at the discretion of the Chief Librarian.
- 7.6.3 Patrons must provide their library cards in order to access their records. Patrons who cannot show their library card must provide proper identification.

7.7. Access to Children's Personal Information

- 7.7.1 Children have the same rights as adults with respect to their personal information under [FOIPPA](#). Where a child is incapable of exercising their right to access, correct or consent to

the disclosure of personal information, the child's parent or guardian may do so on their behalf.

7.7.2 Personal information about a child will be released only with written approval from the parent or legal guardian.

7.7.3 The Library assumes that children 15 years and older are generally capable of exercising their own rights for policy purposes. Exceptions may be considered on an individual basis where a child or parent/guardian does not believe the guideline is appropriate in their circumstances.

8. CIRCULATION

8.1. General

- 8.1.1 The Library makes available a wide range of material for Library users. The Board determines parameters for circulation practices, loan procedures and fee structures (**Appendices 12.10 Fee Schedule, and 12.11, Loan Periods and Account Limits**).
- 8.1.2 Individuals who are Library members in good standing may borrow materials.

8.2. Card Use

- 8.2.1 Patrons must present their own card at each transaction to borrow materials and to access some Library services. Library cards are non-transferable.
- 8.2.2 Lost or stolen cards should be reported immediately. Patrons are responsible for all material borrowed with their card until the card is reported missing.
- 8.2.3 Lost or damaged cards may be replaced for a fee.
- 8.2.4 Borrowing privileges may be suspended when a patron exceeds designated fine limits or violates other Library policies.
- 8.2.5 Expired Library cards may be renewed upon payment (if required) and verification of borrower information.

8.3. Types of Materials

- 8.3.1 Circulating: Material that may be loaned for use outside the Library.
- 8.3.2 Non-circulating: Material intended for in-library use only, because of its nature, format, condition, value or rarity.
- 8.3.3 Interlibrary loan: An item borrowed from another library through the Nelson Public Library.
- 8.3.4 Public computers: Computers in the Library with office software and Internet access, available free of charge.
- 8.3.5 Online resources: Subscription databases available to Library members in good standing.

8.4. Circulation of Materials

- 8.4.1 The Board sets the maximum number of circulating items a member may have on loan.
- 8.4.2 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 membership (**Appendix 12.11, Loan Periods and Account Limits**).
- 8.4.3 Circulating materials, except those requested by another patron, may be renewed for an additional loan period.

8.5. Reserves and Holds

- 8.5.1 Library members may request that circulating material already on loan be held for them when it is returned to the Library. The Board sets the maximum number of reserves a member may have active at one time.
- 8.5.2 Members may request that circulating material currently in the Library be placed on hold. Hold items not picked up after one week will be returned to the collection.

8.6. Overdue Materials

- 8.6.1 It is the responsibility of the Library member to ensure that borrowed materials are returned on time. The Library may impose fines or other penalties for overdue materials to encourage their return (**Appendix 12.10, Fee Schedule**).
- 8.6.2 The Library will attempt to contact members with overdue material to remind them to return it. It is the member's responsibility to ensure that contact information is accurate and up to date.
- 8.6.3 Library staff will consider requests for alternative ways to pay or waive fines on a case-by-case basis.

8.7. Damaged or Lost Materials

- 8.7.1 Members are responsible for all materials borrowed on their accounts.
- 8.7.2 Members must pay for damaged or lost material at the cost of the item plus a processing fee (**Appendix 12.10, Fee Schedule**).
- 8.7.3 Members may keep damaged material after the replacement cost and processing fee are paid.
- 8.7.4 The Library may refer members' accounts to a collection agency if the replacement cost of damaged or lost material remains unpaid.
- 8.7.5 The Library does not normally accept substitute items in place of damaged or lost material. Replacement materials may be accepted if they are the same title and edition, and are in excellent condition. A processing fee will apply.

8.8. Collection Security

- 8.8.1 All Library material is protected with magnetic strips, which activate the security gate alarm if items are not properly checked out. (**Appendix 12.19 Security Gate Procedures**)
- 8.8.2 If theft is suspected or observed, Library staff has the authority to require the patron to return to the circulation desk, where bags may be checked and items re-scanned. The Chief Librarian or designate will take appropriate action for non-compliance.

8.9. Interlibrary Lending

- 8.9.1 Items that are beyond the scope of the Nelson Public Library collection may be borrowed through interlibrary loan, subject to provincial policies.
- 8.9.2 Interlibrary loans may be requested only by Library members with valid library cards. BC OneCard holders must request interlibrary loans through their home library.
- 8.9.3 Loan periods and renewal policies for interlibrary loans are set by the lending institution.
- 8.9.4 If the lending institution requires a fee for interlibrary loans, this fee will be charged to the patron.
- 8.9.5 The Library will loan items to other libraries, with the following exceptions: reference books, audiovisual materials, periodicals or newspapers, items in high demand or items published within the last 12 months.
- 8.9.6 No charges are levied for interlibrary loans sent from the Nelson Public Library to other libraries.
- 8.9.7 A fee will be charged for interlibrary loans not picked up after patrons have been notified and reminded of their availability (**Appendix 12.10, Fee Schedule**).

9. OTHER SERVICES

9.1. Hours of Service

- 9.1.1 The Library Board establishes hours of service for the Library
- 9.1.2 The Board will review hours of service on a regular basis, adjusting as necessary to reflect community needs and available resources.

9.2. Programs

- 9.2.1 The Library offers a wide range of public programs, either sponsored or co-sponsored, as part of its service to library patrons and the community. The Library's philosophy of open access to information and ideas extends to programming, and the Library does not knowingly discriminate through its programming.
- 9.2.2 Library programming strives to fulfill one or more of the following functions:
 - a. to actively promote the benefits of reading and life-long literacy
 - b. to provide training and support on topics of interest to the community with special attention to changing information technology
 - c. to promote, for community enjoyment and education, local and touring authors and speakers
 - d. to promote awareness of contemporary issues and engage informed citizens
 - e. to increase community awareness, support and use of the Library.
- 9.2.3 The Library draws 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 programs.
- 9.2.4 Programs are open to the public, though some program attendance may be limited and require membership or pre-registration. The Library may charge fees to recover costs associated with programs.
- 9.2.5 Programs are not used for commercial, religious or partisan purposes or for the solicitation of business.
- 9.2.6 The Library welcomes proposals for community programming ideas from other organizations or members of the public. **(Form 13.8, Program Application)**
- 9.2.7 Library sponsorship of a program does not constitute and endorsement of the content or the views expressed by the presenters or the participants.
- 9.2.8 Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials. **(Form 13.5, Request for Reconsideration)**

9.3. Computer Use and Internet Access

- 9.3.1 The Library provides access to computer equipment and software, wireless and the Internet to complement other information resources and to enhance access to electronic services for informational, educational and recreational purposes. This policy applies to all types of computer usage on the premises of the Library or on the Library network, including public computers, personal laptops and mobile devices, as well as use of the Library's wireless network. **(Appendix 12.22, Computer and Internet Access Policy).**

- 9.3.2 The Library provides access to computer equipment, programs, databases and the Internet to complement other information resources and to enhance access to electronic services for informational, educational and recreational purposes.
- 9.3.3 The Library endorses the [Canadian Federation of Library Associations Statement on Intellectual Freedom](#) and believes that freedom of access to information is vital to the health and development of a democratic environment.
- 9.3.4 Public computer access is available to all Library users in good standing. To ensure equitable access to computers, the Library may impose limits and guidelines for use that may be modified at the discretion of the Board.
- 9.3.5 Free wireless internet access is available to all users.
- 9.3.6 Public computers are situated in Library areas where content may be visible to other members. Users are expected to employ public computers with respect for the privacy and rights of others.
- 9.3.7 Public computers will only contain software licensed by the Library. Users are not permitted to alter, tamper with or damage the Library's computer equipment or software configuration.
- 9.3.8 Children under the age of 13 require the signature of a parent or guardian to authorize use of the designated children's computers which are equipped with commercial filters. The Library cannot guarantee that filters will block all objectionable material. Parents and guardians are responsible for their child's choice of workstation and Internet activity, whether or not the child is a Library member.
- 9.3.9 The Library provides designated computers for use by teens, children and young children only. These computers contain age appropriate programs designed for education and entertainment. They are not for use by adults.
- 9.3.10 These services may not be used for any purpose that is unlawful, or in any manner that could bring harm to people or damage to our property or other's property. This includes downloading copyrighted material, pornography or other illegal material; publishing defamatory material or statements; using the service in the commission of a crime or for any other illegal purpose.
- 9.3.11 The Internet is an unregulated worldwide network of computers to which information is uploaded from a vast variety of resources. 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.
- 9.3.12 The library does not guarantee that the mechanical functions of this service will be uninterrupted or that the service will meet any specific requirements of the users. The Library will not be liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use of or inability to use the service.
- 9.3.13 The Library respects the member's rights to confidentiality and privacy in the use of electronic information networks and resources. The Library will endeavor not to store any individual information on member's internet use or other library electronic information sources.
- 9.3.14 Users violating these conditions may receive a suspension or loss of privilege. Any illegal activity involving the Library's internet resources will be subject to prosecution by the appropriate authorities.

9.4. Outreach

- 9.4.1 The Board is committed to providing a range of expanded outreach services.
- 9.4.2 Outreach services are designed to bring library resources to both urban and rural residents who lack the means to access those resources readily, as well as to raise awareness and build library usage in new and different ways.
- 9.4.3 Outreach services, including pick-up and drop-off services and satellite library services in the Slokan Valley, seek to strengthen community connections throughout the region.
- 9.4.4 The Library's Homebound Service seeks to extend library services to all qualifying community members. Homebound Service is available to patrons who are confined to a private residence or institution due to ill health or a physical, visual or age-related impairment. Staff and volunteers who deliver service to homebound patrons must have successfully completed a Criminal Records Check.
- 9.4.5 The Library seeks to expand partnerships with other community, regional and provincial organizations with a focus on outreach services.

9.5. Copying/ Printing

- 9.5.1 The Library complies with the [Canadian Copyright Act Public Library Photocopying License](#). Rules governing copying will be posted near copy machines.
- 9.5.2 Compliance with applicable copyright regulations is the sole responsibility of the equipment user.
- 9.5.3 Photocopying and printing from public-access computers is available for a fee (**Appendix 12.10, Fee Schedule**).
- 9.5.4 All photocopying and printing is the sole responsibility of the user. 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.

9.6. Equipment Use

- 9.6.1 A microfilm reader and records are available to Library members and the general public. Printing of microfilm records is available for a fee (**Appendix 12.10**).

9.7. Information Services

- 9.7.1 The Library strives to provide consistent, high-quality service to patrons by offering accurate information in response to Library user requests.
- 9.7.2 Library Information Services may include: catalogue and library computer assistance; reader's advisory service; database and online assistance; interlibrary loan assistance; referral services; research assistance; school assignments; consumer information; and individual and group instruction.
- 9.7.3 In support of this goal, Information Services staff will ensure that:
 - a. users of all ages and circumstances are treated with equal attention and with sensitivity to their particular needs
 - b. all requests by users for information are considered legitimate and are handled as such
 - c. all requests for information respect user confidentiality and privacy in accordance with Freedom of Information and Protection of Privacy Act ([FOIPPA](#)).

- d. all requests for information are treated in an impartial and professional manner, even when contrary to one's personal beliefs
 - e. all requests are answered or redirected where possible.
- 9.7.4 The Library subscribes to guidelines laid out in the Canadian Library Association Code of Ethics and the Canadian Library Association Position Statement on Intellectual Freedom.

9.8. Social Media

- 9.8.1 Social media is defined as 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. 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.
- 9.8.2 The Chief Librarian or designate will be the moderator for the site and will implement policy to ensure compliance.
- 9.8.3 The Library is committed to:
- a. Responding to questions or concerns as quickly as possible
 - b. Maintaining the highest levels of accuracy, objectivity and impartiality in the information that we communicate
 - c. Respecting the privacy and anonymity of those with whom we communicate
 - d. Respecting freedom of speech and difference of opinion while protecting staff and users from offensive, abusive or otherwise inappropriate speech
 - e. Providing accessible and inclusive services
- 9.8.4 Social media sites provide a forum for promoting the free exchange of ideas, which the Library will encourage. However, content that contravenes our Code of Conduct, the British Columbia Human Rights Code or other legislation will be removed from the site.
- 9.8.5 Users are to show courtesy and respect to Library staff and other users. Violations may result in restrictions on future postings to Library social media sites. Messages or posts must not contain:
- a. Obscene or racist content
 - b. Personal attacks, insults or threatening language
 - c. Potentially libelous statements
 - d. Plagiarized material
 - e. Private, personal information published without consent
 - f. Comments unrelated to the content of the forum
 - g. Commercial promotions, spam or political activity
- 9.8.6 Users are reminded to protect their privacy when participating in online public forums.
- 9.8.7 As with its more traditional resources, 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 sites.
- 9.8.8 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.
- 9.8.9 Being followed by the Library on any social media platform or having messages or content created by other parties shared on Library social media does not imply endorsement.

10. LIBRARY FACILITIES

10.1. General Principles

The Library is a public facility open to all members of the community. The Board and staff are committed to providing a safe, welcoming, accessible and well-maintained facility that supports and enhances our community.

10.2. Rules of Conduct

- 10.2.1 In order to provide an environment in which all staff and patrons may safely and freely use and enjoy the Library, some rules of conduct must be enforced. Everyone who demonstrates proper conduct in the Library is allowed to make free use of the Library. Anyone whose behaviour is disruptive to Library operations or to others using the Library may have their privileges restricted or denied to the extent necessary to deal with the problem.
- 10.2.2 Library Staff will make every effort to apply the rules of conduct in a fair and positive manner. All staff members have the right to deny access to the Library if, in their judgment, these rules have been abused.
- 10.2.3 Library Staff will contact police when there is a perceived threat that warrants such action.
- 10.2.4 Library users will engage in activities reasonably associated with the use of the Library while in the building. Library privileges may be suspended for prohibited activities such as:
- Damaging, abusing or vandalizing Library property
 - Smoking or consuming alcohol
 - Bringing animals into the Library (other than certified guide animals)
 - Behaviour that may be reasonably expected to result in injury to self or others
 - Engaging in any illegal activity.
- 10.2.5 Library users will respect the rights of other users and staff and will not harass or annoy others by engaging in:
- Noisy or boisterous behaviour including talking, singing or playing music loudly enough to disturb others
 - Physical, verbal, visual or sexual harassment or threats to other users or staff
 - Unauthorized soliciting of funds or offering goods or services for sale in the Library.
- 10.2.6 It is an offence under the Criminal Code of Canada to steal or vandalize 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 (**Appendix 12.19, Security Gate Procedures**).
- 10.2.7 Library users are expected to abide by the provisions of the Canadian Copyright Act, the Public Library Copying License Agreement with Access Copyright and otherwise respect intellectual property rights when using library resources.
- 10.2.8 Library users whose actions violate these rules of conduct will be asked to stop such actions. The Board reserves the right to require anyone violating these rules to leave the Library. The Chief Librarian may withdraw permission for a person to re-enter the building if the person continues to violate the rules.
- 10.2.9 Reinstatement of Library membership or access to the facility and services will be at the discretion of the Chief Librarian.

10.3. Parent or Legal Guardian Responsibility

- 10.3.1 Parents, guardians and caregivers are expected to adequately supervise minors in their care while on Library property and not allow them to disturb other Library users.
- 10.3.2 Children seven and under may not be left unattended in the Library. A parent or other responsible adult must accompany them at all times (**Appendix 12.13, Unattended Children**).
- 10.3.3 Young people ages eight and older may be in the Library unattended, but parents or legal guardians are responsible for their behaviour and safety.
- 10.3.4 Sole responsibility for the control and safety of children in the Library rests with the parent or legal guardian.
- 10.3.5 The Library respects parental authority. Use of materials or services available to children and young people will not be restricted, with the exception of videos rated Restricted, which are not to be loaned to those under the age of 18 in accordance with the Motion Picture Act of British Columbia.
- 10.3.6 It is the prerogative of the parent or legal guardian to develop, interpret and apply their family's code of acceptable conduct. However, Library Staff may intervene in the instance of behaviour that may result in harm to the child or to others.

10.4. Displays and Exhibits

- 10.4.1 The Library provides space for exhibits and displays that promote the materials and services of the Library, provide exposure to the work of artisans or artists, or raise awareness on subjects of general interest to the public.
- 10.4.2 The Library accepts displays in a variety of mediums and themes. The Library has sole discretion regarding all exhibits and displays and reserves the right to reject or cancel such displays at any time.
- 10.4.3 Displays that contravene applicable federal, provincial or municipal laws will not be accepted.
- 10.4.4 Exhibitors will complete an Art Exhibition Agreement (**Form 13.1, Artist Contract**). The Library may take a commission on artwork sold.
- 10.4.5 The exhibitor is responsible to carry appropriate insurance with respect to damage, theft or loss.
- 10.4.6 The exhibitor will comply with all building, fire and safety regulations of the facility.

10.5. Community Information

- 10.5.1 The Library recognizes the important role it plays in displaying and providing access to community information. (**Appendix 12.21, Pamphlets and Brochures**)
- 10.5.2 Materials accepted for display may represent a range of viewpoints, and do not reflect an endorsement by the Library. Materials of a political, religious or controversial nature may be accepted provided they do not contravene Canadian law.
- 10.5.3 The Library does not participate in partisan politics or take an advocacy role on issues unrelated to the library.
- 10.5.4 The bulletin boards provide limited posting space primarily for local and regional information bulletins, newsletters, posters and brochures. Postings will be limited to one letter-sized submission per organization for a two-week period. Priority will be given to

materials related to community events, education, visual and performing arts, recreation, or community and volunteer organizations.

- 10.5.5 All materials posted or displayed are subject to prior approval of Library staff. The Library reserves the right to refuse or accept any materials submitted and to remove them at any time.
- 10.5.6 The Library welcomes community organizations to use the facility to educate community members about their services. The Library provides a resource desk for community groups to staff in order to provide information about their organizations. Community organizations must be approved in advance by the Chief Librarian or designate.
- 10.5.7 The Library has two quiet study rooms which may be booked one week in advance in one hour blocks. Study rooms are for use by one or two individuals to engage in quiet activity.

11. DONATIONS AND FUNDRAISING

11.1. General

- 11.1.1 The Board welcomes gifts of money, donations of materials and in-kind professional services that assist in the delivery of quality library service to the community.
- 11.1.2 Any conditions attached to donations to the Library are subject to established policy and procedures, or to approval by the Library Board on a case-by-case basis.
- 11.1.3 Donated material becomes the exclusive property of the Library. The Library reserves the right to refuse the donation of any unsolicited gift.
- 11.1.4 Upon acceptance of a gift, the Chief Librarian or designate exercises final authority over the inclusion, circulation, and withdrawal or sale of any donated item.
- 11.1.5 Donors will be issued tax-deductible receipts for gifts that fall within Canada Revenue Agency guidelines.

11.2. Donations to the Collection

- 11.2.1 Donations of material for the collection will be evaluated by the same criteria that govern the acquisition of purchased material (**Appendix 12.17, Criteria and Procedures for Adding Donations to the Collection**). Donated materials that meet the criteria outlined in sections 5.3 and 5.4 of the Policy Manual may be integrated into the regular collections.
- 11.2.2 Tax receipts for gifts of materials will be provided upon request if the items are in excellent condition and meet the Library's collection development criteria. Older materials must be accompanied by a valuation in writing (at the donor's expense) by a recognized authority.
- 11.2.3 The Library reserves the right to transfer any material it deems unsuitable for its collection to a third party seller or to the Friends of the Library for use at its sole discretion, which may include the Friends of the Library book sale.

11.3. Recognition

- 11.3.1 The purpose of the recognition program is to thank donors, to encourage others to give and to build positive, long-term relationships between the Library and its donors.
- 11.3.2 Donors will be recognized at the discretion of the Library as outlined in the donor recognition categories (**Appendix 12.23**).

11.4. Sponsorship

- 11.4.1 The Library welcomes and encourages the support of the business community and partnerships with other organizations in helping to deliver library service to the public.
- 11.4.2 Sponsorship is a mutually beneficial 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, acknowledgment or other considerations.
- 11.4.3 The Library will evaluate potential sponsorships on an individual basis based on compatibility with the Library's vision, mission, values, policies and priorities. The potential impact on the Library's reputation will be considered in any agreement.
- 11.4.4 The Library acknowledges sponsorship through the use of the sponsor's logo in promotional materials used in the sponsored project, and as laid out in the Recognition Policy, (Section 10.3). The Board must approve any additional forms of acknowledgment.

- 11.4.5 A sponsor's name or logo will not have prominence over the Library's name or logo in any promotional material.
- 11.4.6 The Library retains the right to withdraw from any sponsorship 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.
- 11.4.7 The acceptance of any sponsorship is subject to the discretion of the Library Board.
- 11.4.8 Tax receipts are not issued for funds, products or in-kind services made to the Library as part of the sponsorship agreement.

11.5. Naming Opportunities

- 11.5.1 Naming a library facility for a person or entity may be considered at the discretion of the Library Board to recognize the rare, unique and substantial contributions of an individual or organization to the Library or the community.
- 11.5.2 The Library Board may consider naming opportunities within the Library, such as the designation of rooms, discrete areas, special furniture or equipment. The Library Board will determine the kinds contributions that might warrant naming opportunities.

11.6. Fundraising

- 11.6.1 The Library Board may undertake specific fundraising activities to enhance the services and facilities of the Library.
- 11.6.2 All funds raised will be used for the stated purposes and established priorities of the fundraising program as determined by the Library Board. Funds may be used as designated by the donor, subject to Library Board approval.
- 11.6.3 Donations raised through fundraising will be recognized as set out in the Recognition Policy (Section 10.3).
- 11.6.4 All research on established and potential donors will be restricted to information relevant to donor cultivation and solicitation. Research methods will respect the individual's right to privacy.
- 11.6.5 All records pertaining to established and potential donors will be held confidentially in accordance with the Freedom of Information and Protection of Privacy Act (FOIPPA) and the Canadian Library Association Code of Ethics.

12. COMMUNITY RELATIONS AND COLLABORATION

12.1. General Statement

- 12.1.1 The Library Board is committed to the ongoing development and maintenance of good community relations. This goal will be fostered through a program of public relations activities designed to promote community awareness of the Library's services and resources, stimulate use of and public interest in the Library and ensure public perception of the Library is both positive and prominent.
- 12.1.2 The Board urges Trustees and staff to use good judgment in every public contact.

12.2. Public and Media Relations

- 12.2.1 The Board encourages Trustees and Library staff to participate in Library and community activities and to make public appearances representing the Library.
- 12.2.2 Prior approval from the Board or the Chief Librarian is required for public appearances by Trustees or staff acting as Library representatives at non-library events.
- 12.2.3 Trustees and staff, including the Board Chair and the Chief Librarian, will respond to requests for information from the public on matters of established Board policy and Library procedure.
- 12.2.4 The Chief Librarian will approve all media contacts and refer appropriate requests to the Board Chair. The Chair or designate will speak on behalf of the Board.

12.3. Cooperation with Other Libraries and Educational Agencies

- 12.3.1 The Board is committed to the development of productive and positive working relationships with the larger library community in British Columbia and in Canada. The Board demonstrates this commitment through membership in and support of various library organizations and associations at the regional, provincial and national levels.
- 12.3.2 The Board is an active member in the Kootenay Library Federation (KLF). A designated Trustee will attend regular KLF Board meetings and report as part of the regular Library Board meeting agenda.
- 12.3.3 The Board will make every effort to maintain active membership in the BC Library Association and the BC Library Trustees Association. A Trustee will be designated to be the official contact liaison for the BC Library Trustees Association.
- 12.3.4 The Board encourages cooperation with other library organizations, cultural institutions and educational agencies in support of better meeting the needs of the community.
- 12.3.5 The Board will pursue partnerships with community organizations and private businesses to enhance the Library's ability to deliver quality service to the community.

12.4. Government Relationships

- 12.4.1 The Board is committed to building positive relations with elected officials at the local, provincial and national government levels.

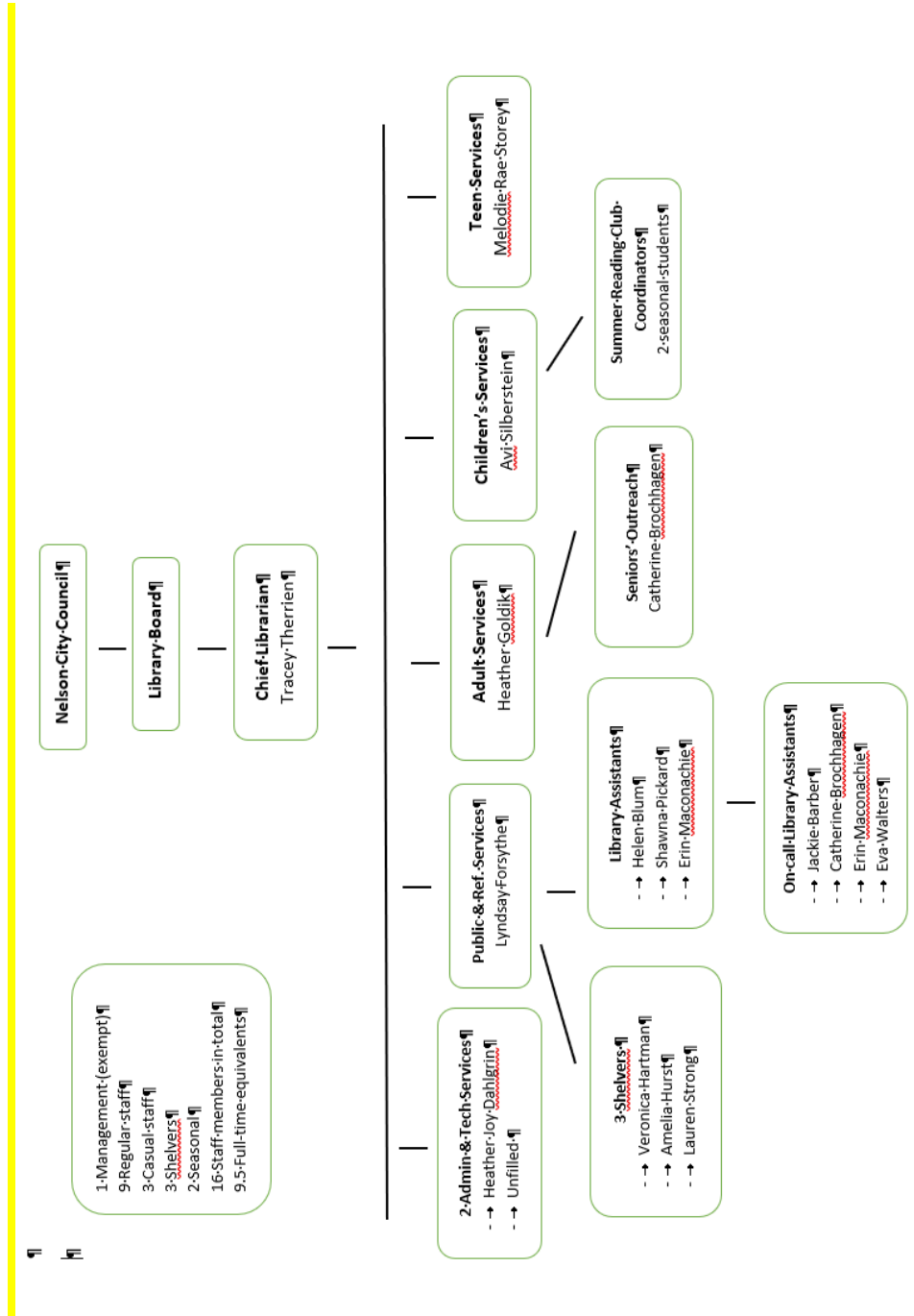
12.5. Friends of the Library

- 12.5.1 The Board and the Library recognize the Friends of the Nelson Public Library (Friends) as a valued community partner that benefits Library patrons, furthers the objectives of the Library and fosters goodwill in the community.
- 12.5.2 The Board acknowledges the commitment of the Friends in supporting the Library through community awareness, fundraising and advocacy. The Board will coordinate activities with the Friends by maintaining a liaison between the two bodies. A designated Trustee will attend Friends meetings and report as part of the regular Library Board meeting agenda.
- 12.5.3 The Board will accept donations from the Friends for mutually agreed upon projects or materials that further the objectives of the Library.

13. APPENDICES

- 12.1. Organization Chart
- 12.2. Board of Trustees Recruitment Procedure
- 12.3. Dispute Resolution Procedures
- 12.4. Fundraising Committee Terms of Reference
- 12.5. Governance & Nominations Committee Terms of Reference
- 12.6. Personnel Committee Terms of Reference
- 12.7. Acceptable Identification for Membership
- 12.8. New Resident Welcome Membership
- 12.9. Fee Schedule
- 12.10. Loan Periods and Account Limits
- 12.11. Library User Code of Conduct
- 12.12. Unattended Children
- 12.13. Staff Dress Code
- 12.14 Confidentiality/Handling Personal Information
- 12.15 Ordering Criteria and Procedures
- 12.16 Criteria and Procedures for Adding Donations to the Collection
- 12.17 Criteria and Processes for De-selection or Weeding
- 12.18 Security Gate Procedures
- 12.19 OHS Worker Orientation
- 12.20 Displaying Pamphlets and Brochures
- 12.21 Computer and Internet Access
- 12.22 Donor Recognition Categories

13.1. Organization Chart 2021



13.2. Board of Trustees Recruitment Procedures

The City of Nelson or Regional District of Central Kootenay (RDCK) will advertise vacancies on the Library Board and request written applications for the positions. Additionally, members of the Library Board and the Chief Librarian may contact members of the community to suggest that they submit applications. Such community members may have special qualifications that make them uniquely desirable as members of the Library Board. The general qualifications and practical background below will be considered when assessing applications.

General Qualifications:

Demonstrated interest in and enthusiasm for libraries and an understanding of libraries as information providers, and literacy and community development agencies.

- Readiness to devote the time and effort required for Board responsibilities.
- Respect for the opinion of others and a steadfast belief in intellectual freedom and privacy.
- Ability to think creatively, to analyze administrative and business procedures and to accept accountability as a public trustee.
- Understanding and acceptance of being part of a team whose members are held to the highest ethical standards of conduct and behaviour.

Practical Background:

- Involvement in community organizations.
- Understanding of local government operations and public boards.
- Interest in long-range planning.
- Personal experience in one or more of the following areas: accounting/finance, architecture/construction, business, education, fund-raising, law/government, personnel management, technology, the arts.

The prospective board member will submit a written application to the Library Board using the application form (**Form 13.2**). The Library Board will review applications for eligibility and completeness. The Chief Librarian will then forward approved candidates' applications to City Council or RDCK Directors, along with a recommendation for the candidates who best meet the needs of the Board.

City Council or RDCK will make new appointments from among the applicants, usually in December. Normally terms of service will commence the first day of January and run for two years. City Council or RDCK will notify successful applicants by letter of their appointment to the Library Board and their term of service. New Board members will participate in a Board orientation process and will be encouraged to participate in the trustee orientation program offered by the British Columbia Library Trustees Association.

Existing City of Nelson Library Board members are eligible for reappointment for up to a maximum of eight years of service. In order to encourage broader representation from each area, RDCK members are eligible for reappointment up to a maximum of four years. In December of each year the Chief Librarian will submit to the City Council and RDCK the names of members whose terms have expired, along with the Library Board's recommendations regarding reappointment. A reappointment recommendation will depend upon mutual agreement between the member and the Library Board. The City Council or RDCK will notify the member in writing regarding their final decision about reappointment.

Exceptions to the normal procedure described above may occur at the discretion of the Board.

13.3. Dispute Resolution Procedures

1. The dispute must be set out in writing and sent to the chair, vice-chair or a board member who is no party to the dispute (referred to from this point forward as “appointed board member”). Confirmation of receipt of this document must be given in a timely manner.
2. The board member(s) and the board chair or appointed board member, in the case shall attempt to resolve any dispute informally by meeting as often and for a duration as deemed necessary by the Parties to negotiate in good faith and to attempt to resolve the dispute.
3. If the board member(s) and the board chair or appointed board member are unable to resolve a dispute within a reasonable period, a meeting of the library board will be convened and an attempt will be made to resolve the Dispute.
4. When raised at the board meeting all people involved in the dispute will be given the right to speak.
5. The matter should be discussed with all board members present, unless they have advised the chair or appointed board member, preferably in writing, that they are aware there is a dispute resolution meeting being held and they are unable to attend.
6. The chair or appointed board member will call for a motion from the board, e.g. to appoint an independent assessor, seek mediation, call a special general meeting, for an ad-hoc committee or to dismiss the complaint. All board members present at the meeting will vote on the motion.
7. A board decision may be reviewed in situations where:
 - New information has emerged that was not available when the original decision was made.
 - The board has become aware of an error in previous information that was used to make the decision.
 - A board member did not feel able to present his or her case at the time the board made its decision.

Mediation

1. Where mediation is sought, the mediator must be:
 - a) a person chosen by agreement between the parties; or
 - b) in the absence of agreement, a person appointed by the board.
2. A member of board can be a mediator, but may not be a member who is a party to the dispute.
3. The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.
4. The mediator, in conducting the mediation, must:
 - a) give the parties to the mediation process every opportunity to be heard; and
 - b) allow due consideration by all parties of any written statement submitted by any party; and
 - c) ensure that fairness is accorded to the parties to the dispute throughout the mediation process.
5. The mediator must not determine the dispute.
6. The mediation must be confidential and without prejudice.
7. If the mediation process does not result in the dispute being resolved, the parties may seek to resolve the dispute otherwise.

13.4. Fund Development Committee Terms of Reference

Composition:

1. The Committee will consist of at least 2 Trustees and the Chief Librarian.
2. The committee is free to add other trustees or Friends of the Library as ad hoc participants as needed.
3. The Committee will set its own meeting schedule to achieve its purpose and meet its responsibilities.

Purpose:

1. Develop and support community engagement and fundraising processes to promote and maintain library visibility within the community and to support library growth.
2. Ensure that all fund development (fundraising and advocacy) activities align with the vision and values of the library and meet the library's needs.
3. Promotes and supports fund generating campaigns. Campaigns may include events to garner permanent funding support or targeted specific funds for building projects, and specific programs within the library.
4. The Fund Development Committee is not responsible for raising the money. The Fund Development Committee helps the board ensure that the money is raised.

Accountability:

1. A Fund Development Committee report will be part of the general Board meeting agenda.
2. All recommendations are to be approved by the Board.
3. Working with trustees, staff and volunteers to determine fundraising activities and ensure that the activities align with the fund development objectives.

Responsibilities:

1. Advocacy & Influence: Focus the Board's fund development efforts on building relationships and connections with a diverse range of stakeholders and partners, as per the Library's Advocacy Road Map (including RDCK Areas F, H & E). These include those who may not be direct decision makers, but who help us better understand, develop, and share our priorities throughout the community.
2. Determine the annual and quarterly priorities of the committee as determined by the Library's current strategic plan.
3. Implement, review, and measure the success of the Fund Development Committee annual work plan.
4. Reviews and makes recommendations regarding fund development policies to the Board.
5. Procures and maintains a current donor/sponsorship database and formulates a method to identify new donors.
6. Enhance existing and build new relationships with other fundraising groups both locally and provincially, to learn from their fundraising experience.
7. Participate in the recognition of gifts and financial sponsorships.
8. Designate a Board trustee liaison between the Board and the Friends. (ex attend monthly Friends meeting)
9. Makes recommendations to the Board for capital campaigns or specific or targeted fundraising strategies.
10. Works with the Chief Librarian and the Friends in creating and implementing marketing activities that build on the library profile and highlight fundraising campaigns at the Nelson Public Library.
11. Establishes sub-committees and provides leadership to volunteers (eg. Board members, library staff, Friends of the Library) participating in specific fundraising activities.

13.5. Governance & Nominations Committee Terms of Reference

Composition:

1. The Committee will be comprised of at least 2 Trustees and the Chief Librarian.
2. The Committee will set its own meeting schedule to achieve its purpose and meet its responsibilities.

Purpose:

1. Ensure Library policies reflect the vision and values of the Library and meet the Library's needs
2. Determine the recruitment needs of the Board.
3. Support recruitment and succession planning and processes for the Board.

Accountability:

1. A Governance Committee report will be part of the general Board meeting agenda.
2. All new or updated policies are individually approved by the Board.
3. Policies are made easily accessible online on the Library's website

Responsibilities:

1. Ensure policy documents are up to date and function as intended.
2. Review and revise, if deemed necessary, a subset of Library policies each year to ensure that all policies are reviewed at least every 5 years.
3. Confirm board approval for each new or updated policy.
4. Coordinate Board self-evaluation yearly.
5. Strike a Nominations committee when appropriate to recruit potential future Trustees.
6. Continue to implement the training and mentoring process for new Trustees.
7. Implement and review the Governance Committee annual work plan.

13.6. Personnel Committee Terms of Reference

Composition:

1. The Committee will be comprised of at least 2 Trustees.
2. The Committee may add the Chief Librarian, and/or the City of Nelson's HR Manager as ad-hoc participants as needed.
3. The Committee will set its own meeting schedule to achieve its purpose and meet its responsibilities.

Purpose:

1. Ensure that all personnel activities align with the vision, values and policies of the library and meet the goals and objectives outlined in the Library's Strategic Plan.
2. Make recommendations to the Board regarding hiring, contract negotiations and performance evaluations of the Chief Librarian.
3. Support the Chief Librarian in the development of personnel policies, job applications, and collective bargaining matters as requested.
4. Participate in CUPE, Local 339, contract negotiations and to uphold the Collective Agreement as required.

Accountability:

1. The Committee communicates with the City of Nelson's HR Manager for advice on the City's HR requirements, policies and procedures.
2. As per NPL Policy 2.1.4, the Library Board is an employer separate from the City of Nelson under the Labour Code of BC. (see Appendix 12.1 Organization Chart), and as such will follow the Labour Code of BC.
3. The Committee will implement the City's requirements, policies, and procedures as advised the City HR Manager.
4. A Personnel Committee report will be part of the In-Camera Board meeting agenda.
5. The Committee will bring recommendations to the Board for approval.

Responsibilities:

1. Identify, define and prioritize the personnel objectives, including specific areas of need, on an annual basis; or as required.
2. Align personnel policies and procedures with the City of Nelson HR policies and procedures.
3. Lead performance evaluations of the Chief Librarian annually and to follow up quarterly to ensure goals and objectives are met.
4. Support the Chief Librarian in employee professional development and to meet benchmarked objectives.

13.7. Acceptable Identification for Membership

Residents of areas that contribute to taxation for the Library are eligible for a free resident membership, valid for three years. Acceptable identification for membership must include the individual's current residential address.

- BC Driver's License
- BCID card

If the above ID is not available then the following ID types may also be used:

- Government issued picture ID (e.g. passport)
- BC Care Card
- If the applicant does not have any of the above forms of personal identification they may volunteer their Social Insurance card or birth certificate.

If the ID provided does not have the current address, then the prospective member must provide one of the following proof of residential address documents along with the identification:

- Utility bill
- Rental agreement (officially signed)
- Bank statement
- Automobile registration
- Property tax bill
- Other government communications (tax statement, etc.)

13.8. New-Resident Welcome Membership

- New residents of Nelson and areas that contribute to taxation for the Library that do not have acceptable ID with their current address will be issued a New-Resident Welcome membership for one month (Appendix 12.8).
- Acceptable ID as listed above must be provided to obtain a New-Resident Welcome membership.

13.9. Fee Schedule

MEMBERSHIP FEE STRUCTURE

Residents of Nelson and Areas F and South H	No fee
New-Resident Welcome membership (1 month – limited privileges)	No fee
BC OneCard (limited privileges)	No fee
Non-resident household (payable in three month increments)	\$90/year
Non-resident individual	\$45/year
Temporary (3 months – limited privileges)	\$30
Institutional	\$90/year

FINES/LOST AND DAMAGED ITEMS

	Fee /day	Maximum fine
Adult items and DVDs	30¢/item	\$5/item
Juvenile items – not DVDs	15¢/item	\$3/item
Media materials	.50c/item	\$5/item
E-readers/equipment	\$1/item	\$10/item
Lost or damaged items	Replacement cost + \$5 processing fee	
Suspension of library account	Fines exceed \$10	

PHOTOCOPIER CHARGES AND FEES

	Cost per copy
Letter or legal size black and white	25¢
Letter or legal size colour	55c
Ledger size black and white	50¢
Ledger size colour	\$1.55
Scans	0

OTHER FEES

Replacement card	\$2
New media case or cover (Playaway, CD, DVD)	\$5
Bag or binder for kits	
Rechargeable battery	\$4
Playaway battery cover or headphones	\$2
Minor damage/repair	\$5
Interlibrary loan not picked up	\$5

13.10. Loan Periods and Account Limits

Loan period – DVDs and magazines	1 week
Loan period – all other materials	3 weeks
Regular membership	60 items
New-Resident Welcome membership	5 items
Temporary membership	5 items
OneCard	5 books
Institutional/Family	60 items

Institutional Membership

- 13.10.1 A single contact person must be designated for each institutional card. The contact person is assumed to be responsible for coordinating the use of the membership card.
- 13.10.2 The institution or group is responsible for all losses or overdue fines. Excessive fines or charges accrued to the card will result in suspension of borrowing privileges.
- 13.10.3 The institutional card holder is subject to all Library borrowing policies. The institution or group may borrow up to 60 items at a time.
- 13.10.4 Institutional borrowers must present the membership card in order to check out items, without exception.

New-Resident Welcome Membership

- 12.5.2 This type of membership is intended for new residents of Nelson and areas that contribute taxation for the Library that do not have proof of residency.
- 12.5.3 It is a one-month temporary membership and allows members to borrow a total of five items.
- 12.5.4 A regular library membership will be issued when proof of residency is provided.

13.11. Library User Code of Conduct

These rules of conduct have been established to ensure a positive experience for everyone using the Nelson Public Library. The Library encourages universal access to its resources and services. In order to provide a safe and welcoming environment, every individual on Library premises is expected to conduct themselves in accordance with the following rules of conduct.

General Guidelines

Library users will:

- act with consideration and respect toward other members of the public, staff and volunteers
- be careful and considerate of Library property
- act lawfully and responsibly
- dress appropriately, including wearing shoes and shirts
- attend to personal belongings and do not leave belongings or garbage when leaving the Library
- use furniture and equipment properly and only for the usual, intended purposes
- use washrooms only for their intended purpose
- leave the Library promptly at closing or when instructed in an emergency.

CHILDREN AND DEPENDENT ADULTS

- Parents, guardians and caregivers are expected to adequately supervise and care for their dependents while on Library property and not allow them to create disturbances.

Safety

To ensure the safety of all, library users will:

- follow staff instructions in case of fire or other emergency
- not smoke or vap anywhere in the Library building or within 7 meters of the Library entrance as per the City of Nelson's Clean Air and Smoking Regulation Bylaw.
- do not use any type of sports equipment on Library property (racks are provided outside the main entrance for parking bicycles, skateboards, etc.)
- be awake, for security and safety reasons sleeping is not permitted in the Library.

Examples of Behaviour Not Permitted

- threatening, abusive or obscene language
- solicitation or prothlesizing
- actions that disturb others' use and enjoyment of the Library
- damaging Library property
- being under the influence of, selling, using or possessing alcohol or illegal substances
- possessing weapons or implements that could be used as weapons
- vandalism or graffiti
- offensive body or clothing odour
- using cellphones, or other devices in a manner that is disruptive to others
- entering non-public areas

- photographing or filming on Library property without written permission
- consumption of food or open beverages
- bringing animals into the Library, with the exception of service animals or animals present for special programs
- posting notices, flyers or brochures except in authorized locations and with prior permission.

Violation of any of the Rules of Conduct may result in exclusion from the library, withdrawal of privileges, charges for damage and/or criminal prosecution.

13.12. Unattended Children

The Nelson Public Library welcomes the use of its services and facilities by children. Staff members are committed to helping children find materials for school work and recreational reading, providing an environment that encourages study and exploration, and planning short programs that inform and enrich.

Staff members are also committed to the well-being and safety of children. However, library facilities are not designed or licensed to provide basic child care needs such as healthy snacks, physical exercise or emergency care if the child becomes ill or upset. Any public place may be dangerous for a child who is left unattended for long periods, or who is left stranded after closing hours.

The library encourages parents to consider the safety and well-being of their children and the needs of other library users of all ages. Parents are responsible for the behaviour of their children in the library, whether or not the parent is present. As per the Library Code of Conduct (Section 9.2), parents may not leave children under age seven unattended in the library. Disruptive children, attended or unattended, age seven or older may be asked to leave the library after two warnings.

Procedures

1. Children Under Seven Left Unattended in the Library
 - 1.1. If it is determined that a child is lost or unattended, a staff member will bring the child to the Children's Services staff member or a Department Coordinator.
 - 1.2. The Children's Services staff member or Department Coordinator will try to locate the parent or responsible adult by asking the child where parent is or walking around the Library to find the parent.
 - 1.3. If the parent is not found in the building, a Library staff member will stay with the child until the parent can be contacted through information in the circulation system database or telephone book.
 - 1.4. If the parent has not been located within an hour, or if the Library is closing, the staff member in charge will call the police.
 - 1.5. Under no circumstances should a Library staff member take a child out of the Library building. If the Library is closed, then two staff members should wait with the child inside the Library building. No staff member should take the child home.
2. Disruptive Attended Children
 - 2.1. Disruptive behaviour is any form of behaviour that seriously or constantly disturbs Library patrons or staff, damages Library property, interferes with Library service or endangers the well-being of the disruptive child or others.
 - 2.2. Children who are disruptive will be asked by a Library staff member to behave. If the disruptive behaviour continues, a staff member will inform the parent or guardian that their child is disturbing others.
 - 2.3. If the parent or guardian refuses or is unable to control the behaviour of the child, the family will be asked to leave the library.
3. Disruptive Unattended Children under Age Seven
 - 3.1. A staff member will ask the child to correct the behaviour. If the behaviour persists, the staff member will obtain the child's and the parent's names and attempt to locate the parent in the

- building. If located in the building, the staff member will explain that the child is being disruptive, and inform the parent of the library's policy. If they refuse or are unable to control the child, the family will be asked to leave.
- 3.2. If the parent or guardian cannot be located within the building, the staff member in charge will call the parent. They will be informed that their child is being disruptive. The policy on unattended children will be explained. If the parent or guardian is unable to come at once, he or she will be told the child may stay this one time, but the police will be called if the problem happens again.
 - 3.3. If the parent or guardian cannot be contacted within an hour, or if the Library is closing, the police will be called.
 - 3.4. If the parent or guardian cannot be located and the child must leave the Library without supervision, the Children's Services staff member or the Chief Librarian will follow up with a phone call and letter or email to the parent, describing the incident and communicating the Library's policy on unattended children.
 - 3.5. If satisfaction cannot be obtained from the parent or guardian, the incident will be referred to Child and Family Services.
4. Disruptive Unattended Children Older Than Age Seven
- 4.1. A Library staff member will tell the child that he or she is causing a disturbance and that this is a warning. If the staff member is required to speak to the child a second time, indicate the third time he or she will be asked to leave.
 - 4.2. If the disruptive behaviour continues, the staff member will tell the child to leave the building and follow through to see that the child does leave.
 - 4.3. If the child does not cooperate, the staff member will try and locate the parent or guardian. If the child continues to misbehave and no parent can be found, the Children's Services staff member or a Department Coordinator will call the police.
 - 4.4. Depending on the incident or situation, the child may be banned or suspended from utilizing the Library for a period of time.

13.13. Staff Dress Code

Library employees dress in a manner that is suitable for the conditions and the work being performed, with due regard for personal safety, the need for identification and the presentation of a clean and professional image that is respectful of the Library, its staff and the people it serves.

Guidelines:

- a. Clothing must be of a type and in a condition that will not expose workers to any unnecessary or avoidable hazards.
- b. Employees are expected to project a professional image.
- c. Employees are expected to maintain an acceptable standard of personal grooming and hygiene while performing their duties.
- d. Employees will support the Library as a scent sensitive workplace.

The Nelson Public Library Board and Management, as part of the City of Nelson, reserves the right to evaluate clothing suitability on an ongoing basis in keeping with the above guidelines

13.14. Confidentiality/ Handling Personal Information

12.9.1 There are two types of private, personal information about Library users that need to be kept in confidence, or shredded, in all circulation, reference and customer service transactions:

- a. A patron's personal information such as ID documents required or personal information recorded when a patron signs up for a Library card
- b. Information about a patron and their reading interests, history or use of the library, materials consulted, research and reference requests, information provided to staff assisting with a search and their whereabouts (time or date they may visit or have visited the library).

12.9.2 The following recorded information in print form must be shredded:

- a. Membership forms
- b. Hold slip forms (handwritten or printed from Sitka, including ILL/HCU/Winlaw/school delivery service hold slips)
- c. Receipts from receipt printer (contains name, full library barcode and titles of items checked out)
- d. Paperwork from processed ILLs
- e. Archive loan forms older than three months
- f. Book Club Sets order forms older than three months
- g. Collection Agency paperwork and overdue letters that are no longer needed (removed and shredded from binder by the Circulation Services Coordinator on a yearly basis)
- h. Any written item containing patron information, even if it is only a last name
- i. Sign-up documents for every library program requiring registration (once program and relevant follow-up has been completed)
- j. Daily computer sign-up sheets once stats are completed
- k. Any documents with personal information that have been in the Lost and Found for more than three months.

12.9.3 Dissemination of stored information in Sitka and other library databases/software

- a. Do not give any personal information attributed to one person to another person or entity. The information about a person may only be given to that person upon providing library card (in person) or number (over the telephone) or official government ID (in person). In special circumstances, refer to the Chief Librarian.
- b. Do not give out any confidential information over the phone without verifying the patron's library card number. Staff may perform simple transactions that don't require them to give out any personal information. For example, if the caller knows the title of the book they want renewed, staff may renew it for them, but not give out any additional information.

13.15. Ordering Criteria and Procedures

Following the selection criteria stated in 5.3 and 5.4 of the policy manual, material for the library will be ordered:

- From Canadian sources whenever possible
- That come with marc records and processing whenever possible
- Which, while not complying with the above, are deemed a valuable addition
- That honour any discount or consortium agreements we may have when possible

Review sources utilized will be:

- Canadian
- Educational
- Library-related and subject related
- Other sources such as magazines and newspapers that provide critical review
- Patron suggestions will always be researched in the above sources for suitability for our collection

In Ordering materials:

- Create orders in a regular and timely manner
- Acquire materials with an eye to the annual budget
- Request a Purchase Order from Tech Services for each order
- When necessary, request approval from Chief Librarian for credit card purchases
- Alert Tech Services to any acquisitions that should be rushed upon arrival
- Tech Services will alert DC to special orders/grant-related orders when they arrive

13.16. Criteria and Procedures for Adding Donations to the Collection

Donations arrive at the library through the book drop, in person, and as foundlings left by the front or back doors.

When patrons wish to donate materials:

- It should be made clear that materials become property of the Library and may be sold in the booksale, placed in the collection, or given away.
- In the event a patron wishes to donate books for the collection only, they should be referred to the appropriate department coordinator.
- It should be emphasized (nicely) that the library cannot accept donations of textbooks, magazines, Reader's Digest Condensed Books, dated time-sensitive material (old computer or travel books), books that are musty, dirty, stained, or in bad condition.
- In the event a patron wishes to donate new items in return for a tax receipt, they should be referred to the appropriate department coordinator. It is possible to give a receipt for ½ the original value of the items (this should be a rare circumstance).

When assessing materials for the collection, refer to Policy 5.4 *Selection Criteria*. Exceptions to these criteria may be made by the appropriate department coordinator based on popularity, community interest, and other considerations.

In addition to the criteria for adding donations to the collection, consider:

- Staff time for cataloguing and processing the materials vs. value to the collection
- The potential shelf-life of the item (for example, mass market paperbacks)
- Processing considerations, such as spiral-bound, media packaging, etc.

Donations accepted for the collection

- Should be taken downstairs and placed on the appropriate shelves in tech services.
- "Rush" items may include local subject/author items, high-demand items, or items relating to an upcoming event, and these should go on the appropriate shelf for that purpose date stamped or with relevant deadline indicated

Rejected donations

- If donations appear saleable, they should be neatly boxed and taken downstairs to the Friends donations room. Do not place boxes in area marked off with tape.
- Donations may also be used to keep the Friends perpetual bookshelf full.
- Donations that do not appear saleable may go in the free box, or be recycled.
- Occasionally, local history and other valuable donations may come our way that, if not needed by our library, may be offered to another library.

13.17. Criteria and Processes for De-selection or Weeding

General Criteria (including Resources to use as a guide)

- Weeding regularly keeps new titles easier to find and provides better access to what is more useable in the collection.
- Use of the document **CREW: a Weeding manual for Modern Library** is available at <http://www.tsl.state.tx.us/ld/pubs/crew>. This document provides a thorough guideline for weeding a collection. It provides specific guidelines for all aspects of weeding, including dealing with the children's and reference departments and each Dewey Decimal category.
- In summary when weeding consider the following for each item:
 - ✓ Content, currency and accuracy
 - ✓ Appearance, authority, space, budget and community interest
 - ✓ Circulation statistics (can use reports from ILS)
 - ✓ Availability of the information elsewhere (Interlibrary loan, internet for example)
- **MUSTIE** (from the CREW document) is an easily remembered acronym for six negative factors that frequently ruin a book's usefulness and make it a prime candidate for weeding:
 - M = Misleading** (and/or factually inaccurate)
 - U = Ugly** (worn and beyond mending or rebinding)
 - S = Superseded** (by a truly new edition or by a much better book on the subject)
 - T = Trivial** (of no discernible literary or scientific merit; usually of ephemeral interest)
 - I = Irrelevant** to the needs and interests of your community
 - E = The material or information may be obtained expeditiously elsewhere through ILL or electronically.**

Timeline for weeding –

- Consider that every day a bit of weeding is done through check-ins, when staff watch for books in poor condition. We can reinforce this regularly.
- The CREW method suggestions “Monthly targets should be established for looking at specific areas of the collection and intentionally weeding a small area”. Collection Developers should plan for weeding dates and times in their work schedule.

Percentage to weed –

- A guideline of 5% every year allows for the whole collection to turn over every twenty years. This includes replacing classics with new editions where possible. Another guideline is to weed as much as is added to the collection.

Process – for Weeded items.

- Using a cart – process for handling items to be weeded is to be made in conjunction with tech services
- Determining where they go after they have been removed – mark items to be deleted for booksale, return to the appropriate coordinator or send to recycling.

13.18. Security Gate Procedures

What to do when the security gate alarm goes off:

Always assume it is unintentional!

1. **Responding to the security gate alarm quickly is a priority.** Make eye contact with the patron.
2. The circ person who is least occupied (not on phone/not helping patrons) should always take the initiative. If there are 2 of you working the desk (and are occupied) communicate with each other through words/action/eye contact which of you will make the move. It's OK in this case to tell the person you are helping that you will be right back.
3. Approach patrons pleasantly and ask if they have material to check out.
4. Ask them to come back to the counter (and back through the security gates), asking if there are any items that may have inadvertently missed in the check-out process or are from another library.
5. Open Item Status in Evergreen and scan their books in to make sure they are all checked out. IF so, desensitize all books and send them on their way.
6. If the alarm goes off again: Try sending them through without bags/briefcases etc.
7. If it is clear that something in the bag has set it off, ask them to open it to make sure that it isn't a library book that didn't get desensitized/from another library/a newly purchased item, etc.
8. Try to narrow down what is causing the alarm to go off. Have patrons go through the gate with all their things except the item that may be setting it off.
9. If it is clear that the item setting off the alarm isn't one of our items, have the patron walk through and then pass them the item in question.

If they become defensive and refuse to allow you to check their books, or leave without completing the above process, tell them you will call the Police and report to Chief Librarian.

If they run away or you feel threatened, call the Police and report to Chief Librarian.

What not to do:

Don't leave patrons on the other side of the security gate and bring through only their items. Have the patrons walk back through the gate and come to the counter.

Don't hand items around the gates. If an item can't/won't be desensitized have the patron walk through the gate first, then pass the item through the gate.

Don't just wave people through saying it's fine! Always have them come back and try to determine what is setting off the alarm.

13.19. OHS Worker Orientation

Procedures for OH&S Worker Orientation

Last updated: November 2018

1. **Show OHS binder and ensure new staff are familiar with its contents**
2. **Inform them of their “rights”: to know, to participate, to refuse, to no discriminatory action**
3. **Show first aid kit and sharps container/tongs at circ desk**
4. **Emergency contact:**
 - Show emergency phone numbers postings (at phone locations)
 - Location of staff and board contact info (bulletin board).
 - Explain panic button locations and when to use
5. **Proper lifting and reaching procedures**
 - Use round step stool for high shelves
 - Use carts to transport books; minimal lifting
 - Use dolly for transporting heavy boxes
 - Handle small quantities of books at a time; avoid pinch grip (two hands) and keep books flat (avoid wrist motion)
6. **Power outage procedures**
 - Review list of procedures posted at circ desk
 - Phones continue to operate during power outage
 - Show flashlight location
7. **Dangerous objects**
 - Keep scissors and Xacto knives off the check-out desk
8. **Difficult patrons**
 - Review policies re: emergency numbers.
 - Police are first stop if a patron is causing disturbance or is perceived as dangerous
 - Mental Health worker may be called to discuss problem, but not intervention
 - Let Chief Librarian know about chronic problem patrons
9. **Working alone**

The Nelson Public Library does not schedule staff to work alone at the main facility during regular open hours. However, there are situations, particularly during outreach programs or during evening events, where staff are working alone on-site or in other facilities.
10. **Review fire drill, fire extinguisher, evacuation and needle procedures**

Supervisor signature _____ date _____
Employee signature _____ date _____

13.20. Displaying Pamphlets and Brochures

The Library will accept print materials for display depending on availability of space, if they meet the following criteria:

- From local non-profit organizations with educational , recreational or informational content.
- Relate to cultural events in the region.
- Contain information related to the City of Nelson or Regional District regarding public safety, education, meetings, activities or events.
- Reference materials produced by authoritative sources that are of broad general interest (eg health or legal information).

We will not display:

- Materials of a partisan or political nature
- Faith-based materials
- Solicitation or advertising materials that promote commercial products or businesses
- Personal ads or notices

13.21. Computer and Internet Access

The Library provides access to computer equipment and software, wireless and the Internet to complement other information resources and to enhance access to electronic services for informational, educational and recreational purposes.

This policy applies to all types of computer usage on the premises of the Library or on the Library network, including public computers, personal laptops and mobile devices, as well as use of the Library's wireless network. **Please take the time to read to ensure the safety of yourselves and your children.**

COMPUTER, WIRELESS AND INTERNET SERVICE AGREEMENT AND TERMS OF USE

- 1. These services may not be used for any purpose that is unlawful, or in any manner that could bring harm to people or damage to our property or other's property. This includes downloading copyrighted material, pornography or other illegal material; publishing defamatory material or statements; using the service in the commission of a crime or for any other illegal purpose.**
- 2. Parents, legal guardians or caregivers are responsible for monitoring internet sites and information accessed by their children, whether or not the child is a Library member.**
3. The Library endorses the [Canadian Library Association's Statement on Intellectual Freedom](#) and believes that freedom of access to information is vital to the health and development of a democratic environment.
4. Public computer access and wireless service is available to all Library users in good standing. Printing is available as per the terms of our Library Policy 8.5 Copying/Printing.
5. To ensure equitable access to computers, the Library may impose limits and guidelines for use that may be modified at the discretion of the Board.
6. Public computers are situated in Library areas where content may be visible to other members. Users are expected to employ public computers with respect for the privacy and rights of others.
7. Public computers will only contain software licensed by the Library. Users are not permitted to alter, tamper with or damage the Library's computer equipment or software configuration.
8. Free wireless internet access is available to all users.
9. The Internet is an unregulated worldwide network of computers to which information is uploaded from a vast variety of resources. 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.
10. The library does not guarantee that the mechanical functions of this service will be uninterrupted or that the service will meet any specific requirements of the users. The Library will not be liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use of or inability to use the service.

11. The Library respects the member's rights to confidentiality and privacy in the use of electronic information networks and resources. The Library will endeavor not to store any individual information on member's internet use or other library electronic information sources.
12. The Library provides designated computers for use solely by teens, children and preschoolers. These computers contain programs rated as suitable for children and are designed for education and entertainment. They are not for use by adults.
13. Children under the age of 13 require the signature of a parent or guardian to authorize use of the designated children's computers which are equipped with commercial filters. The Library cannot guarantee that filters will block all objectionable material.

Users violating these conditions may receive a suspension or loss of privilege. Any illegal activity involving the Library's internet resources will be subject to prosecution by the appropriate authorities.

12.23 Donor Recognition Categories

All donations to the library will be acknowledged by a Thank You letter. If a donor does not wish to be publicly recognized, that wish will be honored. Additional special recognition may take place for significant contributions according to the donor recognition categories below:

- Supporter: less than \$200
- Sponsor: \$200 to \$499: Nameplate on shelf for five years
- Donor: \$500 to \$999: Name displayed on Gratitude Wall * for five years
- Patron \$1,000 to \$4,999: Name displayed on Gratitude Wall * for five years.
Acknowledgement in Library annual report
- Sustainer \$5,000 to \$9,999: Name displayed on Gratitude Wall* for five years.
Acknowledgement in Library annual report
- Benefactor \$10,000 to \$19,999: Name displayed on prominently on the Gratitude Wall* for at least five years. Acknowledgement in Library annual report
- Champion \$20,000 and above. Name displayed on prominently on the Gratitude Wall* for at least five years. Acknowledgement in Library annual report

*Gratitude Wall: once it has been established.

FORMS

13.1. Artist Contract

13.2. Board Application

13.3. Volunteer Application

13.4. Expense Claim

13.5. Request for Reconsideration of Library Material

13.6 Member Application

13.7 Subsidy Application

13.8 Program Co-Sponsorship Application

13.1 Artist Contract



Art Exhibition Agreement

Artist or Group Name: _____

Address: _____

Phone: _____

E-mail: _____

Exhibition Dates: _____

Exhibition Area: ___ Teen ___ Adult ___ Children

Artist / Group Responsibility

1. To bring artwork to the library at the arranged time and install with assistance from the library staff.
2. To provide a list of the objects with titles and prices for display in the library.
3. To provide a biography or artist statement for display.
4. To label individual objects, indicating price, medium, and the artist's name.
5. To professionally frame each object, including proper mounting hardware.
6. To remove the objects at the agreed-upon ending date.

Library Responsibility

1. The library does not assume responsibility for loss, theft, or damage occurring during the exhibition.
2. The library will receive a 20% commission for selling the artwork. Purchasers will pay a library staff person at the front desk. The artist will receive 80% of the sales price within 30 days of the end of the exhibition. All artwork, including sold items, will remain in the library until the end of the exhibition except by special arrangement.

The library reserves the right to decide if artwork is suitable for exhibition.

I have read and agree to abide by these guidelines.

Signature of Artist: _____ Date: _____

Signature of Library Staff: _____ Date: _____

Nelson Public Library

602 Stanley Street
Nelson, BC
V1L 1N4
t. 250.352.6333
f. 250.354.1799

www.nelsonlibrary.ca

13.2 Board Application

See recruitment package on p drive

<P:\LibraryData\POLICIES&PROCEDURES\2012 Forms\2016 Nelson Library Board Application Package.pdf>

13.3 Volunteer Application

See P drive <P:\LibraryData\2018 Handouts and Forms\Forms\2017 Volunteer Application Form.docx>



Volunteer Application

Name: _____
Address: _____
Phone: _____ Email: _____
Occupation: _____ Employer: _____

Character Reference

Name: _____ Phone: _____
Address: _____
Affiliation: _____

Skills and Interests

Interests

1. _____
2. _____

Skills

1. _____
2. _____

Other Volunteer Experience

1. _____
2. _____

Preferred Time:

- | | | | |
|--------------------------|------------|--------------------------|-------------|
| <input type="checkbox"/> | Week night | <input type="checkbox"/> | Week day am |
| <input type="checkbox"/> | Saturday | <input type="checkbox"/> | Week day pm |

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13.4 Expense Claim

See P drive

<P:\LibraryData\FORMS\STAFF\Travel Expenses Form.xlsx>

13.5 Request for Reconsideration of Library material or Program

See P drive <\\Cityofnelson\homeshare\Home\jstockdale\My Documents\Policies\2012 Forms\2012 Request for Reconsideration of Title Form 2.pdf>



Request for Reconsideration of a Title or Program

Name _____
Address _____
Tel _____ Email _____

Complainant Represents
 Self
 Organization _____
(please name)

1. Resource or program on which you are commenting
Title _____
Author/Presenter: _____
Format
 Book Audio Recording Video
 Magazine Electronic Resource Display
 Newspaper Library Program
 Other _____

2. To what in the title do you object? Please be specific (cite pages, etc.).

3. What do you feel might be the result of reading/viewing/listening?

4. For what age group would you recommend this title or program? _____

5. Is there anything good about this title or program?

6. Did you read/view/listen to the entire title? **YES** or **NO**
7. Are you aware of authoritative reviews by library critics? **YES** or **NO**
8. What do you believe is the theme of this title or program?

9. What would you like your Library to do about this title or program?

10. In its place, what title of equal literary quality would you recommend that would convey as valuable a picture and perspective of our civilization?

11. Additional comments:

Signature of Complainant

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13.6 Membership Application Form

See P drive

P:\LibraryData\2018HandoutsandForms\FORMS\2017_Membership_Form.pub

13.7 Subsidy Application Form

See P:\LibraryData\FORMS\Subsidy & student access card\2014_Subsidy form_membership.docx



SUBSIDY APPLICATION FORM

Subsidy Applicant: <i>Please Specify:</i> Family with children (sponsored by Area E) _____ Individual or Family (sponsored by private donors) _____	
No. of children under age 18 in household _____	Total no. of family members in household _____
Name _____	
Address _____	City _____ Postal code _____
Phone no. _____	email _____
Signature _____	Date _____

Guarantor: Please see reverse for requirements	
Name _____	
Position _____	Organization _____
Address _____	City _____ Postal code _____
Phone no. _____	email _____
Signature of Guarantor _____	Date _____
I have thoroughly read and understand the guidelines of the Nelson Public Library Card Subsidy Program and agree that this applicant meets those needs. I believe the family of the applicant has financial need. I agree to participate in a brief telephone follow-up required.	

Staff use only:

Current Revenue Canada Tax return reviewed on _____ (Date) by _____ (Staff initials)

Date Application Reviewed: _____

Chief Librarian Signature: _____

Card Issue Date: _____

13.8 Program co-sponsorship application

See P drive <\\Cityofnelson\homeshare\Home\jstockdale\My Documents\Policies\2012 Forms\2014 Program Co-sponsorship Application.pdf>



Program co-sponsorship application

The Library offers a wide range of public programs as part of its service to library members and the community. Library programming strives to:

- to actively promote the benefits of reading and life-long literacy
- to provide training and support on topics of interest to the community with special attention to changing information technology
- to promote, for community enjoyment and education, local and touring authors and speakers
- to promote awareness of contemporary issues and engage informed citizens
- to increase community awareness, support and use of the Library.

Library programs are not used for commercial, religious, or partisan purposes or for the solicitation of business.

From time to time the Library co-sponsors programs in collaboration with community organizations. As the Library does not have a dedicated program room, staff will be present. Once approved, details regarding library assistance will be negotiated.

Please let us know about the program you'd like to present in co-sponsorship with the Library:

Name of organization: _____

Contact person: _____

Address: _____

Phone: _____ Email: _____

Program name: _____

Names of speaker(s)/presenter(s): _____

Length of program: _____

Description (continue on back if necessary): _____

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