



# TRAIL & DISTRICT PUBLIC LIBRARY

## POLICY MANUAL

RIVERFRONT CENTRE | 1505 Bay Avenue  
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## **Collection Development**

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

### **Collection Development Guidelines**

- The library will provide any materials in any format that help to meet its objectives and fulfill its mission. Materials may include, but are not limited to books, periodicals, newspapers, maps, DVDs, audiobooks, music, and electronic resources.
- The library will not segregate or maintain permanent special collections representing a particular religious, political or sociological viewpoint.

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

The library acquires materials through purchases and donations.

Collection development is also based upon the following principles:

- Contemporary materials representing various points of view, which are of current interest and possible future significance, including materials that reflect current conditions, trends, and controversies.
- Interpretations of history with special emphasis on Canadian and local historical materials.
- Materials that contribute to the individual's ability to function effectively as a productive member of society.
- Materials, including the experimental or controversial, which enhance our ability to understand the world around us.
- Materials that entertain and may improve our enjoyment of life. When possible, special consideration will be given to materials that are in current demand.
- Special order requests will be considered in light of the acquisition policy and budgetary restrictions.

## **Evaluation and Selection**

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:

- Present and potential relevance to community needs and interests.
- Relationship to existing collection and other materials on the subject.
- Favorable attention from critics, reviewers, or the public.
- Importance as a document of the times.
- Accuracy of information and objectivity of opinion.
- Important representation of minority points of view.
- Reputation or significance of the author, illustrator, publisher, or performer.
- Appropriateness and effectiveness of medium to content.
- Suitability of subject and style for intended audience.
- Suitability of physical format for library use.
- Budgetary and space constraints.

The Library subscribes to the Position Statement on Intellectual Freedom and Libraries prepared and adopted by the Canadian Federation of Library Associations (Appendix K).

## **Disposing of Resources**

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 (Appendix D). Arrangements for disposing of discarded items are made at the discretion of the Library Director.

## **Suggestions to Purchase**

Patrons are encouraged to suggest items for purchase by filling out a Suggestion to Purchase form (Appendix I). 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**

Objections to an item in the collection.

Any member asking for an item to be removed from the collection on the basis of its content will be:

- Shown a copy of this policy.
- Shown a copy of the CLA Position Statement on Intellectual Freedom (Appendix k).
- Given a Request for Reconsideration of an Item form to fill out (Appendix G)

For any request to be taken seriously, this form must be filled out in detail and submitted to the Library Director. The Library Director will consider each case on its own merits, and advise the patron of the decision regarding the request for reconsideration.

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

## **Local History Materials**

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

## **Intellectual Freedom**

The Library will adhere to the Intellectual Freedom and Libraries Statement prepared and adopted by the Canadian Federation of Library Associations, 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 CFLA affirms 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.



# **Membership**

## **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**

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

### **Non-resident Memberships**

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

### **Temporary Memberships**

Temporary visitors to Trail with healthcare needs will be granted free three month temporary membership 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**

An organization may acquire a library membership. 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**

Before becoming a member, resident members must show proof of residency. This proof must include one of the following:

- BC driver's license with current street address or a BC driver's license with a box number and another piece of identification with a street address

- Lease agreement or utility bill along with a piece of picture identification
- A business-related letter as well as one other piece of picture identification
- Other identification deemed suitable by the librarian

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, they may be sponsored for membership from the organization in which they are residing or they may purchase a temporary or non-resident membership. When an applicant has no identification, they may present a letter from the facility in which they are residing.

### **DVD Loans**

Patrons are limited to having five DVDs out in their name at any one time. The DVDs must be returned to the issuing library before any additional DVD may be signed out.

### **Lost Cards**

Lost cards will be replaced for a fee (Appendix A).

### **Registration forms**

Library staff will fill in the electronic membership. A parent or guardian must sign the library card for children 12 and under acknowledging responsibility for materials borrowed on that card.

### **Suspension of Membership**

Membership may be suspended for due cause, including, but not limited to overdue and/or lost materials. A borrower's membership will be suspended when materials are two months overdue and remain suspended until the materials are returned or the fee for replacement of lost items is paid. Memberships may be suspended if patron code of conduct is not followed (Appendix B).

## **Services**

### **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 all demographics
- Home Library Service
- Interlibrary loan and Interlibrary connect
- 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, booklists etc., to stimulate the use of library materials.

### **Borrowing Regulations**

Borrowers are responsible for the materials they borrow.

Borrowers will be responsible for paying for damage to, or losses of, library materials.

Replacement costs will be levied for damaged, or lost materials (Appendix A).

Items may be borrowed, as follows:

- Membership cards should be shown when borrowing Library materials. Those without membership cards on their person will be required to provide the address and/or phone number on their account to borrow Library materials.
- Limits or restrictions may apply to items as follows: books and audiobooks may be borrowed for up to three consecutive times using the renewal procedures unless there are reserves on an item; a maximum of two videogames may be borrowed at a time;

five of each category of non-print items (excluding videogames) will be allowed to circulate at one time with staff able to make an exception in the case of a series with more than 5 items; after complying with the limits, Library members may borrow a maximum of 50 items at any one time on one card.

- Reference books may be borrowed from the Library only at the director's discretion.
- Extended loans may be made for people going on vacation, excluding new fiction, new non-fiction, or any 7-day items.
- Special borrowing privileges are allowed as long as such loans do not weaken collections available to the public. 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.
- Children may borrow from the adult section. Parents are responsible for the borrowed materials of their children.

### **Interlibrary Loans (ILL)and Interlibrary Connect (ILC)**

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.

- The library will adhere to province-wide standards for interlibrary loan borrowing and lending. The Library will not borrow or loan: videos, DVDs or audiobooks; mass-market paperbacks; textbooks unless easily available from other public libraries, or reference books.
- A member may place three active ILLs or 5 ILC holds at one time.
- Items will not be borrowed from institutions that charge fees, unless members are willing to pay for these charges themselves.
- The library will comply with any conditions set by the lending library, such as loan length, type of use, or photocopy restrictions.
- 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.

- Members who do not pick up requested ILL materials on three occasions in a year will be denied access to the service for six months unless there are extenuating circumstances to be determined by the Director (Appendix A).
- Exceptions to lending policies may be made at the discretion of the Director or ILL staff.

### **Other Services**

- The library will provide information about resources of agencies, institutions, organizations, and individuals in and beyond the community.
- Library facility operating hours will be provided during hours that best meet the needs of the community and as funding permits.
- 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.
- The use of the library facility may be denied for due cause: destruction of library materials or equipment; disturbance of other members; physically or verbally aggressive behaviour; or any other objectionable conduct on library premises as described in the Patron Code of Conduct (Appendix B)

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

Refunds for an item lost, paid for and then returned will be issued in the following circumstances:

Refunds will be given for up to 3 months after the issue date of the receipt.

The receipt must be presented, and refunds will only be given to the person whose name is on the receipt.

The item must be worth more than \$10.

- The price of the item will be refunded, less the processing fee (Appendix A)
- Refunds will only be given if the item is in good condition, and can be put back in the Library's collection.
- Refund cheques will be issued within 30 days.

## **Equipment**

Members must show a valid library membership to borrow equipment.

- Members with a certified reading impairment may borrow a Daisy Reader for a period of three months. If the item is overdue by more than 30 days, the member will be issued a notice to pay for replacement costs as indicated in the item record.

## Library Programs

The purpose of library programs, such as preschool, summer reading club, youth and adult programs, is to provide opportunities for sharing information, learning, and entertainment that will generate interest in and use of library collections. Programming is an integral component of the library that not only provides opportunities to feature collections, but attracts new members, promotes literacy and expands the library's role in the community.

*Programmers* mean anyone engaged in library programming. Examples include preschool literacy, summer reading club for children, and author visits.

Programs are offered that foster literacy and lifelong learning. Educators are encouraged to use the library as an educational resource. Library programs conform to the following rules and requirements:

- Staff expertise, collections, services, and facilities are used in developing and delivering programs
- Programmers will consider the following criteria in making decisions about program topics, sessions, events, guests, speakers, and related resources:
  - budget
  - relation to library collections
  - significance in terms of literacy and entertainment
  - relevance to community needs
  - existing community programs
  - availability of program space
  - treatment of content for target audiences
  - and background and qualifications of guests or speakers
- Programmers may draw upon other community resources in developing programs and actively partner with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored programs
- Professional performers and presenters that reflect specialized or unique expertise may be hired for programs
- All onsite library programs must be open to the public
- Registration may be required for planning purposes or when space is limited

- Programs and related events may be held on site at the Library or off site. When programs are delivered off site, library employees are covered by library insurance provided they are delivering library services and not acting negligently
- Programming shall be offered year round with occasional breaks to allow opportunity for planning and development
- The effectiveness of programs shall be evaluated on the basis of attendance and other factors, such as satisfaction, attraction of new members to the library, promotion of library collections, ongoing program assessments, and specific target-group outcomes
- Any sales of products at programs must be approved by the Library and benefit the Library
- External organizations or individuals partnering with the Library on programs must coordinate marketing efforts with the Library Director
- Library pre-school programs are delivered in the library but may be delivered in the community when practical. Criteria used for deciding when to offer a program offsite include the following:
  - priority is given to programs which are open to the public and free of charge
  - programs may be limited to a maximum of one term per year;
  - logistics; lack of space in the library; scheduling; visibility; and the need of a partner which is in alignment with our programming objectives.

Ultimate responsibility for programming at the Library rests with the Director. The Director, in turn, delegates the authority for program development and delivery to designated staff who execute this responsibility. Library staff who present programs do so as part of their regular job and are not hired as outside contractors for programming. Programmers are responsible for:

- developing programs
- delivering programs
- creating program schedules
- registering participants
- ordering supplies
- maintaining inventories of supplies
- developing promotional material
- other program-related duties as assigned



The Library welcomes expressions of opinion from members concerning programming. If a member questions a library program, s/he should first address the concern with a programmer. Anyone wishing to complain about a program should complete a Patron Complaint form (Appendix H). Members who wish to continue their request for review of a program may submit the Request for Reconsideration form (Appendix G). Requests for review of programs will be considered in the same manner as requests for reconsideration of library items.

## **Internet**

To fulfill its mission to deliver information in a wide range of formats, the 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 user's 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, and 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 use illegal sites in the Library.

### **Use of the Internet**

- Internet use is under a time limit for Library members and non- Library members. Library staff reserve the right to change this time limit.
- Children 12 and under need a parent or guardian's signature on the Library's Internet Permission (Appendix F) form authorizing them to use the Internet. Children 12 and under must use the Internet in the presence of a parent, guardian, or responsible adult.
- Patrons must respect the privacy of others.
- Internet workstations in adult areas will not have content limitations through filtering.
- Internet workstations in children's areas may have content limitations through filtering.

- 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.
- Patrons found accessing sites specified above will be given one verbal warning by the staff or Library Director. If the patron re-offends, s/he may be barred from using 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.
- Anyone wishing to make a complaint about suspected breaches of the Internet policy will be asked to fill out a Patron Complaint form (Appendix H). In order to protect the Library from liability and 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.
- 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.
- If a staff member believes they are 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**

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

## **Social Media**

### **Purpose**

The Social Media policy establishes and outlines the expectations and principles expected of the Library's social media administrator(s) when utilizing the Library's social media accounts.

### **Policy**

The Library uses online social media accounts to engage and communicate with the Community in a broader scope while continuously gaining opportunities to reach a larger audience. The purpose of the Library's social media accounts is to inform the community of day to day happenings, programming, and other relevant events.

### **Posting Guidelines**

Posted online content, comments, or links containing any of the following will not be allowed on the Library's social networking sites.

- Comments not relevant to the particular posting by the Library's social media administrator(s)
- Slanderous or derogatory remarks, obscenities, profane language, or sexual content
- Content that endorses, promotes, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability, or sexual orientation
- Promotion of commercial services or products other than significant sponsors, affiliations, or business partnerships
- Promotion of political candidates
- Promotion of illegal activity
- Information that may compromise the safety or security of the greater community or public systems
- Content that violates legal ownership of any other party

## **Records**

All Library social networking sites shall adhere to applicable provincial, federal, and local laws, regulations, and policies, including all other policies of the Library. The Freedom of Information and Protection of Privacy Act applies to social media content and, therefore, content must be able to be managed, stored, and retrieved to comply with the Act.

## **Technology**

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. Access to the Library's online catalogue is available to the public in the Library and on the website.

### **Computer Stations**

- Public computer stations can be used free-of-charge by the public.
- Using the printer incurs a page charge (Appendix A)
- Only Library-owned and City of Trail approved software may be used.
- Parents must be available to assist children 12 and under on Internet and word processing stations. Children 12 and under who are able can work independently on children's AWE stations
- Subject to availability, time limits for use of computer stations may be set to maximize access by the public.
- Reservations can be accepted for use of stations. Reservations will be taken up to one day in advance, by telephone, or in person during open hours using the Useful reservation site. Library staff reserves the privilege to set aside time in the schedule for use by reference staff, and to do computer education for the public.
- The Public and Library 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, computer systems, or to any other network or computer system; download to disks, except on word processing stations; download files or use FTP.
- Library users will be charged for any damages to Library hardware or software.

# **Home Library Service**

## **Purpose**

The purpose of this policy is to define Home Library Service, define the role and responsibilities of Library staff, and communicate service-level commitments.

## **Goals and Principles**

Home library service brings the library to people who could not otherwise visit the library because they are homebound.

## **Service Parameters**

- Library materials are delivered to patrons from Trail or Warfield when they cannot visit the library. A library volunteer, friends, or family members deliver materials. Typically, library volunteers deliver materials on the first Wednesday of each month.
- Eligibility to receive home library service is not limited by age. A doctor's certificate is not required. The service can be provided on a temporary or long-term basis.
- A record of items borrowed will be kept to avoid sending patrons the same materials.
- Patrons can have a maximum of 50 items on loan and a loan period of delivery date to delivery date. Home library service patrons are subject to replacement costs, but not overdue fines.
- A patron may discontinue the home library service at any time.
- The library has the right to discontinue the service.

## **Service Requirements**

After registration, a patron may call and request library materials and a volunteer (i.e., Friend of the Trail & District Public Library) will deliver them right to their doors and pick them up and return them to the library.

## **Patrons**

- Fills out the Request for Home Library Service form

- Select their service preference, i.e., patron, family or friend, or library staff selects library materials

### **Home Library Service Coordinator**

- Manages volunteers
- Schedules routes that occur the first Wednesday of each month between 10 a.m. and 5 p.m., consisting of no more than 10 stops per volunteer, and lasting no more than 3 hours
- May select library materials for patrons
- Will make every effort to provide library materials that meet the needs of patrons
- Prepares and packages library materials for delivery
- Create a profile of users
- Notifies patrons of changes in service

### **Family, Friends, or Volunteers**

- Do at least one route of their choice
- May select Library materials for patrons (only friends and family)
- Pick up and return materials to the library
- Deliver library materials to the patron's residence on a scheduled basis using their own vehicles without compensation from the library for mileage or time
- Volunteers must sign a waiver, maintaining the confidentiality and privacy of the patron's reading interests and history ( done by librarian)

### **Process to Request Home Library Service**

Requests are made to the library by submitting the Request for Home Library Service form (Appendix J). Requests to join the service by family, friends, or volunteers on behalf of a patron are confirmed by speaking with the patron.



## **Approval Process for Home Library Service**

Requests using friends or family to deliver materials will automatically be approved by the Library Director or Home Library Service Coordinator. Requests for using volunteers to deliver materials will be made by the Library Director or Home Library Service Coordinator based on a first-come, first-serve basis and available resources.

The Home Library Service Coordinator will maintain a waiting list.

## **Gifts/Donations and Fundraising**

The Trail and District Public library is pleased to consider gifts (of books and other library materials or equipment) from patrons as long as no restriction is placed upon their use and disposition. Acceptance and use of gifts will be determined by the Library Director on the basis of their suitability to the library's purposes and needs in accordance with the library's stated materials selection policy. The library reserves the right to add them to its collection, distribute them to other libraries, donate, sell, or discard gifted items. Donations chosen to be added to the collection will be processed as quickly as possible by library staff. Tax receipts cannot be issued for donated items. Commercially sponsored gifts may be received with the understanding that the quantity and quality of built-in advertising is acceptable to both the Library Director and Board. Donors are responsible for delivering gifts to the library.

### **Monetary and other gifts**

Unrestricted monetary gifts will be used at the discretion of the Library Board in accordance with this policy and/or the library's Collection Development policies. Restricted monetary gifts will be accepted on the condition that the specific use requested is consistent with the goals and objectives of the library. Tax receipts will be issued for all monetary gifts. Tax receipts may be issued for "gifts in kind" providing proper documentation (in the form of an estimate) can be provided to the library.

All personal property, art objects, portraits, antiques, and other collectibles, if accepted, are accepted with the condition that they may be sold, kept, given away, or discarded at the discretion of the Library Director. However, the Library Board will take specific requests for the disposition of a prestigious item under advisement, and the gift will be returned if the request is not deemed to be suitable to the goals and objectives of the library. Tax receipts can only be issued if an authenticated certificate of appraisal accompanies the gift item. Such a certificate is the responsibility of the donors to provide.

## **Recognition**

The purpose of the recognition program is to thank donors, to encourage others to give, and to build healthy long-term relationships between the library and its donors. Personal donations of books, etc., will not be recognized. Gift items will be formally acknowledged if the donor wishes. Every effort is made to ensure that the recognition is timely, meaningful to the donor, appropriate, and equitable. Such donations may be recognized in materials, such as newsletters, annual reports, bookplates, donor walls and/or on the library's website. Individual donor names will only be listed with their permission. Special identification bookplates may be used to identify memorial gifts and major collection donations.

## **Fundraising**

Friends of the Trail and District Public Library will undertake all major fundraising activities in consultation with the Library Director. The Library Director will inform the Board of all activities suggested by Friends, preferably before the activity takes place. The library staff may undertake small-scale, in-house fundraising (of discarded books, unneeded items, etc.) providing this does not take time away from the day-to-day running of the library. All money raised through fundraising will be used to support library programs and services, in particular those programs and services that are not supported through the library's general budget.

- Board needs to discuss a policy for corporate logos, naming opportunities for substantial gifts.

## **Library Cooperation and Public Relations**

### **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. Library services will be promoted and publicized whenever possible.

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 endeavour to keep developments current.

Institutional Memberships in the following organizations will be obtained:

- Association of British Columbia Public Library Directors
- British Columbia Library Association
- British Columbia Library Trustees Association
- Kootenay Library Federation
- Trail Chamber of Commerce
- Canadian Federation of Library Associations
- American Library Association (if budget allows)

The Library will take advantage of the initiatives of the Provincial Strategic Plan for Libraries however possible.

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. The library will cooperate with other community agencies and organizations to assist in meeting the educational, cultural, and recreational needs of the community. It is necessary to develop an understanding of the Library's requirements, objectives, and services between the Library and among governing officials, civic leaders, and the general public.

- Contact with municipal councils and staff will be maintained.
- Contact with the Regional District of Kootenay Boundary will be maintained.

- Contact with Area A and Area B will be maintained.

### **Public Relations**

- Library services will be publicized to encourage greater participation by the general public. 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, websites, school newsletters, and community newsletters.
- The Library Board recognizes that public relations involve every person who has any connection with the Library. The Board urges trustees and staff to realize that they represent the Library in every public contact. Good service supports good public relations.
- Library Board trustees and the Director are encouraged to give talks and to participate in community activities on behalf of the library.

# Staff

## General Guidelines

- The union collective agreement, board policy, provincial, and federal statutes govern staff.
- Use of library property for in-home use by staff is not allowed unless authorized by the Library Director.
- Staff and Board members may purchase books through the Library for their personal use.

## Staff Travel Reimbursements

Board members and staff representing the library at authorized conferences, meetings, and workshops are granted expense reimbursements to conform to standard business practices.

To travel by automobile a kilometric rate of 55 cents per kilometer will be provided.

- Compensation for travel by vehicle will not exceed the cheapest available air travel price.
- 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.
- The following expenses will be reimbursed with receipts: car rental, ferry fare, accommodation, taxi fare, parking fees.
- 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 by the Director, reimbursement may be refused if proper authority is lacking on any expense incurred.

## Long Service Awards

The Board will recognize long time employee service as follows:

- Five years of service: Employees will receive a letter of appreciation from the Board Chairperson and a \$25 gift certificate to a local retailer.
- Ten years service: Employees will receive a letter of appreciation from the Board Chairperson and a \$50 gift certificate to a local retailer.
- Fifteen years service: Employees will receive a letter of appreciation from the Board Chairperson and a \$75 gift certificate to a local retailer.
- Twenty years service: Employees will receive a letter of appreciation from the Board Chairperson and a \$100 gift certificate to a local retailer.

### **Staff Nametags**

The Library Board recognizes the customer service value of the public's ability to recognize Library Staff when performing their duties. Library Staff 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. The nametag will identify staff by their first name and staff or job title. Assistants have several options on the content of their nametags; these include their first name and staff or job title.

## **Volunteers**

The CUPE Local 2087 agreement between the Trail & District Public Library Board and staff recognizes that volunteers can perform a useful function in assisting the Library to meet its objectives. As per the collective agreement, volunteers may:

- Serve on the Trail & District Public Library Board.
- Volunteer to work with the Friends of the Library.
- Deliver books through the Home Library Service program.
- Assist members of the bargaining unit, but shall not work in the place of an absent bargaining unit member. Volunteers may not do reference, rapid entries, overrides, overdue related problems, or any job that gives access to patron records.

Typically, volunteers may shelve books, read shelves, mend books and other functions as determined by Staff with permission of the Union.

**Friends of the Trail & District Public Library** is a registered, not-for-profit society made up of volunteers whose major responsibilities are to:

- Act as a liaison between the library and the community, helping to promote and expand the Library's role in the community.
- Support library services, programs, and capital expenditures through a variety of fund raising activities.

The Library Director is responsible for communicating the Library's needs to the Friends. The Library Director reports on Friends' activities to the Library Board.

The Board will recognize in writing the significant contributions made to the Library by the Friends.

- A draft letter will be reviewed at the Board's September meeting to be presented at the Friends AGM.
- Verbal recognition will be given at any other time of the year as appropriate.



## Copyright

- The Library assumes no responsibility for members' infringements of copyright should they occur.
- 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 License.
- Up-to-date copies of the Access Copyright License will be posted by the public photocopier.
- Staff will communicate the copyright rules to the public as needed. Copyright rules also apply to the Internet.
- The Access Copyright License and staff guidelines for photocopying and/or digitizing (including sound recordings, performances, artistic, dramatic, or musical works) in the Library are found in (Appendix C).
- All individuals being photographed for Library promotional purposes will sign the Photograph Release form in (Appendix E)

## **Makerspace Policy**

The Trail and District Public Library provides a Makerspace to support its mission to provide a broad range of informational, educational, and recreational resources to serve the diverse needs of the community. The use of the Trail and District Public Library's Makerspace is governed by the following policies. Patrons wishing to use the Makerspace, or any equipment contained within it, must read and sign this policy before they may use it.

- The Library's Makerspace may be used only for lawful purposes. The public is prohibited from using the Makerspace equipment to create material that is:
  - Prohibited by provincial, or federal law
  - Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others (such use may violate the terms of use of the manufacturer)
  - Obscene or otherwise inappropriate for the Library environment.
  - In violation of another's intellectual property rights. For example, the equipment may not be used to reproduce material that is subject to copyright, patent, or trademark protection
- Patrons will not modify the Makerspace's hardware or software
- The Library reserves the right to deny Makerspace access if a patron violates any part of the Makerspace policy, or for any other misuse of the space, as determined by Library staff.

## **Makerspace Procedure:**

- Patrons must have a current Trail and District Public Library card to use the Makerspace.
- All patrons aged 13 and up may use the Makerspace independently. Patrons aged 12 and under may use the Makerspace if supervised by an adult at all times.
- Equipment will require training before a patron may use it. To receive training, a patron should schedule a session with Library staff. The Library will keep a record of which pieces of equipment each patron is trained to use. Once a patron is trained in how to use Makerspace equipment, they may use it independently.
- Patrons who receive training to use the Makerspace equipment independently must ensure that all work is completed, all equipment is turned off and your work area is cleaned 15 minutes prior to closing time.
  - If the Makerspace or its equipment is found to be damaged or missing when a patron is finished using it, that patron may be subject to a fee.
- Projects created in the Makerspace may be subject to cost based on material used. Please see **Appendix A** for pricing list.
  - Patrons may bring their own materials to use with Makerspace equipment, but its use must be approved by Library staff.
- Makerspace equipment may not be left unattended while it is in use; a patron aged 13 and older must stay with it at all times.
- When reserving the Makerspace or its equipment, scheduled Library programs have priority, followed by patrons who have made a reservation ahead of time. If the Makerspace room or its equipment is not reserved, it will be made available on a first-come, first-served basis, subject to staff availability.
- No food or drinks are allowed in the Makerspace.

## **Guidelines:**

- Follow all safety guidelines and exercise caution with all Makerspace equipment.
- If Makerspace tools or equipment break, or if an accident occurs while using the Makerspace, let Library staff know immediately.
- The Library is not responsible for any injuries caused by improper use of equipment.

- Any work saved on Library computers (for example, 3D print files) will be deleted once the computer is turned off and cannot be recovered. Patrons must save their files on an external storage device.
- The Library is not responsible for any damage to a patron's materials or files, or for any manufacturing defects.
- Be respectful of other patrons, and do not disrupt someone's work.
- When using Library materials, be careful not to waste them.
- The patron must read and sign the Library's Makerspace liability waiver.