

# Trail & District Public Library Policy Manual

## TABLE OF CONTENTS

<b>GENERAL OBJECTIVES OF THE LIBRARY</b> .....	<b>3</b>
<b>COPYRIGHT</b> .....	<b>4</b>
<b>HEALTH AND SAFETY</b> .....	<b>5</b>
<b>INTELLECTUAL FREEDOM</b> .....	<b>6</b>
<b>INTERNET</b> .....	<b>7</b>
Preamble .....	7
Use of the Internet .....	7
Damage to library hardware or software.....	9
<b>LIBRARY BOARD</b> .....	<b>10</b>
Composition of the Board .....	10
Elections .....	10
Standing Committees.....	10
Ad Hoc Committees.....	12
Legal Responsibility .....	12
Policy Recommendations .....	13
Meritorious Service .....	13
Parking.....	13
Appreciation Meeting .....	13
<b>LIBRARY CO-OPERATION/PUBLIC RELATIONS</b> .....	<b>14</b>
Statement of Purpose .....	14
Donations.....	15
Public Relations .....	15
<b>COLLECTION DEVELOPMENT</b> .....	<b>17</b>
Policy Objective .....	17
Collection Development Guidelines.....	17
Selection and Acquisition of Materials .....	17
Evaluation and Selection .....	18
Disposing of Resources.....	19
Suggestions to Purchase.....	19
Objections to an Item.....	19
Local History Materials.....	20
<b>MEMBERSHIP</b> .....	<b>21</b>
Who Can Be a Member .....	21
Resident Memberships .....	21
Non-Resident Memberships .....	21
Temporary Hospital Memberships.....	21
Organizational Memberships .....	22
Identification.....	22
Lost Cards .....	22
Registration forms.....	23
Suspension of membership .....	23

<b>PATRON RELATIONS</b> .....	<b>24</b>
Policy Objective .....	24
Children in the Library .....	25
Patron Complaints .....	26
<b>SERVICES</b> .....	<b>27</b>
Statement of Purpose .....	27
Borrowing Regulations .....	27
Interlibrary Loans .....	28
Refunds for Return of Lost Items .....	30
Equipment .....	31
<b>STAFF</b> .....	<b>32</b>
Staff Travel Reimbursements .....	32
Long Service Awards .....	33
Staff Nametags .....	33
Discipline .....	34
<b>TECHNOLOGY</b> .....	<b>36</b>
Statement of purpose .....	36
Computer Stations .....	36
<b>VOLUNTEERS</b> .....	<b>38</b>
<b>PRIVACY</b> .....	<b>39</b>
Introduction .....	39
Personal Information: Definition .....	39
Collection of Personal Information .....	39
Use of Personal Information .....	40
Security of Personal Information .....	40
Retention of Personal Information .....	41
Accuracy of Personal Information .....	41
Children’s Personal Information .....	41
Contact Information .....	42

- APPENDIX A** – Fee Schedules
- APPENDIX B** – Copyright
- APPENDIX C** – Photo Release Form
- APPENDIX D** – Internet Permission Form
- APPENDIX E** – Library Hours
- APPENDIX F** – Incident Report Form
- APPENDIX G** – Privacy – Consent Form
- APPENDIX H** – Request for Reconsideration of an Item
- APPENDIX I** – BC OneCard Policies
- APPENDIX J** – Patron Complaint Form

## **GENERAL OBJECTIVES OF THE LIBRARY**

*Approved: February 19, 2003*

1. To assemble, preserve and administer, in organized collections, information resources and recreation material in order to promote, through guidance and stimulation and communication of ideas, an enlightened citizenship and to enrich their personal lives.
2. To serve the community as a center of reliable information.
3. To provide a place where inquiring minds may encounter the original, sometimes unorthodox and critical ideas so necessary as correctives and stimulants in a global society that depends for its survival on free competition of ideas.
4. To support educational, civic and cultural activities of groups and organizations.
5. To provide opportunity and encouragement for children, young people, men and women to educate themselves through lifelong learning, recognizing the library as a prime alternative educational institution.
6. To seek continually to identify community needs, to provide programs or service to meet such needs and to cooperate with other organizations, agencies and institutions that can provide programs and services to meet community needs.
7. To provide opportunity for recreation through the use of literature, recorded music and video, and other art forms.
8. To provide equitable access to digital information resources, through up-to-date technology.

## COPYRIGHT

*Approved: April 18, 2006*

1. The Library assumes no responsibility for members' infringements of copyright, should they occur.
2. The Library staff will use due diligence to adhere to the clauses set out in the Canadian Copyright Act and the regulations and procedures set out in the Access Copyright Licence.
  - 2.1 Up to date copies of the Access Copyright Licence will be posted by the public photocopier.
  - 2.2 Staff will communicate the copyright rules to the public as needed. Copyright rules also apply to the Internet.
3. The Access Copyright Licence and staff guidelines for photocopying in the Library are found in **APPENDIX B**.
4. A Photograph Release form as attached in **APPENDIX C** will be signed by all individuals being photographed for Library promotional purposes. Attached to the permission form will be:
  - A copy of the photograph along with the expiry date.
  - Filename where the photograph is located.
  - Where the photograph was used.
  - The words "Used with Permission" will be added to all photographs.

## **HEALTH AND SAFETY**

*Approved: July 21, 2004*  
*Revised: October 10, 2007*

This Policy is written under the jurisdiction of the Workers Compensation Act of British Columbia RSBC 1996 and the Occupational Health and Safety (OH & S) Regulation B.C. Reg 296/97 Part 3 of that Act.

At the Trail & District Public Library, the safety and health of our employees comes first. The Employer is committed to doing everything possible to prevent injuries and to maintain a healthy environment.

To this end:

1. The employer is responsible for ensuring that their employees are trained in approved work procedures to obtain optimal output without accidents and injuries and to ensure that employees follow safe work methods and related regulations.
2. All new or young (under 25 years of age) workers shall be given a safety orientation. The orientation shall be documented.
3. All personnel are required to support the OH&S regulations and make safety and health a part of their daily routine and to ensure that they are following safe work methods and relevant regulations.
4. All personnel will be held accountable for carrying out safe work procedures.
5. All relevant laws and regulations are incorporated in this policy as minimum standards.
6. All employees are responsible for working safely and for following the Library's safety rules, guidelines or regulations contained in the Health and Safety Manual.
7. A joint Health and Safety committee made up of one Union member and the Library Director meets on a regular basis. Contact information for the Union representative is available on the Union bulletin board.

## **INTELLECTUAL FREEDOM**

*Approved: March 28, 2006*

The Trail & District Public Library will adhere to the Intellectual Freedom Statement prepared and adopted by the Canadian Library Association, as follows:

Intellectual freedom comprehends the right of every person (in the legal meaning of the term) subject to reasonable requirements of public order, to have access to all expressions of knowledge and intellectual creativity, and to express his/her thoughts publicly.

Intellectual freedom is essential to the health and development of society. Libraries have a primary role to play in the maintenance and nurture of intellectual freedom.

In declaring its support of these general statements the CLA/ACB affirm these specific propositions:

1. It is the responsibility of libraries to facilitate the exercise of the right of access by acquiring and making available books and other materials of the widest variety, including those expressing or advocating unconventional or unpopular ideas.
2. It is the responsibility of libraries to facilitate the exercise of the right of expression by making available all facilities and services at their disposal.
3. Libraries should resist all efforts to limit the exercise of those responsibilities while recognizing the right of criticism by individuals and groups.
4. Librarians have a professional duty, in addition to their institutional responsibility, to uphold the principles enunciated in this statement.

## INTERNET

*Approved: March 26, 2003; Revised: October 17, 2006*

### Preamble

To fulfill its mission to deliver information in a wide range of formats, the Trail & District Public Library (Library) provides public access to the Internet. The Internet enables the Library to connect electronically to ideas, information and commentary from around the globe and to offer access to many valuable local, national and informational resources.

The Internet is an **unregulated** worldwide environment. It contains information and opinions that range in scope from reliable and authoritative to controversial or extremely offensive. Information found on the Internet may **not** be accurate, complete or current. Users must assess the validity of the information found. Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information about users' activities, identities and personal information.

The Library does not manage the content of the information accessed through the Internet and assumes responsibility only for the information provided on its own website. The Library is not responsible for the site content of links or secondary links from its website. The Library assumes no responsibility for any direct or indirect claims, damages, or costs, howsoever caused, sought by users or third parties arising from its provision of access to Internet services.

The Library's users are subject to legislation including the provisions of the Criminal Code regarding obscenity, child pornography, sedition or the incitement of hate. The use of the Library's Internet services for illegal purposes is prohibited, and may result in prosecution.

In order to use due diligence in following the Criminal Code of Canada, the Library has developed a staff procedure for dealing with members who are use illegal sites in the Library.

### Use of the Internet

- 1.1 Internet use is not restricted to Library members; however, non-members are limited to ½ hour on the Internet, rather than a full hour per day.
- 1.2 Children 12 and under need a parent or guardian's signature on the Library's permission forms authorizing them to use the Internet. See **APPENDIX D**.

- 1.3 Children 9 and under must use the Internet in the presence of a parent, guardian or responsible adult.
- 1.4 Patrons must respect the privacy of others.
- 1.5 Internet workstations in adult areas will not have content limitations through filtering.
- 1.6 Internet workstations in children's areas may have content limitations through filtering.
- 1.7 A strongly worded warning will be displayed on all Internet terminals that anyone accessing sites containing obscenity, child pornography, hatred or sedition will be in violation of the Criminal Code of Canada. The warning will also apply to sites that may reasonably be considered to be offensive. Users will be reminded, by a sign posted at the terminals, that Internet history files may be kept.
  - 1.7.1 Patrons found accessing sites specified in 1.7 will be given one verbal warning by the staff or Library Director. If the patron re-offends, s/he may be barred from using the Library computers for six months. This decision is given/made by the Library Director. Any disputes may be taken to the Library Board for review.
  - 1.7.2 Anyone wishing to make a complaint about suspected breaches of the Internet use policy will be asked to fill out an "Internet use complaint form". In order to protect the Library from liability and to ensure due diligence is used in following the Criminal Code of Canada, any complaint regarding the suspected use of child pornography will be dealt with immediately. Staff will follow established procedures.
- 1.8 The Library strives to provide an environment free from sexual harassment and discourages Internet use that denies others a safe environment. If a patron is accessing sites that are considered controversial/offensive, and a complaint is made by another patron nearby (who is in visual range of the controversial/offensive sites), the patron accessing the controversial/offensive sites will be asked to change sites, upon review of the sites by a staff person.. If the complaining patron is not satisfied with the decision of staff, a written complaint should be filled out and given to the Library Director for review and follow up. An appeal can be made to the Library Board.
- 1.9 If a staff member believes he/she is being harassed (either sexually or otherwise) by the situation of a patron viewing controversial/offensive sites on the Internet, the staff person may request that the patron change sites if a dispute arises about the nature of the site, it will be referred to the Library Director. An appeal can be made to the Library Board.

## **Damage to library hardware or software**

- 2.1 Any patron who misuses or damages library machines, hardware or software may be refused access to Library computers.
- 2.2 Patrons who willfully cause damage to library property will be required to pay for repairs or replacement.

## **LIBRARY BOARD**

*Approved: March 20, 2002; Revised: October 26, 2005*

1. The Library operates under the provisions of The Library Act of British Columbia and its amendments and regulations.

### **Composition of the Board**

- 1.1 The Board shall be composed of an uneven number of members, not fewer than 5 or more than 13 as follows:
  - A member from the Trail City Council
  - Two members from the Village of Warfield
  - The remainder to be people appointed by the City of Trail according to their criteria.

### **Elections**

- 1.2 At the January Board meeting of each year, the Chair and Vice-Chair shall be elected. A vacated position will be filled by majority vote of the remaining members of the Board; this Board-elected member will serve until the next annual election.

### **Standing Committees**

- 1.3 At the January board meeting of each year, the Chair shall poll its members for interest, and then designate a Chair and members for each of the following standing committees:
  - a. Finance Committee
  - b. Policy & Planning Committee
  - c. Personnel Committee

The committee Chair calls the meetings, but a committee may also meet on the call of two of its other members. The committee Chair acts as secretary for taking minutes, and also has the right to make and debate motions, and is usually the most active participant on the committee. The committee Chair is responsible for reporting to the Board at the Board meetings.

- 1.3.1 The Finance Committee Chair is always the Treasurer. The Committee meets monthly, and reports to the Board monthly.
  - 1.3.1.1 This committee consists of at least the Chair, plus 1 other member who is not ex-officio.
- 1.3.2 The Policy & Planning Committee meets monthly and reports to the Board monthly.
  - 1.3.2.1 This committee consists of at least the Chair, plus 1 other member who is not ex-officio.
- 1.3.3 The Personnel Committee meets monthly and reports to the Board monthly.
  - 1.3.3.1 The Personnel Committee must have, at least, a Chair, and two other members who are not ex-officio.
- 1.3.4 The Board Chair is an ex-officio member of all committees, who has the right, but not the obligation, to participate in the meetings and is not counted for determining the number required for a quorum. The Board Chair may exercise the right to vote in the event of a tie vote.
- 1.3.5 The Library Director is an ex-officio member who attends all meetings, takes notes, and does not vote, and is not counted for determining the number required for a quorum.
- 1.3.6 Each Board member must be a member of at least one committee.
- 1.3.7 Non-committee Board members may opt to participate in a committee for a short time, if they have a special interest or expertise or point of view regarding a particular issue that is being deliberated. This option helps to confine the debates mainly to the committees, rather than deliberating contentious issues at large at a Board meeting.

- 1.3.8 A standing committee may appoint subcommittees, which are responsible to and report to the standing committee, and not to the Board. Subcommittee members consist of members of the committee, and may also consist of members from the community. It is formed to assist in accomplishing a specific task and dissolved when the specific task is accomplished.

### **Ad Hoc Committees**

- 1.4 The Board may set up an Ad Hoc Committee at any time, via a motion at a Board meeting, to assist the Board in accomplishing a specific task. The Ad Hoc Committee is dissolved once its final report is submitted/accepted to/by the Board. For example, a Nominating Committee (set up few weeks before the January meeting & dissolved at the January meeting) would be an Ad Hoc Committee.
  - 1.4.1 The committee Chair calls the meetings, but a committee may also meet on the call of two of its other members. The committee Chair acts as secretary for taking minutes, and also has the right to make and debate motions, and is usually the most active participant on the committee. The committee Chair is responsible for reporting to the Board at the Board meetings.
  - 1.4.2 An Ad Hoc Committee appointed to implement an order of the assembly should be small and consist of only those in favour of the action to be carried out.
  - 1.4.3 An Ad Hoc Committee appointed to deliberate or investigate should be larger and should represent all points of view, as far as possible.

### **Legal Responsibility**

2. The Trail & District Public Library is under the jurisdiction of a library board called the Trail & District Public Library Board constituted under the terms of the Library Act of British Columbia. The Board has legal responsibility for the Library and is its policy making body.
  - 2.1 The Board shall endeavor to meet monthly.
  - 2.2 The Board shall have the right to call In-camera meetings to discuss sensitive matters.

- 2.3 The Board shall prepare and present a preliminary budget before November 30 to the Municipal Council. This is to be a detailed estimate of the monies required by the Board for the ensuing fiscal year.
- 2.4 Signing authority will be given to the director, the chair, the vice-chair of the Board and the chair of the Finance Committee and an additional board member if necessary. At least two signatures must be on every cheque. The Director has single signing authority for any internal transactions at any financial institutions at which the library has an account.

### **Policy Recommendations**

3. The Director has responsibility for recommending policies and for bringing to the attention of the governing body the desirability of formulating policies.

### **Meritorious Service**

4. The Library Board can allocate money to be used to recognize meritorious service of members of the Board.

### **Parking**

5. Board members will be given passes for free parking in the Victoria Street parking lot. These passes must only be used when on Board business.

### **Appreciation Meeting**

6. The appreciation meeting in December of each year will be a dinner or lunch meeting.

## **LIBRARY CO-OPERATION/PUBLIC RELATIONS**

*Last Approved: February 15, 2006  
Revised: March 20, 2007, June 4, 2009*

### **Statement of Purpose**

The Library recognizes the value of local, provincial and national communities. It is vital to participate fully in these communities in order to raise awareness of services and resources, to keep abreast of new developments and to collaborate with the purpose of maximizing resources. The library services will be promoted and publicized whenever possible.

1. The Library endorses the concept of collaboration, communication and cooperation among libraries in the surrounding areas. The Library recognizes the needs of library service as supported by all levels of governments and will endeavor to keep abreast of current developments.
  - 1.1 Institutional Memberships in the following organizations will be obtained:
    - 1.1.1 Kootenay Library Federation
    - 1.1.2 British Columbia Library Trustees Association
    - 1.1.3 Trail & District Community Arts Council
    - 1.1.4 British Columbia Library Association
    - 1.1.5 Association of B.C. Public Library Directors
    - 1.1.6 Trail Chamber of Commerce
    - 1.1.7 Trail Historical Society
  - 1.2 One personal membership in the name of the Director and paid for by the TDPL, in the following organizations will be obtained:
    - 1.2.1 Canadian Library Association (if budget allows)
    - 1.2.2 American Library Association

- 1.3 The Library will take advantage of the initiatives of the Provincial Strategic Plan for Libraries however possible.
2. Sharing resources and services with other libraries will be encouraged. However, it must be recognized that the library cannot perform the functions of school or other institutional libraries.
3. The library will cooperate with other community agencies and organizations to assist in meeting the educational, cultural and recreational needs of the community.
4. It is necessary to develop an understanding of the Library's requirements, objectives, and services between the TDPL and among governing officials, civic leaders, and the general public.
  - 4.1 Contact with municipal councils and staff will be maintained.
  - 4.2 Contact with the Regional District of Kootenay Boundary will be maintained.
  - 4.3 Contact with Area A and Area B will be maintained.

### **Donations**

5. The Director accepts gifts of books and other materials on behalf of the Library if the items satisfy the same standards applied to the acquisition of new materials and only on the principle that the library has complete jurisdiction over their disposal and that tax receipts are not issued for such items. Gifts of money, securities or real estate are accepted if conditions attached thereto are acceptable to the Board.

### **Public Relations**

- 6.1 Library services will be publicized to encourage greater participation by the general public.
- 6.2 The Library Board recognizes that public relations involve every person who has any connection with the Library. The Board urges trustees and staff members to realize that they represent the Library in every public contact. Good service supports good public relations.

- 6.3 Library Board trustees and the Director are encouraged to give talks and to participate in community activities on behalf of the library.
- 6.4 Any major public news release that relates to the Library should be approved by the Chair of the Board in consultation with the Director and one other Library Board Member. A copy of the news release, along with its date, and approvals by all 3 persons, should be filed in the Library Board files under Public Relations - News Releases.
- 6.5 A variety of communication outlets may be used to inform the public of library services offered including, but not limited to: radio, television, newspapers, Internet resources, websites, school newsletters and community newsletters such as that published by the Chamber of Commerce.

## **COLLECTION DEVELOPMENT**

*Approved: March 26, 2003*

*Revised: October 10, 2007*

### **Policy Objective**

This policy provides guidelines for selections and maintenance of the library collection in order to meet the social, cultural, recreational, informational and educational needs of the community.

### **Collection Development Guidelines**

1. The library will provide any materials in any format that help to meet its objectives. Materials may include, but are not limited to, books, periodicals, newspapers, slides, films, musical scores, maps, DVDs, microfilm and microfiche, compact discs, CD-ROM and/or other electronic formats.
2. The library will not attempt to purchase highly technical and specialized materials that fulfill academic or research needs, or the very ephemeral and trivial, as these are beyond the scope of the collection. Every effort will be made, however, to supply these types of materials to patrons through the inter-library loan service.
3. The library will not segregate or maintain permanent special collections representing a particular religious political or sociological viewpoint.

### **Selection and Acquisition of Materials**

4. The library acquires materials through purchases or donations.
  - 4.1 Collection development is based upon the following guidelines:
    - 4.1.1 Contemporary materials representing various points of view, which are of current interest and possible future significance, including materials which reflect current conditions, trends and controversies.

- 4.1.2 Interpretations of history, with special emphasis on Canadian and local historical materials.
- 4.1.3 Materials that contribute to the individual's ability to function effectively as a productive member of society.
- 4.1.4 Materials, including the experimental or controversial, which enhance our ability to understand the world around us.
- 4.1.5 Materials that entertain and that may improve our enjoyment of life. When possible, special consideration will be given to materials that are in current demand.
- 4.1.6 Special order requests will be considered in light of the acquisition policy and budgetary restrictions.

## **Evaluation and Selection**

- 4.2 Materials in any format, whether donated or purchased, will be examined and evaluated in terms of the following considerations, which apply to the entire library collection. Items need not meet all of the following to be acceptable:
  - 4.2.1 Present and potential relevance to community needs and interests.
  - 4.2.2 Relationship to existing collection and other materials on the subject.
  - 4.2.3 Favorable attention from critics, reviewers or the public.
  - 4.2.4 Importance as a document of the times.
  - 4.2.5 Accuracy of information and objectivity of opinion.
  - 4.2.6 Important representation of minority points of view.
  - 4.2.7 Reputation and/or significance of the author, illustrator, publisher or performer.
  - 4.2.8 Appropriateness and effectiveness of medium to content.
  - 4.2.9 Suitability of subject and style for intended audience.

4.2.10 Suitability of physical format for library use.

4.2.11 Budgetary and space constraints.

5. The Library subscribes to the Intellectual Freedom Statement prepared and adopted by the Canadian Library Association.

### **Disposing of Resources**

6. Materials that are no longer useful in the light of stated objectives of the library would be systematically weeded from the collection according to accepted professional practices. Arrangements for disposing of discarded items are made at the discretion of the Director.

### **Suggestions to Purchase**

7. Patrons may suggest items for purchase by filling out a "Suggestion to Purchase" form. As much information about the item as possible should be included. Making a suggestion does not necessarily mean the item will be purchased by the library.

### **Objections to an Item**

8. Objections to an item in the collection.
  - 8.1 Any member asking for an item to be removed from the collection on the basis of its content will be:
    - 8.1.1 Shown a copy of this policy.
    - 8.1.2 Shown a copy of the CLA Intellectual Freedom Statement.
    - 8.1.3 Be given a "Request for Reconsideration of an Item" form to fill out. See **APPENDIX H**.
      - 8.1.3.1 For any request to be taken seriously, this form must be filled out in detail and submitted to the Library Director.
  - 8.2 The Director will consider each case on its own merits, and advise the patron of the decision regarding the request for reconsideration.

- 8.3 If the patron is not satisfied with the Director's decision, he or she may request that his or her request for reconsideration be turned over to the Library Board.
- 8.4 Any decisions made by the Library board regarding requests for reconsideration of an item will be binding.

### **Local History Materials**

- 9. The library acknowledges a particular interest in local history and will attempt to acquire printed materials relating to Trail and surrounding areas.

## **MEMBERSHIP**

*Approved: August 21, 2002*

*Revised: Jan. 19, 2006; Oct. 17, 2006; Oct. 21, 2008; Jul. 7, 2009; Aug. 18, 2009*

### **Who Can Be a Member**

Membership will not be denied because of religious, racial, social, economic or political status and will be granted as follows:

### **Resident Memberships**

1. A borrower's card for children and/or adults may be issued free of charge to all permanent residents, and/or non-resident property owners in the City of Trail and the Village of Warfield.
  - 1.1 Staff, and recently laid-off staff, will receive free library cards if not residents of Warfield or Trail.

### **Non-Resident Memberships**

2. A person not residing in the above areas may become a member upon payment of an annual fee determined by the Board (see **APPENDIX A - Fee Schedule; 1**).
  - 2.1 Before becoming members, non-resident property owners are required to produce adequate evidence of property ownership to obtain a free library membership.

### **Temporary Hospital Memberships**

3. Temporary visitors to Trail will be granted free temporary hospital cards upon presenting proof of health care visit and identification. Borrowing will be limited to 2 items and membership granted at the discretion of the Library Director.

## **Organizational Memberships**

4. An organization may acquire a library membership upon presenting a letter from an authorized signatory such as a director. The card will allow staff or client groups listed on the letter to borrow items from the Library. The organization is responsible for any lost, damaged or overdue materials and must pay any penalties incurred. This membership will expire on the one-year anniversary of the issuance of the membership.

## **Identification**

- 6.1 Resident members: Before becoming a member, an individual must show proof of residency. This proof must include one of the following:
  - A B.C. driver's license with current street address or a B.C. driver's license with a box number and another piece of identification with a street address.
  - Personal cheque along with a piece of ID
  - Lease agreement or utility bill along with a piece of ID
  - A business-related letter as well as one other piece of personal identification
  - Other identification deemed suitable by the librarian
- 6.2 Temporary and Non-resident members must show acceptable identification as above. If a non-resident individual is residing in a temporary accommodation such as a mental health facility or a women's shelter, he or she may be sponsored for membership from the organization in which he or she is residing (see **5. Organizational Memberships**) or he or she may purchase a temporary or non-resident membership. If the applicant has no identification, he or she may present a letter from the facility in which he or she is residing.

## **Lost Cards**

7. Lost cards will be replaced for a fee (see **APPENDIX A - Fee Schedule; 2**).

## **Registration forms**

8. Library staff will fill in all the registration forms.
  - 8.1 A parent or guardian must sign the registration forms for children 12 and under acknowledging responsibility for materials borrowed on that card.

## **Suspension of membership**

9. Membership may be suspended for due cause, including, but not limited to: outstanding fines or overdues.
  - 9.1 Members will not be able to use their cards to borrow materials if they owe \$10.00 or more in fines or fees.
  - 9.2 A borrower's membership will be suspended when materials are two months overdue and remain suspended until the materials are returned and the maximum fine paid.

## **PATRON RELATIONS**

*Approved: May 16, 2006; Revised: August 19, 2008*

### **Policy Objective**

Staff members are responsible for upholding policies and procedures for the greater good of all library patrons. They are required to use professional friendliness and to treat all patrons equally in a pleasant, helpful manner. Under the B.C. Human Rights Legislation staff members have the right to a safe work environment. Staff members sometimes feel uncertain about how to handle challenging situations with patrons. This document describes standard practices for staff that are dealing with individuals.

In a public place there are occasions when staff members are unsure how to handle challenging situations with patrons. It is impossible to foresee every kind of incident, but the first step in all situations is to remain calm and courteous while firmly maintaining library procedures and policies. Staff are reminded that while it is necessary to treat all patrons as pleasantly as possible, it is also not fair to allow disruptive behaviour to affect the library experience for others.

1. It is appropriate to maintain boundaries by tactfully refusing to engage in unwanted personal conversations.
  - 1.1 Staff can inform patrons that they are being distracted from their work if patrons stand too close or stare.
2. Staff should make an incident report and include the time, date, name of patron if known and a detailed description of any incident and how it was handled. The log should be signed and witnessed by a second person. The log will be kept in a locked file at the director's desk.
3. Any patron exhibiting aggressive behaviour or conversation can be asked in an assertive and calm voice to leave the library. If possible, tell him or her that his or her privileges may be suspended if he or she continues his or her unacceptable behaviour. See the **SERVICES** Policy.
4. If a patron is unwilling to pay library charges for late books, lost or damaged books or other services, begin the discussion by explaining the policies again. If after a short discussion the situation is unresolved, staff can refer the patron to the Director who may resolve this problem at his/her discretion.
5. The police may be called to deal with extremely difficult individuals.

- 5.1 The telephone number(s) for the police will be posted by the telephone. A brief script to aid in remembering what to say to the police will be posted by the telephone.
6. Avoid physical confrontation.
7. Speak in a calm tone, without raising your voice.
8. In the event of a robbery do as follows:
  - 8.1 Give the robbers the money.
  - 8.2 Do as they instruct.
  - 8.3 Call the police when the criminal has left.

### **Children in the Library**

9. The Trail & District Public Library welcomes children to attend programs and to use the library to the fullest. However, parents and/or caregivers should be aware that the library is a public place and, as such, is open to all members of the community. Library staff cannot assume responsibility for supervising children.

#### **Children under six (6) years of age**

- 9.1 Children under six (6) years of age must be accompanied by a parent or caregiver at all times. While story times are on, parents of pre-schoolers are free to browse within the library but should not leave the premises as their child might leave the story time in search of them.

#### **Children six (6) years of age and over**

- 9.2 Children six (6) years of age and over may come into the library independently but should not be left unattended for substantial periods of time. If the library staff notices that children are left for extended periods of time, the parents and/or caregivers will be contacted.

#### **Unattended children at closing time**

- 9.3 Parents and/or caregivers are expected to make arrangements for their children to be supervised and, when necessary, to have rides home when

the library closes. Library staff is directed not to assume responsibility for unattended children. If a child is unattended when the library closes and library staff cannot locate a parent and/or caregiver, the library staff is directed to arrange for the police to take responsibility for the child.

### **Notice to members**

9.4 The following sign shall be posted in appropriate locations:

**Parents and caregivers are reminded that the library is a public place and that young children should not be left unattended on the premises. The library staff are not responsible for them.**

### **Patron Complaints**

10. Any user complaint will be taken seriously. Any complaints that cannot be resolved by staff will be referred to the Library Director, who will speak with the complainant to address the complaint.

Complaints to Board members, unless regarding the Library Director, should be referred to the Library Director.

If the complainant does not feel that the complaint has been adequately addressed - or if the complaint is about the Library Director - the complaint will be brought to the Library board's attention in the following manner:

10.1 Complainant will be asked to complete a complaint form to be submitted to the Board Chair. A signed form (or equivalent letter) must be completed for the complaint to be addressed by the Board.

10.2 The Board Chair will review the complaint. If the complaint is regarding staff or the Library Director, the Personnel Committee will review the complaint and make a recommendation at the next regular scheduled board meeting, unless the Board Chair deems a special meeting is required.

10.3 If the complaint is regarding library services, the matter will be handled at the next scheduled library board meeting, unless the Board Chair deems a special meeting is required.

10.4 The complainant will be informed in writing of the Board's decision and whether further input from the complainant will be necessary.

## **SERVICES**

*Approved: May 16, 2006*

### **Statement of Purpose**

Library services are based on the community's needs and the Library's budget and will include the following:

- An up-to-date collection of resources appropriate to the community
- Circulation of resources
- Information and reference assistance
- Programs for children and adults
- Home Library Service
- Interlibrary loan
- Other services that may be deemed appropriate and affordable

The Library will select, organize and maintain resources, keeping a balance of adult and children's material.

Periodic review will be made of the library services to determine whether the needs of the community indicate that present services should be discontinued, altered or expanded or additional services be added. The library will initiate programs, exhibits, book lists, etc. to stimulate the use of library materials.

### **Borrowing Regulations**

1. Borrowers are responsible for the materials they borrow.
2. Borrowers will be responsible for paying for damage to, or losses of, library materials.
  - 2.1 Fines and fees will be levied for overdue, damaged or lost materials. See **APPENDIX A** for fine/fee schedule and item record for specific cost.

3. Items may be borrowed, as follows:
  - 3.1 Membership cards must always be shown when borrowing library materials.
  - 3.2 Limits and/or restrictions may apply to items, as follows:
    - 3.2.1 Books and audio books may be borrowed for up to three consecutive times, using the renewal procedures, unless there are reserves on the item.
    - 3.2.2 A maximum of 5 of each category of non-print items will be allowed to circulate at one time. Staff will be able to make an exception in the case of a series with more than 5 items.
    - 3.2.3 After complying with the limits, library members may borrow a maximum of 50 items at any one time on one card.
  - 3.3 Reference books may be borrowed from the library only at the director's discretion.
  - 3.4 Extended loans may be made for people going on vacation, excluding new fiction, new nonfiction or any 7-day items.
  - 3.5 Special borrowing privileges are allowed as long as such loans do not weaken the collections available to the public.
    - 3.5.1 Special borrowers, including teachers, may borrow a block loan of books for an extended period of time. Books will be taken out on a personal library card.
  - 3.6 Children may borrow from the adult section.
    - 3.6.1 Parents are responsible for the borrowed materials of their children.

### **Interlibrary Loans**

4. The library will secure materials beyond its own resources by borrowing books on behalf of Library members, which are not owned by the library and cannot be purchased, or materials for which demand does not justify purchase. In return, the Library will loan items requested by other libraries.

- 4.1 The library will adhere to province-wide standards for interlibrary loan borrowing and lending. The Library will not borrow or loan:
    - 4.1.1 Videos, DVDs or audio books.
    - 4.1.2 Mass-market paperbacks.
    - 4.1.3 Textbooks - unless easily available from other public libraries.
    - 4.1.4 Reference books.
  - 4.2 A member is allowed to place three active interlibrary loans at any one time.
  - 4.3 A member is allowed to request up to 15 books on any one subject, or by any one author per year.
  - 4.4 Items will not be borrowed from institutions that charge fees, unless members are willing to pay for these charges themselves.
  - 4.5 The library will comply with any conditions set by the lending library, such as loan length, type of use, or photocopy restrictions.
  - 4.6 ILL requests not located in six months will be cancelled.
  - 4.7 Due to the high cost of returning borrowed microforms, members will be charged a mailing fee. The mailing fee is to be collected at the time the request is placed, and will not be refunded unless the item is not found.
  - 4.8 Requests made to borrow our Library's microfilm will only be accepted from Public Libraries.
  - 4.9 A limit of 3 reels per member are sent at any one time. The microfilm is to be used in the Library only. The microfilm is not renewable.
  - 4.10 Members who do not pick up requested ILL materials will have a fee placed on their library record unless there are extenuating circumstances to be determined by the Director. See **APPENDIX A - Fee Schedule**; **4.5**.
  - 4.11 Exceptions to lending policies may be made, at the discretion of the Director, or ILL staff.
5. Exams will be proctored for a fee. See **APPENDIX A - Fee Schedule**; **4.1**.
  6. The library will provide information about resources of agencies, institutions, organizations and individuals in and beyond the community.

7. Library facility operating hours will be provided during the hours that best meet the needs of the community and as funding permits.
8. Reference services will be provided as resources and staff availability permit.
  - 8.1 Non-residents who live too far away to come into the Library and who are requesting copies of obituaries or articles from historical microfilms to be mailed to them will be charged a fee. See **APPENDIX A - Fee Schedule; 4.6**. Payment must be made in advance. The service will only be provided if resources and staff availability permit, and if specific dates and names are provided.
9. When special demands by groups or individuals become excessive, services may be limited wherever the staff's ability to serve the general public is hindered.
10. The use of the library facility may be denied for due cause:
  - 10.1 Destruction of library materials and/or equipment.
  - 10.2 Disturbance of other members.
  - 10.3 Physically or verbally aggressive behaviour.
  - 10.4 Any other objectionable conduct on library premises as described in the **PATRON RELATIONS** Policy.

### **Refunds for Return of Lost Items**

11. Refunds for an item lost, paid for and then returned will be issued in the following circumstances:
  - 11.1 Refunds will be given for up to 3 months after the issue date of the receipt.
  - 11.2 The receipt must be presented, and refunds will only be given to the person whose name is on the receipt.
  - 11.3 The item must be worth more than \$30.00.
  - 11.4 The price of the item will be refunded, less the processing fee and any fines owed. See **APPENDIX A - Fee Schedule; 4.3**.
  - 11.5 Refunds will only be given if the item is in good condition, and can be put back in the Library's collection.

11.6 Refund cheques will be issued within 30 days.

## **Equipment**

12. Members must show a valid library membership to borrow equipment.

12.1 Audiovisual equipment that can be loaned for a fee includes the TV/VCR, and the overhead projector. The TV/VCR must be used in the Trail Memorial Centre. See **APPENDIX A - Fee Schedule; 4.2**.

12.1.1 A refundable cash deposit is required in addition to the daily fee for the loan of the TV/VCR and the overhead projector.

12.1.2 Upon return, equipment will be checked by staff for damage.

### **Daisy Reader:**

12.2 Members with a certified reading impairment may borrow a Daisy Reader for a period of 9 weeks. If the item is returned a month or more late, the member will be issued a notice to pay for replacement costs as indicated in the item record.

### **Energy Meter:**

12.3 Members may borrow the energy meter for a period of 3 weeks. If not returned on time, a daily fine will be applied, as indicated in **APPENDIX A - Fee Schedule; 3**. If not returned, a replacement cost will be charged, as in the item record.

## **STAFF**

*Approved: November 20, 2002*

*Revised: January 18, 2006, August 19, 2008, November 18, 2008*

1. The union collective agreement, board policy, provincial and federal statutes govern staff.
2. Use of library property for in-home use by staff is not allowed unless authorized by the Board.
3. Staff and Board members may purchase books through the Library for their personal use.
4. Retiring library staff will be recognized.
5. Staff will receive photocopying at a discount price of .10 until further notice.

### **Staff Travel Reimbursements**

6. Board members and staff representing the library at authorized conferences, meetings and workshops are granted expense reimbursements to conform to standard business practices.
  - 6.1 To travel by automobile a kilometric rate of .40 per kilometer will be provided.
  - 6.2 Compensation for travel by vehicle will not exceed the cheapest available air travel price.
  - 6.3 A meal allowance of up to \$75 per day in the Lower Mainland and \$50 per day within the Greater Trail area will be provided upon presentation of receipts. No reimbursement for alcohol will be made.
  - 6.4 The following expenses will be reimbursed with receipts:
    - 6.4.1 Car rental, ferry fare, accommodation, taxi fare, parking fees.
  - 6.5 All reimbursement for expenses shall be on an approved form. Claims for reimbursement shall be filed within 3 days of return from the approved conference, workshop, meeting, or other Library business. It is the responsibility of the claimant to file his/her claim for and obtain approval.

The form must be signed and appropriately completed. The Treasurer may refuse reimbursement if proper authority is lacking on any expense incurred.

### **Long Service Awards**

7. The Board will recognize long time employee service as follows:

#### **Twenty years' service:**

7.1 Employees will receive a letter of appreciation from the Board Chairperson and a \$50 gift certificate to Lauener's Jewellers.

#### **Twenty-five years' service:**

7.2 Employees will receive a letter of appreciation from the Board Chairperson and a \$75 gift certificate to Lauener's Jewellers.

#### **Thirty years' service:**

7.3 Employees will receive a letter of appreciation from the Board Chairperson and a \$100 gift certificate to Lauener's Jewellers.

#### **Thirty-five years' service:**

7.4 Employees will receive a letter of appreciation from the Board Chairperson and a \$125 gift certificate to Lauener's Jewellers.

### **Staff Nametags**

8. The Library Board recognizes the customer service value of the public's ability to recognize Library Assistants when performing their duties. Library Assistants will wear a nametag while working in the public services areas of the Library, or when performing service outside of the Library at public functions.

8.1 Library Assistants have several options on the content of their nametags, these include:

8.1.1 their first and last name and staff or job title  
i.e. Pat Smith, Staff, or

Pat Smith, Children's Librarian

- 8.1.2 their first names only  
i.e. Pat
  - 8.1.3 their first name and staff or job title  
Pat, Staff, or  
Pat, Children's Librarian
  - 8.1.4 Staff plus a unique number or a unique job title  
Staff, 107, or  
Staff, Children's Librarian
- 8.2 The Library Director will wear a nametag with his/her first and last name and title.

## **Discipline**

9. The Library Director and employees are encouraged to openly discuss any problems that may arise so that unsatisfactory performance or poor morale does not have a chance to develop, and so that each understands what the other expects.

The Library Director must tell employees very clearly what is expected of them. It is then up to the employee to meet those expectations.

In every instance where an employee is being disciplined, it must be emphasized to that employee that he/she is being disciplined and that a record is being kept of the discipline. The employee has the right to union representation.

Each incidence, depending on its severity and number of occurrences, will dictate which steps should be taken. Some circumstances will require one or more steps to be bypassed.

The Library Board reserves sole managerial discretion to determine what conduct or behavior is subject to discipline and to determine the severity and timeliness of such discipline.

- 9.1 Informal  
The Library Director verbally asks the employee to stop the behaviour or improve his or her performance. The Library Director shall be clear about what behaviour or performance is expected. The date and nature of the discussion should be documented briefly in the Library Director's own records, but will not be put in the employee's personnel file.

- 9.2 In the event of unsatisfactory performance that cannot be resolved informally, the following progressive steps will apply to all staff:
- 9.2.1 Verbal Discussion  
If the performance issue is not resolved, the Library Director calls a meeting with the employee to discuss corrective action. The meeting is documented and filed in the employee's personnel file.
  - 9.2.2 Written Reprimand  
If unsatisfactory performance continues the employee will be informed in writing of the nature of the unsatisfactory performance and the corrective action required. A copy of the letter will be placed in the employee's file.
  - 9.2.3 Probation  
If the corrective action is not met after a written warning the employee will be placed on probation for up to 3 months. A performance appraisal will be completed at the end of the probationary period.
  - 9.2.4 Suspension or Termination  
All suspensions will be accompanied by a written reprimand, which will be placed in the employee's file.
    - 9.2.4.1 Suspension up to a maximum of three (3) days.
    - 9.2.4.2 Suspension up to a maximum of seven (7) days.
    - 9.2.4.3 Suspension up to a maximum of fourteen (14) days.
    - 9.2.4.4 Indefinite suspension or termination of employment.

## **TECHNOLOGY**

*Approved: April 18, 2002; Revised: March 17, 2004*

### **Statement of purpose**

Up-to-date Technology is essential to provide modern library services. The Library will provide the best technology possible within its budget according to service priorities.

1. Access to the Library's on-line catalogue is available to the public in the Library and on the website.

### **Computer Stations**

- 2.1 The public computer station(s) can be used free-of-charge by the public.
- 2.2 Using the printer incurs a page charge, set out in **APPENDIX A - Fee Schedule; 4.7.**
- 2.3 Only Library-owned CD-ROMs and software may be used.
- 2.4 Members must show their Trail Library card or official identification to use in-house CD-ROMs and headphones.
- 2.5 Parents must be available to assist children 9 and under on Internet and word processing stations. Children 9 and under who can work independently on children's CD-ROM stations may do so.
- 2.6 Library staff will monitor CD-ROM stations, Internet stations and word processing stations by recording names and either the member's telephone or library card numbers. Time limits for use of computer stations will be set to maximize access by the public: one hour for members and half an hour for non-members on the Internet terminals.
- 2.7 Reservations can be made for the use of these stations. Reservations will be taken up to one day in advance, by telephone or in person during open hours.
  - 2.7.1 Library staff reserve the privilege to set aside time in the schedule for use by reference staff, and to do computer education for the public.

3. The library facsimile machine is for Board and administrative use only, and is not for use by the public.
4. Members may not:
  - Install any software on library computers.
  - Alter, remove or damage configurations, software or hardware.
  - Make any attempt to cause degradation of system performance.
  - Use the library's workstation to gain unauthorized access to library's networks or computer systems or to any other network or computer system.
  - Download to disks, except on word processing stations.
  - Download files or use FTP.
5. Library users will be charged for any damages to Library hardware or software.

## VOLUNTEERS

*Approved: March 28, 2006*

1. The CUPE Local 2087 agreement between the Trail & District Public Library Board (TDPLB) and staff prohibits volunteers from doing work normally done by staff.
2. Persons wanting to volunteer for the Library can:
  - 2.1 Serve on the TDPLB.
  - 2.2 Volunteer to work with the Friends of the Library.
  - 2.3 Take books to shut-ins through the Home Library Service program.
3. Friends of the Trail Public Library is a registered, not-for-profit society made up of volunteers whose major responsibilities are to:
  - 3.1 Act as a liaison between the library and the community, helping to promote and expand the Library's role in the Trail community.
  - 3.2 Support library services, programs and capital expenditures through a variety of fund raising activities.
4. The Library Director is responsible for communicating the Library's needs to the Friends.
  - 4.1 The Library Director reports on Friends' activities to the Library Board.
5. The Board will recognize in writing the significant contributions made to the Library by the Friends of the Library.
  - 5.1 A draft letter will be reviewed at the Board's September meeting to be presented at the Friends AGM.
  - 5.2 Verbal recognition will be given at any other time of the year as appropriate.

# **PRIVACY**

*Approved: August 20, 2007*

## **Introduction**

Trail & District Public Library is committed to protecting patrons' privacy. Any personal information collected, used or disclosed by the Library is in accordance with British Columbia's Freedom of Information and Protection of Privacy Act (FOIPPA).

## **Personal Information: Definition**

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, reading choices and age. FOIPPA's definition of personal information does not include work contact information, 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.

## **Collection of Personal Information**

- 1.1 When collecting personal information from patrons the Library will advise patrons of the purpose for collecting it and the legal authority for doing so. (See Form in **APPENDIX G**). Patrons will also be provided with contact information of the library's FOI/Privacy Officer (see contact information below), who can answer questions regarding the collection of information.
- 1.2 The following are some example of purposes for which the Library may collect patrons' personal information:
  - issuing library cards
  - identifying materials currently on loan
  - placing and tracking inter-library loans
  - identifying and recording overdue materials
  - placing and tracking materials on hold
  - providing answers to reference questions
  - faxing materials
  - providing information about library programs and services

- providing Home Service for patrons with special needs
  - recording book suggestions
  - recording comments or suggestions
  - general library operations
  - library fundraising
- 1.3 Patrons who do not wish to be contacted about library services and programs or for fundraising purposes may choose to opt-out.

### **Use of Personal Information**

- 2.1 The Library will only use patrons' 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 patrons' personal information for different purpose if patrons explicitly consent to the new purpose or the use is authorized under FOIPPA or is otherwise required by law.
- 2.2 The Library does not sell or rent personal information. Personal information is disclosed only in accordance with FOIPPA or as otherwise required by law.
- 2.3 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 patron 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;
- where there are compelling health and safety concerns; or
- to contact a person's next of kin if that person is injured, becomes ill or dies while visiting the library.

### **Security of Personal Information**

- 3.1 The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure or disposal.

- 3.1.1 Security measures include physical, technological and operational safeguards that are appropriate to the nature and format of the personal information.

### **Retention of Personal Information**

- 4.1 How long the Library keeps patrons' personal information depends on the purpose for which the information was collected.
  - 4.1.1 If the Library uses personal information to make a decision that affects a specific individual, the information must be kept for at least one year so that the individual may 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.

### **Accuracy of Personal Information**

- 5.1 The Library will endeavor to ensure the personal information is as accurate, complete and up-to-date as necessary.
- 5.2 Patrons have a right to request access to personal information held by the Library and/or to request that personal information be corrected. To do so patrons may submit a written request to Trail & District Public Library's FOI/Privacy Officer (see contact information below). Requests should provide enough detail to enable a library employee to find the personal information.

### **Children's Personal Information**

- 6.1 Children have the same rights as adults with respect to their personal information under FOIPPA. Where a child is "incapable" of exercising his or her right to access, correct or consent to the disclosure of his/her personal information, the child's parent or guardian may do so on her behalf.
- 6.2 The Library assumes that children 12 years old are generally capable of exercising their own rights for policy purposes. However, the library may

treat a request on an individual basis where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances.

### **Contact Information**

Questions or concerns about this policy or how the Library treats personal information should be directed to:

FOI/Privacy Officer: Library Director  
Trail & District Public Library  
1051 Victoria Street  
Trail, B.C. V1R 3T3  
Phone: 250-364-1731  
Email: [director@traillibrary.com](mailto:director@traillibrary.com)

If patrons are not satisfied with how a complaint was handled by the Library, they have the right to complain to the Information and Privacy Commissioner.

Office of the Information and Privacy Commissioner for British Columbia  
PO Box 9038, Stn. Prov. Govt.

Victoria, B.C. V8W 9A4

Tel: 250-387-5629 (Victoria)

Toll free:

Call Enquiry B.C. at 1-800-663-7367 and request a transfer to 250-387-5629.

Email: [info@oipc.bc.ca](mailto:info@oipc.bc.ca)

Website: <http://oipc.bc.ca>