



Nelson Public  
**LIBRARY**

# Policy Manual

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# 1. Philosophy, Intellectual Freedom and Privacy

## 1.1. Philosophy

The Nelson Public Library (the Library) is the City of Nelson and area's centre for information, lifelong education, recreation and culture. It strives to serve all members of the community without restriction. The Library is dedicated to the provision of free and unlimited access to basic public library services and information as required under the Library Act of British Columbia.

By assembling a well-trained and experienced staff and by gathering, organizing, integrating and disseminating a broad variety of material and information resources, the Library endeavours to assist individuals to meet the demands of today's society and plays an informed role in its development.

To the extent possible, the Library provides access to all expressions of knowledge and intellectual activity, including those which some individuals might regard as unconventional or unacceptable. The Library will attempt to provide information from a broad range of perspectives including both minority and majority viewpoints.

The Library is guided by a mission statement, visions and values that are determined through cyclical strategic planning processes. These processes rely on community engagement and partner organization involvement, and result in goals and objectives for the Library that respond to community member interests as well as community needs.

## 1.2. Intellectual Freedom

To this end, the Library subscribes to and supports the Intellectual Freedom elements of the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries. <https://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>

In particular, the Canadian Federation of Library Associations "supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada".

*(CFLA Approval History: ~ June 27, 1974. Amended November 17, 1983; November 18, 1985; September 27, 2015; and October 18, 2023)*

The Library is also an intellectual meeting place for the community. As such it offers an environment for cultural pursuits and the exploration of ideas through a variety of exhibits and displays, discussion groups, lectures and other programs and events.

### **1.3. Sustainability**

The Library maintains a high standard of both integrity and quality in our operations and services as it relates to environmental sustainability. Our initiatives help advance the City's and Regional District's climate action vision and aspirations.

We continuously explore opportunities to foster our sustainable site, reduce water and energy consumption, and add to the well-being of our facility's staff and visitors. We also pursue new ways to better reuse, repurpose, and recycle our materials and resources.

Our concern for the environment extends beyond the management of our facility. As a public library whose mission is to spark curiosity, support inclusion and make learning possible for everyone, we share credible and trustworthy information about the ongoing climate crisis. As a hub for information and community-building, the Library is a critical part of the response to this emergency.

Trustees have a role in connecting our strategic oversight to the impact of climate change and potential localized crises such as fires, floods or severe weather on our public library.

## **2. Privacy and Accessibility**

### **2.1. Privacy**

#### **a. Introduction**

The Library is committed to protecting personal privacy. Any personal information collected, used or disclosed by the Library is in accordance with the B.C. Freedom of Information and Protection of Privacy Act (FOIPPA).

Personal information is defined by FOIPPA as information about an identifiable person. Some examples of personal information are name, age, home address, phone number, email address, IP address (a computer's address), identification numbers, and reading choices. FOIPPA's definition of personal information does not include work contact information (including for Library staff), which is information that would allow a person to be contacted at a place of business, such as the person's name, title, business address, business phone number, and business email address.

## **b. Collection of personal information**

When collecting personal information, the Library will advise as to the purpose for collecting it and the legal authority for doing so. We will also provide contact information of the Library's FOI/Privacy Officer, who can answer questions regarding the collection of said information.

The Library will only use personal information for the purposes for which it was originally collected or in a manner that is consistent with those purposes. The Library will only use personal information for a different purpose when explicit consent is given for the new purpose or the use is authorized under FOIPPA or is otherwise required by law.

Some examples of purposes for which the Library may collect personal information are:

- issuing Library cards;
- identifying material currently on loan;
- placing and tracking interlibrary loans;
- identifying and recording overdue material;
- placing and tracking material on hold;
- providing answers to your reference questions;
- registering and providing information about Library programs and services;
- recording book suggestions;
- recording comments or suggestions;
- general Library operations;
- protection of NPL property;
- security of users and staff;

## **c. Information automatically collected**

Information that is automatically collected by our server during visits to our website includes:

- the domain name and/or IP address of the Internet provider;
- the browser type;
- the geographic region of the computer accessing our website;
- the date and time of the access;
- the pages visited;
- the website from which the access originated, if applicable.

We collect this information to help make our site more useful by assessing our web services and system performance, as well as learning how many people are visiting the site and how they are using it. No attempt is made to

use this information to identify visitors, unless it is necessary for an investigation or it is required by law.

The Library uses cookies to monitor use of our website. These cookies do not store personal information.

#### **d. Personal information collected via email and web forms**

Personal information is collected by the Library when a Library web form is filled in or an email is sent, such as for Library card online applications, asking a reference question, or offering book recommendations.

Personal information sent to us by email or when using our web forms will only be used by authorized staff for the purpose for which it was collected or for a consistent purpose, unless consent is given otherwise, or it is authorized or required by law.

The web forms for online registration, online donations, to modify an email address, and suggestions for purchase are encrypted so that information is protected from a third party accessing it in transit. However, other forms such as email reference, online book reviews and meeting room inquiries, and all email messages sent over the Internet are not secure and may be read by a third party who intercepts the communication.

#### **e. Personal information collected from the Library's public Internet stations**

Using our public Internet stations requires signing in with a Library card barcode number or a guest number. This process creates a log of barcode numbers. There is no additional personal information attached to the log. This information is collected in order to enforce our Rules for Acceptable Use of Public Internet and Computers (see Section 6 of this manual, Rules and Regulations in the Library) and to gather general statistical information about the service. This log is cleared daily. No search history is retained either in the log or on the individual station.

#### **f. Wireless service**

The Library provides wireless access to the Internet. Access is provided through a third party and is not connected to the Library network. Use of this service is at the user's risk and is covered by the privacy policies of the network service provider.



## **g. Disclosure of personal information**

Personal information is disclosed only in accordance with FOIPPA or as otherwise required by law.

Where other organizations require personal information in order to provide services on behalf of the Library, the Library ensures that these organizations treat the personal information in compliance with FOIPPA and the Library's privacy policies.

Examples of where personal information may be disclosed include:

- when a person explicitly consents to the disclosure;
- to a collection agency for the purpose of collecting a debt;
- for law enforcement purposes, such as where required by a subpoena, warrant or other order, or to assist in an active investigation of a library security incident;
- where there are compelling health and safety concerns;
- to contact a person's next of kin in the case of an emergency while that person is visiting the Library.

The Library does not sell or rent personal information.

## **h. Security of personal information**

The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure or disposal. Security measures include physical, technological and operational safeguards that are appropriate to the nature and format of the personal information.

These security measures protect personal information once it reaches our server. The Library's security cannot protect information while it is in transit over the Internet, unless the information is collected by one of our secure online web forms. Information sent to the Library in email messages is not secure.

The Library does not guarantee security and confidentiality of personal information sent through the Library's public Internet wired and wireless networks, including e-commerce transactions.

## **i. Other sites**

The Library strives to provide a wealth of resources from our website, including links to sites outside of the Library, such as encyclopedias, reference databases, and private organizations.

The Library has no control over the management of these websites and is not responsible for their privacy policies. Online visitors are encouraged to review policies of other sites before using the service or providing any personal information.

#### **j. CCTV**

Like any City of Nelson facility, the Library's building may have security cameras inside and/or outside. Cameras are used in accordance with the City of Nelson's Video Camera Use - Law Enforcement Safety & Security policy (0890.00.025). This policy applies to any City operated video surveillance system that collects Personal Information operated by or on behalf of the City of Nelson for the purpose of protecting the safety and security of City assets, employees or the public.

#### **k. Retention of personal information**

How long the Library keeps personal information depends on the purpose for which the information was collected.

If the Library uses personal information to make a decision that affects an individual, we must keep that information for at least one year so that the individual has an opportunity to access it. Otherwise, the Library will keep personal information only for the length of time necessary to fulfill the purposes for which it was collected. Personal information is securely destroyed when it is no longer needed.

#### **l. Accuracy of personal information**

The Library will endeavour to ensure the personal information is as accurate, complete and up-to-date as necessary.

#### **m. Accessing or correcting personal information**

Individuals have a right to request access to personal information held by the Library. To do so, submit a written request to the Library's FOI/Privacy Officer (see contact information below). The request should provide enough detail to enable a Library employee to find the personal information (e.g., personal information I provided when I applied for a Library card). Individuals also have a right to request personal information be corrected if it is believed to be incorrect. To do so, submit a request in writing to the FOI/Privacy Officer (see contact information below).

## n. Children’s personal information

Children have the same rights as adults with respect to their personal information under FOIPPA. In alignment with Section 76 of the BC Child, Family and Community Service Act, the Library considers 12 as the age at which children may exercise their own access, disclosure and correction rights.

## o. Inability to exercise rights

In certain circumstances, individuals may not be capable of exercising rights to access, correct or consent to disclosure of personal information. Individuals are generally considered not capable of exercising these rights when they:

- Do not understand what personal information is;
- Cannot give instructions about their personal information.

In such circumstances, the Chief Librarian or designate may permit parents or caregivers to exercise these rights on the individual’s behalf.

## p. Changes to this Privacy Policy

Like all Library’s practices and policies, this policy will be reviewed from time to time and updated to reflect the changes.

## q. Privacy resources

The Freedom of Information and Protection of Privacy Act (FOIPPA) and its Regulations can be accessed from the Office of the Information and Privacy Commissioner’s website: <https://www.oipc.bc.ca/>

The website of the FOIPPA Policy and Procedures Manual is the authoritative source on FOIPPA and the guidelines and policies that govern the legislation:

<https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures/foippa-manual>

Contact Information	
For questions or concerns about this policy or how the Library treats personal information, contact our FOI/Privacy Officer.	<b>Tracey Therrien</b> <b>Nelson Public Library</b> <b>602 Stanley Street</b> <b>Nelson, BC</b> <b>Tel: 250-352-8256</b> <b>Email: <a href="mailto:ttherrien@nelson.ca">ttherrien@nelson.ca</a></b>

<p>Persons who are not satisfied with how a complaint was handled by the Library have the right to complain to the Information and Privacy Commissioner.</p>	<p><b>Office of the Information and Privacy Commissioner for British Columbia</b></p> <p>PO Box 9038, Stn. Prov. Govt.  Victoria, B.C. V8W 9A4  Tel: 250-387-5629 (Victoria)  Toll free: Call Enquiry B.C. at 604-660-2421 (Vancouver) or 1-800-663-7367 (elsewhere in B.C.) and request a transfer to 250-387-5629.  Email: <a href="mailto:info@oipc.bc.ca">info@oipc.bc.ca</a> Website: <a href="http://oipc.bc.ca">http://oipc.bc.ca</a></p>
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## 2.2. Accessibility

The Library recognizes that the Canadian Charter of Rights and Freedoms, the Canadian Human Rights Act and the BC Human Rights Code affirm the rights of all peoples to equality and protection from discrimination.

To this end, the Library is committed to providing public spaces, services and resources that are accessible by all.

### a. Definition

Accessibility cultivates inclusivity by eliminating barriers and creating social, physical and economic environments that enable all people to participate actively in the community.

### b. Guiding Principles

Each person has equal opportunity to access, use and benefit from Library services with the same quality and timeliness that others receive.

Library services are provided in a manner that respects the dignity and independence of all people. When interacting and communicating, Library staff will take into account people’s abilities when relevant to the provision of service.

The Library strives to employ universal design principles so that spaces, services, resources, equipment, technology and communications are usable by people with the widest possible range of abilities, operating within the widest possible range of situations. Where possible, the Library supports service integration in relation to services provided to the broader public,

unless alternative ways of providing the service or program are necessary for equal access.

Some services by virtue of capacity, funding, purpose, program outcome, resources and/or partnerships have conditions for participation and are therefore not available for all persons. In such circumstances, the conditions are clearly communicated in advance.

Some people by virtue of health and/or mobility have challenges that prevent them from accessing the Library facility and/or online Library services. In such circumstances, the Library offers some in-person outreach services under terms determined by the Chief Librarian.

### **3. Indigenous Relations**

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.

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.

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.

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

## 4. Library Board

### 4.1. Responsibilities

The Board operates under the authority of the Library Act of British Columbia. The Board has overall fiscal responsibility for the Library. In fulfilling its responsibility for library service, the Board will endeavour to make such service as widely accessible to the community as possible, consistent with a level of service it deems proper to meet community needs.

#### a. Board Duties

- Set the strategic direction for the Library and monitor progress of the Library's strategic priorities
- Determine policy, specifically the rules for managing the provision of public library services and for regulating the use of facilities and programs by the public
- Appoint a Chief Librarian and review their performance
- Review and approve the annual operating and capital budgets, and monitor revenue and expenditures
- Enter into collective agreements with employees
- Advocate for Library services within the community

#### b. Strategic Planning

The Board recognizes that the Library operates in a constantly changing environment where political, social, economic and environmental factors bring new risks and new opportunities. To ensure that the Library evolves and responds to the needs and aspirations of our community, the Board will operate within a strategic planning framework.

The Library's Strategic Framework provides the overall strategic direction for the organization and outlines the guiding principles for the development of the annual Work Plan. It is an important communication tool with interested, affected and relevant parties and staff. It demonstrates our shared understanding of our core purpose, our aspirations for the future, our deeply held beliefs and our priorities for responding to our changing environment.

##### **Strategic Planning Process**

The Nelson Public Library engages in a strategic planning process for the Library, based on a five-year cycle. The Board will review the Strategic Framework every five years to:

- Identify significant emerging political, social, economic and environmental factors that have implications for the Library's vision, mission, and priorities.

- Affirm the strategic priorities and associated goals

Community involvement is considered an essential part of the strategic planning process.

The Board will participate in the development, or revision, of the Strategic Framework in collaboration with the Chief Librarian and staff. The research process for developing or revising the Strategic Framework will include, but not be limited to, the following components:

- Analysis of changing political, social, economic, environmental and demographic factors
- Comparative analysis of public library metrics, trends, and strategic priorities
- Technology trends
- Municipal and Provincial priorities
- Educational institutions' priorities and strategic directions
- Qualitative and quantitative performance evaluations
- Community Engagement

#### **Monitoring**

The Board will review the annual Work Plan prepared by the Chief Librarian.

## **4.2. Structure**

The Board consists of up to eleven members (Trustees), but not less than five, appointed by City of Nelson Council and Regional District of Central Kootenay RDCK Board, of which a majority will form a quorum.

Each board member is appointed for a two-year term, which may begin with a one-year nomination initially, in order to stagger term endings. Trustees are eligible for reappointment up to a maximum of eight years.

A simple majority of Trustees will form a quorum. 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.

The Chief Librarian is ex-officio secretary to the Board and is also ex-officio secretary to all standing committees of the Board (except for the Human Resources Committee) and does not vote.

In addition, the library board may invite non-voting board members to join the board for two-year renewable terms, where these voices can bring valuable contributions and forge community connections. Examples could include but are not limited to youth or student representation, Indigenous representation, and Area E representation. Representatives of Area E would be forwarded to RDCK Area E for approval. As non-voting positions, these types of

board member positions would not be counted in ascertaining the allowed total number of members. The appointment of non-voting positions adheres to the same procedures as voting positions.

### **4.3. Board Operations**

The Chair and the Vice-Chair will be elected by the Trustees from amongst their number as the first item of business at the inaugural meeting each year. Nominations will be presented by the HR Committee and Trustees have the opportunity to make additional nominations from the floor.

The Chair and Vice-Chair will be eligible for re-election for a subsequent one-year term. The Chair will not hold office for more than two consecutive years unless the Board waives the limitation.

#### **a. Role of the Chair**

The Chair provides leadership to the Board. The Chair maintains a trusted and respectful relationship with the Chief Librarian on behalf of all Trustees and discusses ongoing matters, provides advice and receives information from them regularly.

Specific duties of the Chair include:

- **Library Board Meetings**
  - Establish agendas for meetings in collaboration with Chief Librarian
  - Contact Trustees for reports or matters on the agenda
  - Chair Board meetings
  - Respond to public questions or presentations
- **Board Committees**
  - Appoint Board committees
  - Attend as a member of the HR committees
  - Is an ex-officio member of all other committees and liaisons with the lead of such committees
- **Representation of the Library and the Library Board**
  - Represent the Library at Council on Library business e.g. budget
  - Represent the Board by attendance and presentations at various functions
- **Planning**
  - Facilitate establishment of Board's annual goals
  - Participate in Library's strategic planning
- **Personnel Administration**
  - Conduct annual performance review of the Chief Librarian in consultation with the Personnel Committee



- **Relationship with Vice-Chair**
  - Delegate responsibilities to Vice-Chair as required
  - Inform Vice-Chair of issues which arise between Board meetings
- **Correspondence**
  - Act as Board spokesperson to media
  - Respond to public letters or inquiries

## **b. Board Committees**

The Board has the authority to designate standing committees, ad hoc committees, task groups and individuals to help carry out its governance responsibilities. All committees operate within terms of reference approved by the Board. The terms of reference define the purpose of the committee and the scope of its authority and responsibilities, and can be found in the Trustee Manual.

The Board recognizes the need for the following standing committees:

### **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.

### **Governance & Nomination Committee**

The purpose of the committee is to conduct policy review and 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.

### **Fund Development Committee**

The primary purposes of the committee are to develop and support community engagement and fundraising processes, to promote and maintain library visibility within the community and to support library growth. An important component of this work is to ensure that all fund development activities, such as fundraising and advocacy, 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.

## **c. Board Liaison and Other Trustee Positions**

At the inaugural meeting each year, the Chair will appoint Trustees who will be responsible to liaise with:

- The Friends of the Library
- Kootenay Library Federation
- British Columbia Library Trustee Association

#### **d. Meetings**

The Chair, or in their absence the Vice Chair, will call all regular or special Board meetings, prepare the agenda, and determine whether the meeting will be in person, hybrid or virtual. Any two Trustees may also call a special meeting by giving at least two days' notice in writing to each Trustee, stating the purpose of the meeting. Regular and Special board meetings are open to the public, within the guidelines established by the Local Government Act of British Columbia.

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. 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.

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.

Meetings must have a designated staff member in attendance at the meeting location. Meetings will be conducted in an orderly fashion, including the following protocol:

- If neither the Chair nor Vice-Chair is present, the Chief Librarian will call the meeting to order and the Trustees present will elect an Acting Chair who has, during the meeting, all the powers of the Chair and is subject to all duties applicable to the Chair.
- The Chair has a vote, the same rights and is subject to the same duties for participation and debate as other Trustees.
- Decisions are made by motion and majority vote

Minutes of the regular Library Board meetings will be available on the Library website. 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.

#### **In Camera Meetings**

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:

- The security of individual personal information, including Library patrons, Library employees and Trustees
- Proposed or pending property or other capital acquisitions
- Labour relations and negotiations
- Litigation, potential litigation or other legal matters
- 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

## **e. City of Nelson Relations**

The Board's working relationship with the City of Nelson may be described as follows:

- The Library is a separate operational entity, existing as a semi-autonomous public institution. The Board has the responsibility for library services to the community.
- The Board is accountable for the operation of the Library, its finances, staffing, collections and all its resources. Although the Library building is a City facility, its routine upkeep is the responsibility of the Board.
- Purchasing, accounting, personnel, payroll and legal services of the Library are provided by the City. Operational practices of the City must be acceptable to the Board inasmuch as they affect Library operation.
- The Board is responsible for approving the annual budget and for submitting it to Council for its approval.

## **f. Community Relations**

The Library is an impartial organization and does not participate in partisan politics. The Library may take an advocacy role in issues outside of the Library that are aligned with the Library's mission, values and strategic priorities. The Chief Librarian or designate approves all Letters of Support to external organizations.

## **g. Chief Librarian**

The *Library Act of British Columbia* stipulates that the Library Board must appoint a Chief Librarian.

Reporting directly to the Library Board, the Chief Librarian is the head executive officer of the Nelson Public Library. The Chief Librarian is responsible for leading, planning, directing and administering the Library within the governance framework of the Library Act of British Columbia and the strategic, policy and financial framework established by the Board.

The Chief Librarian or assigned designate will be in charge of the operations of the Library at all times.

## 4.4. Conflict of Interest

- A Trustee cannot be an employee of the Library, the City or RDCK.
- A Trustee's immediate family cannot be an employee of the Library.
- Trustees are responsible for understanding and identifying potential situations in which a conflict of interest might arise.
- Trustees will not participate in any discussion, debate or negotiation in which the subject of discussion is a contract, transaction or situation in which there may be a perceived or actual conflict of interest. However, they can be present in such a discussion or debate to clarify information, unless an objection is made by any other Trustee. Members of Council are exempt from this section.
- Trustees approving spending decisions on behalf of the Library (e.g. purchasing agreements, service contracts) have a duty to disclose any potential or actual conflicts of interest upon their identification. They must abstain from decision-making immediately.
- Full disclosure of a potential or actual conflict of interest will be made, in writing, to the Board in these situations:
  - A Trustee is related to another Trustee or Staff member by blood, marriage, adoption or domestic partnership.
  - A Trustee, a Trustee's family, or their business or organization accrues a direct or indirect pecuniary or material benefit from:
    - A Board decision, or the outcome of a Board decision.
    - A contract or business arrangement established by the Library or the Board.
    - A Trustee's organization receives grant funding from the Library.
    - A Trustee is a member of the governing body of a contributor to the Library.
- The Board acknowledges the dual role of the Council Representative as a Library Trustee and a member of Council.

Any Trustee who has reason to believe that a breach of the Conflict of Interest policy has or is likely to occur, will report the matter immediately to the Chair or Vice Chair.

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.

## 4.5. Code of Conduct

Except as required by law, or as expressly required in the performance of a specific responsibility, Trustees will not divulge or disclose any confidential or private information which

the Trustee receives or becomes aware of during the course of service. This confidentiality requirement survives the term of service with the Library. Trustees who are no longer providing service to the Library are prohibited from divulging or disclosing any confidential or private information which the Trustee received or became aware of in the course of service. Trustees must be aware of and adhere to the Freedom of Information and Protection of Privacy Act as it relates to the release or acquisition of information in the performance of their duties.

- City and/or Library property, including vehicles, equipment, material and information, whether electronic or other, will be used only in the performance of Board duties and will not be used for illegal purposes, personal benefit (including commercial endeavour), or unauthorized non-City/Library use.
- Trustees making public statements on personal issues which impact them as residents of the Nelson area must not identify themselves as Trustees.
- If a situation warrants a statement from the Board, it is the responsibility of the Chair or their designate. All other public statements should be directed to the Chief Librarian, the Mayor, or Council, as applicable. Trustees must not make public or media statements regarding the Library, with the exception of the Council representative who may make public or media statements regarding the Library, but not on behalf of the Board.
- Trustees must conduct themselves in an honest manner. A Trustee engaging in acts of dishonesty, or who commits theft or fraud, assault, or willful destruction of City or Library property will be subject to disciplinary action up to and including termination and prosecution.
- Any Trustee who has reason to believe that a breach of the Code of Conduct policy has or is likely to occur, will report the matter immediately to the Chair or Vice Chair.

This policy is intended to supplement but not replace any applicable federal, provincial or municipal laws governing conduct, confidentiality or privacy applicable to non-profit and charitable corporations.

## **4.6. Internal Dispute Resolution**

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.

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.

If a dispute arises that cannot be resolved between the parties, dispute resolution procedures will be followed (See Library Board Trustee Manual).

It is the responsibility of the Chair to ensure that:

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

## **4.7. Cooperation with Other Libraries and Educational Agencies**

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.

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.

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.

The Board encourages cooperation with other library organizations, cultural institutions and educational agencies in support of better meeting the needs of the community.

The Board will pursue partnerships with community organizations and private businesses to enhance the Library's ability to deliver quality service to the community.

## **5. Finance**

### **5.1. General**

The City, along with Areas of the RDCK with service agreements with the Library, will provide funds for the operation and maintenance of the Library in accordance with the Library Act of British Columbia.

The Board has, subject to the approved budget, exclusive control over the expenditure of all money provided by the City, the Province, and the RDCK for library purposes; all money given to the Library; the revenue derived from any source including fees, and money recovered by the

Board for damage or loss of library materials; and all money received by the Board under agreements for library service.

### **Fiscal Year**

The fiscal year for the Library runs from January 1 to December 31.

### **Signing Authority**

The Chair, Chief Librarian, or if absent, their assigned designate, is an authorized signing officer of the Library and may on behalf of the Library:

- Execute and deliver agreements for the supply of goods and services in accordance with the approved budget subject to expenditure limits set in policy by the City Finance Department.
- Submit grant applications, subject to policy and applicable administrative procedures.

### **Insurance**

Appropriate insurance coverage for all property, equipment and liability is maintained through the City's insurance program.

## **5.2. Budget**

### **Preparation of Budget**

The Board will prepare its annual operating and capital budget at such time as submissions for the District budget are requested.

The budget and any revised budgets requested by the City require the approval of the Board before they may be submitted for approval by Council.

### **Proposed Budget**

The Chief Librarian is responsible for preparing an operating budget. The Board will approve a proposed budget for presentation to the City Council and District Directors. Presentation of the budget to Council will be the responsibility of the Chair and the Chief Librarian. The Board may approve revisions to the proposed budget upon recommendation of the Chief Librarian and the Chair. The Library will operate within the proposed budget from January 1 until the official budget is approved.

Capital works requiring City funding will not be initiated until the official City budget is approved. Capital works with third party funding may be initiated under the proposed budget.

## 5.3. Revenues

### a. General

The Library adheres to the City budget process, the Library Act and the policies outlined in the Library Board Policy Manual with respect to the receipt, management and disposition of all funds received by the Library, including gifts and donations.

All monies received by the Library are incorporated into the operating revenues of the Library, unless otherwise designated. For the acceptance of gifts and donations see Section 11.2.

Unless otherwise directed by the Board, any year-end surplus will be transferred to reserve funds. Deficits at year end are normally funded from reserve funds.

### b. Fees and Charges

Under the Library Act of British Columbia, direct fees may not be levied for basic library services, including the provision of information services and the lending of most library materials to residents and electors. Fees may however be charged for extra or special services provided for the convenience of library users, including but not limited to photocopying, printing and holds on materials. In January 2023, the library ceased to charge daily overdue fines on its own items.

Fees for the use of Library space may be charged for the rental of meeting rooms and for filming projects.

A rental fee for meeting rooms can be charged to groups other than those sponsored by the Library itself for use of these areas, such rental fee amounts being set in line with the market from time to time at the discretion of the Chief Librarian.

### c. Tax Receipts

#### For Donations

Receipts will be issued by the District for a donation of materials valued at \$50 or more by the City of Nelson as defined by the Canada Revenue Agency. An independent valuation by a reputable dealer should be provided or, if items are new, a sales slip.



### **For Monetary Donations**

The library issues City tax receipts at the discretion of the Chief Librarian.

## **5.4. Purchasing and Expenditures**

The Board has exclusive control over Library expenditures, in accordance with the provisions of the Library Act. All expenditures are subject to the annual budget approved by the Board and the provisions set out in this policy. The Chief Librarian is responsible to the Board in making all purchases required by the Library.

On an annual basis, the Chief Librarian reviews and assigns purchasing authority and approval limits to designated staff.

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

### **Expense Reimbursement**

Trustees are not entitled to be paid for their services, but may be reimbursed for reasonable travel and out-of-pocket expenses, including child care expenses, necessarily incurred by them in performing their duties under the Library Act.

The Board sets an annual budget amount for Trustee expenses to be allocated for training and professional development, Chair attendance at key community events, meeting supplies and refreshments.

Expenditures above the annual budget amount require the approval of the Board.

Library employees will be reimbursed for reasonable expenses incurred in conducting Library business in accordance with the City's policies and procedures.

Where practical, expenses incurred while purchasing goods and services for the Library should be invoiced directly to the Library. Direct purchase of goods or services must be approved by the Chief Librarian or a designate prior to procurement.

Trustees and employees are responsible to choose the most economical forms of travel and accommodation. Receipts must be provided for all expenses requiring reimbursement.

Reimbursement for employee expenses must be approved by the Chief Librarian, subject to approval limits and administrative procedures.

## **5.5. Financial Reporting and Audit**

### **a. Quarterly Reports**

The Chief Librarian will prepare reports on revenues and expenditures, including budgets and variances, on a quarterly basis for approval by the Board.

### **b. Financial Statements and Audit**

The Library's financial statements are prepared annually by the City's finance department staff in accordance with the provisions of the Library Act.

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. Copies of the audited financial statements will be provided to City Council, the RDCK and the Provincial government.

## **5.6. Cash**

### **a. Cash Control**

Cash refers to electronic and credit card transactions, currency and cheques received by the Library. The Chief Librarian is responsible for implementing a staff protocol for handling cash and online payments.

### **b. Petty Cash**

The Library maintains a petty cash fund to cover expenditures of \$50 or less. Expenditures from the petty cash fund must be authorized by the Chief Librarian and accompanied by a receipt.

## **5.7. Disposition of Surplus Property**

Under the Library Act, the Board is authorized to dispose of personal property (i.e. any asset other than real estate) acquired for library purposes. Library equipment, furniture or materials with little or no value, or with no recognizable market, may be disposed of at the discretion of the Chief Librarian.

## 5.8. Sales in Public Spaces

Other than set out in this section, the sale of products or services to, and the collection of money from, the general public by third parties (collectively, “Sales”), in the Library’s public spaces are not permitted.

The following specific Sales are permitted in public spaces:

- Fundraising activities (including the charging of admission fees) directly related to the Library, the Friends of the Library
- Providers with a sub-license agreement offering services or products that have been approved by the Board
- Program-related materials by a presenter offered at Library-sponsored or co-sponsored programs and exhibitions

These sales are permitted in that they offer a benefit to the community in one of the following ways:

- Are a direct fundraising activity for the Library
- Are a convenience to library visitors that enhances the library experience

## 6. Rules and Regulations in the Library

### 6.1. Membership

A Library card is free to all residents who support library services through taxation within the City of Nelson, as well as residents of RDCK Area F and RDCK Area H South.

An adult card is issued to those aged 13 and up. Persons younger than 13 are issued a youth Library card. Issuance of a youth Library card requires the consent of the child's parent or guardian. Persons younger than 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.

Non-residents, other than those named above, may purchase a membership for a fee agreed to by the Board, subject to change from time to time. A non-resident Library Card entitles the holder to a full range including borrowing materials, programs, use of licensed online resources and use of public computers under the rules outlined below. Non-residents who wish to only use public computers may do so.

Membership subsidies are available for low-income residents of RDCK Area E at the discretion of the Area Director.

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.

There are other membership types to support seasonal residents and institutions described in the Terms and Conditions of Use Handbook.

## **6.2. Children in the Library**

The Library supports the use of the Library as the right of every child. Personal information about a child will be released only with written approval from the parent or legal guardian. Children have the right to:

- Intellectual freedom;
- Equal access to the full range of services and materials available to other users;
- A full range of materials, services and programs specifically designed and developed to meet their needs;
- A Library environment that complements their physical and developmental stages.
- Trained and knowledgeable staff specializing in children's services;
- Welcoming, respectful, supportive service from birth through the transition to adult user;
- An advocate who will speak on their behalf to the Library administration, the Board, Council and community to make people aware of the goals of children's Library services;
- Library policies written to include the needs of the child.

Parents and caregivers are responsible for their children who are in the Library. Parents and caregivers of children under the age of 7 are to remain in the Library and be attentive to their child's needs. Young people ages eight and older may be in the Library unattended, but parents or legal guardians are responsible for their behaviour and safety. Programs that require parent participation will be identified in the registration process.

## **6.3. Code of Conduct on Library Premises**

The Library is a public space that is open and welcoming to all. The Library User Code of Conduct regulates the use of the facility and services. It ensures that all persons respect the safety and comfort of others and use Library resources for their intended purposes.

Everyone in the Library shall:

**Respect others and the shared nature of the Library**

Our welcoming and respectful atmosphere depends on all who use the library and its services. Obscene, harassing, discriminatory, or abusive language or behaviours are not permitted, nor are actions which interfere with the enjoyment and use of the library by others.

**Act responsibly**

Actions that are unsafe, illegal, or contrary to health and safety guidelines, library rules, or staff direction are not permitted. Where necessary, individuals may be asked to modify their behaviour, or to leave. In some cases, banning or restriction of library privileges may result, and police may be called.

**Examples of unacceptable behaviours**

It is impossible to create a comprehensive list of all behaviours that may occur. However, common examples include:

- Creating a disturbance or interfering with the comfort and use of the library by others
- Abusive, harassing, obscene, or discriminatory language or behaviour
- Smoking, vaping, and intoxication
- Public display of explicit images
- Persistent unwanted advances
- Monopolizing library resources, such as materials or physical space
- Attempting to sell, beg, or petition in the library
- Bringing in animals other than registered assistance animals
- Using recreational mobility devices other than assistive devices
- Violating any law, bylaw, or regulation
- Unsafe behaviour, including running or obstructing entrances or exits
- Physical hostility or aggression
- Filming without consent
- Entering staff only areas
- Improper use of bathrooms, furniture, or other parts of the facility
- Damaging and/or theft of library property or the property of others
- Failing to cooperate with staff

## **6.4. Rules for Use of Group Spaces**

The Rules for Use of Group Space apply to spaces where tables and chairs for more than one person are available. Such spaces and furnishings, as with other Library property, are a community resource intended to be shared by the public.

The Chief Librarian will determine Terms and Conditions of Use for Group Space to ensure equitable access to group spaces. The Terms and Conditions of Use for Group Space may

include, but are not limited to, dates of application, time limits, designated areas and acceptable use of furnishings. The Terms and Conditions of Use for Group Space will be made available in the Library and on the Library's website.

## **6.5. Rules of Borrowing Physical Materials**

Fees set by the Board for borrowing physical materials may include requested item fees and lost or damaged item charges for physical materials. Borrowing periods and renewal limits are determined by the Chief Librarian. The Chief Librarian maintains and makes readily available the Terms and Conditions of Use for Borrowing Physical Materials that includes the fee schedule, borrowing periods and renewal limits.

## **6.6. Rules of Acceptable Use of Public Internet and Computers**

The Library is committed to providing safe access to the Internet and public computing equipment and software that supports digital literacy.

The Rules for Acceptable Use of Public Internet and Computers policy applies to all types of computer usage on Library premises and on the Library's networks. This includes:

- Library public computers, laptops and mobile devices on the Library's wired and wireless networks;
- Personal laptops and mobile devices on the Library's wireless network.

By agreeing to the *Computer, Wireless and Internet Service Agreement and Terms of Use*, individuals agree that they have read and understood them.

The Library's public computers and wireless network are located in public areas shared by people of all ages, backgrounds and sensibilities. Individuals are expected to consider others when using the Library's public computers or personal devices in the Library. The Library strives to balance access to a wide range of information with maintaining a public environment that is safe and free from harassment.

Behaviour or activity that may result in damage to people, Library property, materials or equipment are prohibited. Examples may include, but are not limited to the following:

- Installing software or running any program on Library equipment that has not been installed by Library staff;

- Developing or using programs that infiltrate a computer or computer system and/or damage or alter the software components of a local or remote computer or computing system;
- Using another individual's Library card or multiple Library cards;
- Misrepresenting personal identity and posing as another person;
- Disregarding the privacy of others;
- Using Library equipment and software for illegal, actionable, or criminal purposes, including hacking or harassing others locally or remotely, or seeking access to unauthorized areas;
- Seeking information on, obtaining copies of, or modifying files, other data, or passwords belonging to others;
- Infringing on the legal protection provided by copyright and licensing of programs and data;
- Disruptive and unsafe online behaviours that interfere with others' use, as described in the Library's Code of Conduct.

### **a. Children's Internet Access**

Public computers in the children's section have commercial filters. Filters restrict access based on pre-selected categories of websites. No filter is guaranteed to prevent access to all material that people may find objectionable or controversial.

As with access to all other Library materials, parents/guardians are responsible for monitoring or restricting what their children access through the Internet.

### **b. Wireless Internet Access**

The Library provides wireless Internet access for personal mobile devices at no cost, subject to acceptance of Terms of Use. The wireless connection is not secure and use of the wireless connection is at the person's own risk. Users are responsible for their own devices and applications.

### **c. Rules for Use of Public Computers**

The Chief Librarian maintains and makes readily available the Computer, Wireless and Internet Service Agreement and Terms of Use, which includes time limits and sign-up procedures. These rules will be reviewed regularly to adapt to the changing technological environment.

## **6.7. Consequences of Violating Library Rules**

The B.C. Library Act authorizes the Board to suspend Library privileges for breaches of Library rules and to exclude from the Library anyone who behaves in a disruptive manner or damages Library property. Criminal offences may result in prosecution.

The Library complies with the Canadian Copyright Act, the Criminal Code of Canada, the Charter of Rights and Freedoms and other legislation governing all citizens.

Library policies, rules and regulations are applied by the Chief Librarian or their designate. Any appeal of implementation should be made in writing to the Chief Librarian.

If no resolution can be reached with the Chief Librarian, the matter is forwarded to the Board by the Chief Librarian to determine whether the policy, rule or regulation has been implemented appropriately.

## **7. Library Facility**

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.

### **7.1. Public Service Hours**

Opening hours are approved by the Library Board. Hours are determined by the Chief Librarian based on public service needs, available resources and the terms of the Collective Agreement with Library CUPE.

### **7.2. Display Space for Public Use**

The Library provides and maintains bulletin boards and shelf space to display and distribute community information and materials. The display space is a shared resource intended to present a balance of events and activities of interest to the community.

The Library accepts material related to cultural, recreational, informational and educational events or activities from not-for-profit organizations, educational institutions, arts and cultural organizations, community groups, municipal departments and government agencies. Space permitting, arts and entertainment information may be accepted from the broader region.

Material whose primary purpose it is to promote products, items or services (i.e. sales flyers, real estate brochures, or individual advertising such as tutoring, baby-sitting or fitness classes) will not be accepted. The Library will not accept solicitations for fundraising activities and petitions. A room rental booking does not automatically include the privilege of posting materials or distributing related information on Library premises.



All notices, displays and free materials must be approved by the Library prior to being made available to the public. All materials must clearly identify the organization responsible for the content. Display or distribution of materials does not constitute library endorsement of content.

The length of time materials remain available will be determined by Library staff based on space and public interest. The Library becomes the owner of display materials and does not return them.

The Library reserves the right to select and remove materials. Such decisions will be made by the Chief Librarian or designate.

### **7.3. Library Space Rentals**

The Library's spaces are primarily for public service, such as programs, activities and meetings that are coordinated, produced and hosted by the Library or presented in partnership with the Library. The Library provides a community desk for community groups to staff in order to provide information about their organizations.

Non-profit and educational users (groups or individuals) may host a meeting or an information session, community desk, and/or provide a service for a discrete group or for the general public. These groups acknowledge that the Library reserves the right to determine whether an event, the "Event", interferes with the use of the Library or if the planned services or programmes replicate Library offerings. Booking approval for an Event that replicates Library offerings is subject to the sole and absolute discretion of the Library.

The Library does not limit use of library spaces based on subject or content matter, or beliefs and affiliations of the meetings' sponsors, except when the use is deemed to replicate Library uses. Acceptance for the use of library spaces does not imply Library endorsement of the users' beliefs, policies or activities. No group using library spaces may engage in any unlawful or illegal behaviour under any law of the Province or the Country including those specified in the Criminal Code and under human rights legislation. Failure to comply may result in being denied access to library spaces at that time and in the future.

The Chief Librarian may establish reasonable Library Spaces Terms and Conditions of Use for the efficient utilization of any library spaces. If, in the opinion of the Chief Librarian or designate, the use of a room by any group presents, or potentially presents, a risk of significant disruption to Library users, Library staff or Library property, then the Chief Librarian or designate shall have the discretion to refuse or cancel such a booking.

### **7.4. Art in the Library**

The Library recognizes that the arts distinguish our community identity and are a driving force for social and economic sustainability. Our community embraces all aspects of artistic

endeavor, integrating individual practice and celebrations of talent and creativity into our daily lives.

The Library supports our community's interest in the visual arts in three key roles: aesthetics, discovery, and learning. Our spaces, both physical and virtual, provide canvases that reach a broad cross section of the public. The Library displays art in these spaces to enhance enjoyment, to attract viewers, and to complement their context as places for connection and reflection. Furthermore, we foster discovery and learning. We aim to introduce high quality works to new audiences, to provoke thought and emotional response. And, with our world increasingly relying on communications that are highly visual, we cultivate people's ability to be literate in visual language, both in understanding and creating it.

By virtue of being located in a public place, all works displayed at the Library are Public Art. The Library's programs may include exhibitions, performances, lectures, panel discussions, and community art projects, all of which are free and open to the public. Exhibitions may be permanent or rotating.

Displays that contravene applicable federal, provincial or municipal laws will not be accepted. The exhibitor is responsible to carry appropriate insurance with respect to damage, theft or loss.

All installations are subject to the approval of the Chief Librarian. The Library has sole discretion regarding all exhibits and displays and reserves the right to reject or cancel such displays at any time.

## **7.5. Photography and Filming at the Library**

Photographing or filming on Library property without written permission is not permitted under the Library Users Code of Conduct.

The approval of the Chief Librarian is required for all prospective projects involving the Library. Approvals may be withheld at the sole discretion of the Chief Librarian.

Applications must specify the purpose for using the location. Applications that involve identifying the Nelson Public Library as the location of a film scene will be reviewed by the Chief Librarian to ensure that the reputation and integrity of the Library is not affected by the proposed filming. When an adverse effect is anticipated approval will not be granted. Applications that request use for a generic library must agree not to film identifying information, i.e. signage that names the Library.

Applicants granted permission to film at the Library must provide permits and proof of liability insurance coverage, as per the City of Nelson policies.

## **7.6. Third Party Promotion in the Library**

The Library recognizes the important role it plays in displaying and providing access to community information. The Library does not participate in partisan politics or take an advocacy role on issues unrelated to the library. Other than set out in this section, the promotion of third-party organizations in the Library's public spaces are not permitted.

Priority will be given to materials related to community events, education, visual and performing arts, recreation, or community and volunteer organizations. Display space is limited and primarily used for local and regional information bulletins, newsletters, posters and brochures.

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. The Library reserves the right to refuse or accept any materials submitted and to remove them at any time.

## **8. Human Resources**

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 undertakes to provide a safe, healthy and rewarding work environment for its employees.

### **8.1. General**

- The Personnel Committee is a standing committee of the Board in accordance with the Library Board Operation section of this policy.
- The Chief Librarian is the chief executive officer of the Library.
- The Chief Librarian has overall responsibility for resource planning, personnel administration and management, and employee relations.
- The Board, through its representatives including from the human resources department of the City of Nelson, negotiates the Collective Agreement with the Canadian Union of Public Employees.
- The Personnel Committee is responsible for reviewing the terms of the Collective Agreement and providing direction to the Board for entering into the Agreement.
- The Library adheres to the human resources policies of the City of Nelson. This Library Board Human Resources policy addresses any additions or exceptions to the City's policies, and has precedence over the City's policies. The Board's policy may not be contrary to the terms and conditions of the Collective Agreement or federal or provincial law.

- The Chief Librarian is responsible for upholding employment laws and regulations, and ensuring the consistent and objective application of the Collective Agreement, Occupational Health and Safety regulations, and the policies of the Board and the City.
- 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. When such situations arise, the decisions made will be reviewed and discussed by the board at its next meeting.

## **8.2. Chief Librarian Succession**

The person appointed as Acting or Interim Chief Librarian has the same full authority for decision-making and independent action as the Chief Librarian, as well as for carrying out the tasks, functions and responsibilities of the position. An Acting Chief Librarian is generally a short-term appointment for carrying forward existing plans and work in progress. An Interim Chief Librarian is an appointment for longer than three months, when significant work in planning and policy are expected.

In the event of the departure of the Chief Librarian the Board may appoint an Interim Chief Librarian during the recruitment and hiring process (up to 4 months).

## **8.3. Performance Review Process for the Chief Librarian**

- The Personnel Committee establishes and may, in consultation with the Chief Librarian, update the job description of the Chief Librarian from time to time.
- The Board believes that fair, timely and constructive performance management fosters a supportive relationship and clear communications with the Chief Librarian. As such, the approach to performance management will be one of collaboration and openness, in which the Chief Librarian will be an active participant.
- The Chief Librarian is responsible for establishing personal performance goals and reporting progress according to the timeline established by the Personnel Committee.
- The Personnel Committee Chair is responsible for conducting the performance evaluation of the Director. The evaluation should include:
  - A personal meeting to review the Chief Librarian’s performance goals and progress towards their achievement, review feedback from the Board or staff if collected, and the Chief Librarian’s perspectives on progress and/or feedback.
  - The Chief Librarian will be provided an opportunity to consider and respond to feedback, whether formally or informally, before the performance evaluation is finalized as part of their employee record.

- A written summary of the performance evaluation, with the Chief Librarian's feedback or commentary attached, for inclusion in the Chief Librarian's employee file.
- At a minimum, a performance evaluation will occur annually; however more frequent evaluations can be scheduled if requested by the Chief Librarian or the Personnel Committee Chair.
- The Personnel Committee is responsible on behalf of the Board for maintaining the Chief Librarian's employee records, including performance goals and evaluations, in a private and secure fashion in compliance with Canadian privacy laws.
- If at any point the Personnel Committee and the Chief Librarian disagree on the scope or application of this section of the Human Resources policy, they will first avail themselves of the resources and experience of the City's HR Manager to assist in reaching a resolution, provided this will not limit their respective right to pursue such other resources and advice as they deem necessary.
- Due to the personal and private nature of human resources, the Personnel Committee is not obliged to report specific details of its meetings or activities to the Board; however, it is expected to report general progress, outcomes and risks, so the Board is adequately informed on key topics in a timely manner.

## **8.4. Responsibilities to Employees**

Trustees and employees have a shared responsibility to exercise the basic principles of respect and dignity in all working relationships.

- Terms and conditions of employment for exempt employees are regulated through the City policies with such additions or exceptions as are contained in this Human Resources policy.
- With respect to employees under the Collective Agreement, the process for handling grievances through the escalation to Library management is outlined in the Collective Agreement. The Board will only hear concerns relating to the dismissal, discipline or suspension of an employee covered by the Agreement, or to the interpretation, application, operation or alleged violation of the Agreement through this process, after the participants have gone through due process as outlined in the Collective Agreement.

## **8.5. Employee Code of Conduct**

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. 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.

All employees and volunteers acting on behalf of the Library share certain ethical and legal responsibilities and will be familiar with and conduct themselves in accordance with Library policies, procedures and guidelines:

- Treat all Trustees, employees, volunteers, users, suppliers and community and business partners with respect, dignity, fairness and honesty;
- Act with reasonable care, integrity and diligence in the performance of their duties and responsibilities to provide courteous, competent and responsive services;
- 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;
- Communicate in a civil and respectful manner using socially acceptable standards of language;
- Safeguard and properly use the Library's branded and confidential information;
- Be aware they represent the Library while carrying out job duties and responsibilities, whether in the Library or at a related event;
- Declare situations where personal interest is, 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:
  - membership in an interest group seeking to influence Board policy;
  - involvement in situations where there is personal or familial gain in a contract, sale or other business transaction;
  - acceptance of gifts, accommodation, equipment or travel from a company that has or seeks to establish a close working relationship with the Board;
  - engaging in activities outside of work that conflict with or negatively impact their ability to carry out their duties as employees
  - use of Library property, equipment or resources for personal interest or profit without express permission from the Chief Librarian. If the Chief Librarian intends to use Library property, they will obtain permission from the Board.

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, in alignment with the City of Nelson's Bullying & Harassment Policy.

Responsibilities for the Code of Conduct:

- 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

- The Chief Librarian or designate ensures that all reported incidents of alleged contraventions of this code are investigated in a timely manner and in accordance with the Collective Agreement

## **8.6. Training and Development**

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. 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.

- 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.
- The Library may grant leave with pay for employees to attend approved training activities, such as courses, workshops and conferences. Reasonable leave with pay, potentially including some travel time, may be granted for the period during which a library conference falls.
- Employees who are required by the Chief Librarian to participate in training and development activities will be compensated at their regular rate of pay.
- 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.

## **8.7. Volunteers**

The Library welcomes community members to apply to volunteer their time, services and expertise as Library volunteers. Volunteer opportunities are designed to support staff and provide members of the community with meaningful opportunities for service. Volunteers may serve in areas which support staff endeavours and enhance service to the public. Library staff support and supervise volunteers. It is not intended that volunteers replace staff.

Volunteers are expected to comply with all policies, practices and procedures of the Library. Volunteers are responsible for maintaining a professional code of conduct and maintaining the confidentiality of all privileged information which they may be exposed to while serving as a

volunteer. Volunteers are to perform their functions to a standard expected by staff and the public.

Volunteers can be covered for liabilities under the Municipal Insurance Association for claims or actions for losses to third parties arising out of the performance of their volunteer work on behalf of the Library. The coverage may not apply for losses arising out of actions beyond the scope of the volunteer work, willful or illegal acts and grossly negligent conduct. Volunteers must successfully complete a Criminal Record Check prior to beginning their service.

Volunteers may apply for paid positions under the same conditions as other outside applicants.

## **9. Communication with the Public**

### **9.1. Public Communication Objectives**

- To inform officials at senior and local levels of government of the Library's objectives, goals, services and requirements.
- To liaise with and provide the community with information on the function and operation of the Library.
- To actively promote and advertise Library services in the community.

### **9.2. Reporting to the Community**

In meeting its responsibility for public library services in the City of Nelson and surrounding area, the Board recognizes an obligation to keep the public informed on its operations.

In this regard, the Board liaises with and keeps Council and other elected officials advised of major policy matters and trends affecting the function and operation of the Library and Library services generally.

The Board provides relevant and timely information to the community at large:

- through periodic releases, including reports, articles, social media campaigns, brochures and press releases;
- by responding to specific public requests and enquiries.



## 9.3. Public Relations

### a. Materials

The Library is an important community facility that is dedicated to providing access on a broad spectrum of knowledge and intellectual activity.

As a meeting place for the community, the Library undertakes to offer a comfortable environment for cultural pursuits and the exploration of ideas through exhibits and displays, discussion groups, lectures, as well as a variety of other programs and events.

In an effort to inform the public of Library services, changes in operation, and to advertise new programs or special events, the staff, the Board, Friends of the Library and other volunteer groups may find it useful to issue periodic press releases, informational reports and material, social media, articles, brochures, or newsletters or other promotional or informational material for the public.

Prior to releasing any promotional/informational material to the public, it should first be reviewed by the Chief Librarian or designate to ensure accuracy and consistency with the Library's philosophy as articulated in the Library Board Policy Manual and the Library's Strategic Framework.

### b. Relations

The Board encourages Trustees and Library staff to participate in Library and community activities and to make public appearances representing the Library. 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.

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.

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.

## 9.4. Community Engagement

### a. Philosophy

The Library values and encourages community engagement. We are committed to community engagement that is accessible, inclusive, timely, respectful, responsive and fiscally sustainable.

In order for community engagement opportunities to be meaningful, we ensure:

- The purpose for the process and the role of the participants are clearly articulated;
- Information provided is credible and balanced;
- Engagement methods, tools and techniques support effective communications; and
- Results are made available.

Final decisions regarding projects and initiatives that involve a community engagement piece are the responsibility of the Board and the Chief Librarian or designate.

## **b. Purpose**

Community engagement is a process by which the public and the Library interact to exchange information and ideas to inform decision-making and build local knowledge.

The Library creates opportunities for community engagement for the following purposes:

- To collect and validate data;
- To gain a deeper understanding of community interests, concerns and priorities;
- To gauge the impacts of a potential decision on those affected;
- To ensure representation from different sectors of the community, including age demographics, geographic areas, socioeconomic and cultural backgrounds; and
- To build relationships with individuals and organizations that have common interests.

## **c. Scope**

The Library will create opportunities for community engagement in the following areas:

- The development of long-term strategies, such as a Strategic Framework, Infrastructure Strategy and Digital Strategy;
- The development of plans for major capital projects, such as major renovations that involve expansion or result in closures;
- The development of major technology-based projects; and
- The evaluation of Library services.

Community engagement also takes place when Library services are planned with organizations and groups that have common missions, values and strategies.

#### **d. Delegation of Responsibility**

The Board reviews community engagement plans for the development of long-term strategies.

Responsibility for community engagement for major capital projects, planning and evaluation of Library services rests with the Chief Librarian, who may further delegate responsibilities to members of staff who are qualified by reason of education or training.

### **9.5. Public Access to Information**

The Board recognizes its responsibilities under the Freedom of Information and Protection of Privacy Act.

Although straightforward and reasonable requests for information receive prompt attention, those which are deemed by the Chief Librarian to exceed the disclosure requirements of the Freedom of Information and Protection of Privacy Act will be required to be made in writing and may be referred to the Board. Matters in this category could include those involving labour relations, contract negotiations, or personal information about any individual other than the person making the request.

Although it is expected that most public questions and enquiries can be responded to quickly and satisfactorily, it is important that Library users and other members of the community be able to make their wishes and needs known to the Board. This can be done by letter addressed to the Chair or by appointment to appear before the Board.

The overriding principle is that in order to fulfill its mandate effectively, the Board is responsible for communicating with its various publics and responding to enquiries concerning the management and operation of the Library.

## **10. Collection Development & Programming**

### **10.1. Philosophy**

The Library maintains a current, balanced, dynamic collection and hosts programs that reflect diverse viewpoints and community needs. We are committed to library services that evolve with our community. Our collection reflects that residents of our service areas deeply value our Library and have interests that run broad and deep. The Library believes in enabling all people

to learn, read and share ideas in an atmosphere of intellectual freedom and universal access to information.

## 10.2. Purpose

The purpose of this policy is to establish principles and to designate responsibility for collection management and program development. To define the scope of the collection and access to it, and to outline the process for requesting a review of materials.

## 10.3. Delegation of Responsibility

Responsibility for collection development and program management rests with the Chief Librarian, who may further delegate responsibilities to members of staff who are qualified by reason of education or training. Collection development refers to the management of materials in the collection and includes selection, acquisition, and withdrawal. Materials may be in a variety of formats including books and other print media, audiovisual, digital and electronic. Programs are designed to be responsive to the community and to align with the library's strategic priorities.

## 10.4. Scope

### a. General collections

The goals of the general collection are to provide our service areas with access to materials that:

- Support formal and informal learning;
- Support personal enrichment;
- Stimulate intellectual growth, curiosity and discourse;
- Support community priorities.

### b. Special collections

Special collections address the needs of specific segments of the community.

#### **Multilingual collection**

The Library is committed to collecting material in both of Canada's official languages, in addition to other languages that represent the diversity of our community.

#### **Curriculum support**

The collection meets a wide variety of educational needs for persons of all ages, including the support of the elementary and secondary school curricula for young people. The Library plays an important role in a student's learning network outside of school by providing a collection that:

- is responsive to changes in the provincial curriculum;
- considers the core competencies listed in the curriculum;
- contains materials on foundational curricular topics (example: Canadian history).

### **Textbooks, professional and special materials**

The collection does not include textbooks or specialized academic/professional resources because of their cost and the need to continually purchase new editions.

### **Local history collection**

The Nelson Public Library Local History collection is intended for in-library use for research, informational and educational purposes. In addition to applying the selection criteria outlined in this policy, the Library history collection preserves materials that reflect aspects of Nelson and Kootenay life and history. We also collect significant works created by community members.

- Items with a social, political, civic, educational, industrial, economic, cultural, religious, or environmental aspect as well as items relating to First Nations and immigrants.
- 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.
- Materials that reflect aspects of British Columbia and Canadian history when relevant to life in Nelson and the Kootenay region as outlined above.
- 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.
- Efforts will be made to hold a unique collection not duplicated by other publicly accessible archives in the Kootenay Region.
- 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

### **Enhanced collections**

The Library may also create enhanced collections using third-party contributions that are received in accordance with Section 11 of this policy document, Gifts and Donations.

## 10.5. Selection and Acquisition

Selection refers to the decision to add a specific item to the collection or make it accessible either in a physical location or via the Library's website. Materials may be acquired through purchase or by donation.

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

### a. Criteria

When considering whether to add materials to the Library collection, staff consider all or some of the following criteria:

- Accuracy and timeliness;
- Availability, durability, and suitability of the format;
- Relevance to the local community;
- Relative importance in comparison to the existing collection on the subject;
- Expressed or perceived demand;
- Representation of diverse viewpoints;
- Price and availability in relation to available budget and space;
- Space priorities;
- Suitability of subject and style for the intended audience;
- Cultural significance and critical reviews;
- Quality of production and/or reputation of the publisher, producer, author, artist, etc.;
- Presentation of Canadian and/or local perspectives, experiences, and ways of life, as well as treatments of the lives and works of Canadians.

Further criteria considered for materials in French and other languages are:

- Language profile of the community;
- Community demand;
- Cost and availability of purchasing the items;
- Availability of staff expertise to apply collection management best practices in the language.

### b. Public suggestions

Suggestions from the public are welcome and will be considered and evaluated by staff using the selection criteria listed above.

### **c. Self-published materials**

We are most likely to purchase materials of significant local interest or which have received media attention. Any self-published material that is acquired must successfully demonstrate commercial intent and professionalism, and meet the Library's selection criteria.

### **d. Donated materials**

Donated items become the property of the Library and may be added to the collection, disposed of, sold at a book sale, or withdrawn at the discretion of staff.

## **10.6. Withdrawal**

To maintain collection vitality, regular maintenance and management are required. This process entails using the same level of judgment and care as materials selection.

When considering whether to remove materials from the collection, staff consider all or some of the following criteria:

- Poor physical condition
- Availability of newer materials on the same subject
- No longer meets the needs or interests of the community
- Outdated and/or inaccurate information
- Duplication
- Low circulation
- Obsolete format
- Availability of space

Items withdrawn for reasons of condition, loss or damage will be considered for replacement if they are of enduring value and/or still in demand.

## **10.7. Access**

Access refers to either physical or digital availability of collections inside or outside the Library building.

### **a. Youth Access**

No age restriction is placed on borrowing any materials, except when required by law: children and teens have the same access to library materials as adults.

Parents/guardians are responsible for setting boundaries around a child's use of the collection and ensuring that a child is accessing what they determine to be age-appropriate material.

## **b. Restricted Access to Materials**

Access to some materials may be limited by their value, rarity or physical condition. Access may also be limited due to copyright, licensing or publisher restrictions. Access may also be restricted for materials that are on loan from other institutions, in accordance with that institution's requirements.

## **c. Resource Sharing and Cooperation**

Resource sharing agreements with other organizations ensure access to the widest possible selection of materials. These agreements give our cardholders borrowing rights in other libraries, as well as permit use of our collections by cardholders of other institutions.

## **10.8. Request for Review**

We strongly endorse and adhere to the Canadian Federation of Library Associations' Intellectual Freedom Statement. We are committed to maintaining a collection that encompasses a wide variety of opinions and anticipate that some persons may find material in our collection that they deem inappropriate, unconventional, unpopular or unacceptable. However, we will not remove items from our collection because of personal or partisan disapproval.

The public is welcome to bring feedback about materials in our collection forward to a Library staff member, who will direct the feedback to a Department Coordinator.

If a person's issue regarding the collection is not resolved through one or more discussions with Library staff, a formal written request for review of the material may be submitted to the Chief Librarian using the Request for Review of Material form, available at the public service desks. Persons requesting a formal review of material must fill the form out in full.

The form will be submitted to the Chief Librarian who will send a written response indicating the action to be taken.

If a person is not satisfied with the action being taken, they may make a written request for the Board to review the process. The Board's decision will be final.

## **10.9. Programs**

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 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.



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

The Library welcomes proposals for community programming ideas from other organizations or members of the public. A Co-Sponsorship Application form, available on our website, may be used to propose new programs. Library sponsorship of a program does not constitute an endorsement of the content or the views expressed by the presenters or the participants.

Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials.

### **Outreach**

Outreach services are designed to bring library resources to both urban and rural residents of all ages. They include pick-up and drop-off services and other satellite library services. The Library seeks to expand partnerships with other community, regional and provincial organizations with a focus on outreach services.

## **11. Gifts and Donations**

### **11.1. General**

The Board recognizes the value of gifts and donations to the Library, which play an increasingly important role in the future health and vitality of the Library.

#### **Principles**

The following principles will be adhered to for all gifts and donations:

- In recognition of the generous financial contributions made by donors, the highest standards of donor stewardship and accountability will be followed.
- Donations will augment Library services which are the primary responsibility of local and provincial governments.

All accepted gifts and donations will be directed to purposes that are in accordance with the strategic directions, mission and values of the Library, as outlined in the Strategic Framework.

### **11.2. Acceptance of Gifts and Donations**

The Library welcomes monetary donations, bequests and honorary contributions, and accepts gifts of library materials in accordance with the Collection Development Section of this policy that assist in the delivery of quality library service to the community. Gifts for designated

purposes are reviewed by the Chief Librarian for appropriateness prior to acceptance. The Chief Librarian has the right to decline any gift or donation that is deemed to be not in the best interest of the Library or that is beyond the Library's resources to manage.

### 11.3. Use of Monetary Donations, Honorary Contributions and Requests

#### Purposes

Permitted uses of monetary donations, honorary contributions and bequests made to the Library are as follows:

- **Goods** - including any type of material circulated to or used by borrowers of the Library, as well as software and hardware necessary to provide the materials
- **Programs** - including any appropriate Library programs and the honoraria, equipment and resources such as software and hardware, advertising, or contracted assistance required to provide the programs
- **Building additions/renovations** - including assessments, design, construction, furnishings and equipment for renovations, customization or retrofitting of the Library
- **Staff** - including staff resources for providing the funded service. Such staff resources include but are not limited to arranging, publicizing and setting up for events, ordering and processing materials, providing public service and attending relevant conferences and meetings
- **Expenses** - including recovery of expenses related to the acquisition or management of a monetary donation, honorary contribution or bequest. These expenses include but are not limited to legal, accounting and consulting fees and costs.

Other proposed uses are subject to the approval of the Library Board.

### 11.4. Donor Recognition

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.

#### Donors

Donors will be recognized at the discretion of the Library as outlined in the 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 page for five years
- Patron: \$1,000 to \$4,999: Name displayed on Gratitude page for five years; Acknowledgement in Library annual report
- Sustainer: \$5,000 to \$9,999: Name displayed on Gratitude page for five years; Acknowledgement in Library annual report
- Benefactor: \$10,000 to \$19,999: Name displayed prominently on the Gratitude page for at least five years; Acknowledgement in Library annual report
- Champion: \$20,000 and above: Name displayed prominently on the Gratitude page for at least five years; Acknowledgement in Library annual report

### **Friends of the Library**

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. The Board will accept donations from the Friends for mutually agreed upon projects or materials that further the objectives of the Library.

## **12. Sponsorship and Public Service Partnerships**

This policy applies to sponsorships and public service partnerships and Library spaces, programs, events, services and activities. This policy does not apply to grants and funds obtained from orders of government or community foundations.

### **12.1. Sponsorships**

A sponsorship is an agreement between the Library and a business, whereby the sponsor contributes funds, products or in-kind services to the Library in return for recognition, acknowledgement or other promotional considerations of the business.

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.

#### **a. General**

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.

The Library is highly valued by the community as a trusted, non-commercial space and public service. The Library’s primary purpose is to provide high quality public service in an open and welcoming environment. As such, the Library limits the exposure to commercialization in physical spaces, online and in communication materials. Nelson Public Library recognizes that public

funding is the principal and most important source of funding for library service in our service areas. The Library endorses the Canadian Library Association's *Position Statement on Corporate Sponsorship Agreement in Libraries*, which supports the importance of public funding for the public good, while allowing libraries to pursue supplementary funding. Publicly funded libraries can and do explore other sources of funding, such as grants, gifts, donations, partnerships and sponsorships, to ensure that they provide the best possible services to their communities. Corporate sponsorships are one source of additional support that allows libraries to enhance the level, extend the range, or improve the quality of library service.

In this context, the Library welcomes and encourages the business community, and other external organizations, to support the Library through the establishment of sponsorships that provide resources, including revenue and/or in-kind contributions, to enhance events, programs, activities and services to the community.

## **b. Solicitation and Negotiation**

Sponsors for library activities, spaces and public services will be solicited and cultivated by the Chief Librarian or designate. Trustees are free to suggest that a sponsorship opportunity be explored, but may not solicit without direction of the Chief Librarian, and may not negotiate agreements with any specific parties or make any commitments to possible sponsors that imply an agreement will be granted to them.

## **c. Sponsorship Agreements**

The Chief Librarian may approve sponsorship agreements that meet the following criteria:

- The total value of the sponsorship from a single sponsor is no less than \$250 and no more than \$25,000.
- The terms comply with this policy.

If a proposed sponsorship agreement from a single sponsor is greater than \$25,000 or varies from this policy, Library Board approval is required.

## **d. Form of Recognition**

### **Naming Opportunities**

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.

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 of contributions that might warrant naming opportunities.

### **Logos**

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 11.4). The Board must approve any additional forms of acknowledgment.

A sponsor's name or logo will not have prominence over the Library's name or logo in any promotional material.

## **e. Required Terms**

- Sponsorship agreements will be written and signed documents for a fixed term. No agreements will carry an expectation of open-ended or perpetual time frames.
- Sponsors may not have any undue impact on the policies and practices of the Library or on the information provided by the Library (e.g. materials selection, purchasing or web content) or influence the goals and objectives of Library programs.
- No agreement is to imply, explicitly or implicitly, that the Library exclusively endorses the products, services or ideas of any sponsor.
- Benefits to the sponsor are limited to those expressly stated in the sponsorship agreement.
- No agreement will be made for which the purpose is strictly to support the sale of a product or service.
- No sponsorship agreement will be created which confers a personal benefit, directly or indirectly, to any particular Trustee, Library employee or Library volunteer.
- Sponsorship agreements will conform to all applicable federal and provincial statutes and to all applicable Library policies and practices.
- Sponsors will not be permitted access to program and/or event participants either directly at the Library or indirectly through the use of the Library's mailing information or systems.
- The sponsorship agreement must not result in or be perceived to result in any competitive advantage, benefit or preferential treatment for the sponsor outside of the agreement.

- A sponsorship agreement must not result in increased costs to the Library beyond those that would ordinarily be incurred for the subject of the agreement.
- An offer of financial payment does not guarantee that a sponsorship will be granted.
- No sponsorship agreement is to create an ongoing financial obligation to the Library beyond the term of the agreement.
- Tax receipts are not issued for funds, products, or in-kind services made to the Library as part of a sponsorship agreement.

#### **f. Termination**

Termination of sponsorship agreements may be necessary should the terms of the agreement not be met at any time or through mutual agreement.

## **12.2. Public Service Partnerships**

A public service partnership is a working relationship between the Library and an organization with common missions, values and strategies, whereby the partner contributes funds, products or in-kind services to the Library in return for recognition or acknowledgment of their contribution to the program, event, service or activity being supported.

Responsibility for public service partnerships rests with the Chief Librarian, who may further delegate responsibilities to members of staff who are qualified by reason of education or training.

Recognition of public service partnerships is permitted in the promotional materials related to the program, event, service or activity being supported and a verbal acknowledgment.