



Policy Manual

Last revised: March 16, 2016

Revision Control

Date	Description
June 16, 2010	Criminal Record Check policy approved
June 23, 2010	Staff policy Discipline section amended
August 18, 2010	Staff Discipline policy approved to replace previous policy
August 30, 2010	Appendices: Library Hours
September 15, 2010	Gifts, Donations, and Fundraising policy approved to replace the Library Co-operation and Public Relations policy, Donations section
October 19, 2010	Home Library Service policy adopted
May 18, 2011	Objectives amended
May 18, 2011	Appendices: Fee Schedules – Printer, Photocopier, and Faxing Fees
November 16, 2011	Respect in the Workplace policy adopted
January 18, 2012	Appendices: BC OneCard , Removed statement concerning Online Databases
January 18, 2012	Appendices: Fee Schedules – Membership Fees, Non-residents
May 16, 2012	Library Programs policy adopted
October 19, 2012	Library Programs policy revised
February 20, 2013	Dress Code policy adopted
August 21, 2013	Critical Incident Response and Reporting policy adopted
November 20, 2013	Social Media policy adopted
February 19, 2014	Staff policy amended
March 18, 2015	Health and Safety policy amended
March 18, 2015	Critical Incident Response and Reporting policy amended
April 7, 2015	Appendices: Suggestion to Purchase and Request for Home Library Service added
May 13, 2015	Video Surveillance System policy added
May 21, 2015	Membership policy amended and Patron Code of Conduct added
March 16, 2016	Appendix E: Amended library hours

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Objectives

Your Hub for 21st Century Knowledge

- To assemble, preserve, and administer, in organized collections, information, resources, and recreational material to encourage citizens of all ages to educate themselves through lifelong learning, recognizing the library as a prime alternative educational institution.
- To provide a warm and welcoming physical space for meeting and interacting with others, reading quietly, or using visual spaces for social interaction and networking.
- To serve the community as a center of reliable information.
- 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 a free competition of ideas.
- To support educational, civic, and cultural activities of groups and organizations.
- To continually identify community needs through various means, and provide programs or services to meet those needs while cooperating with other organizations, agencies, and institutions to provide specialized programs or services.
- To provide opportunity for recreation through the use of literature, recorded music, audiobooks, eBooks, and video. Alternative forms to print will be offered to those with unique needs.
- To provide equitable access to digital information resources through up-to-date technology.

Approved: February 19, 2003

Amended: May 18, 2011

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. Materials may include, but are not limited to books, periodicals, newspapers, slides, films, musical scores, maps, DVDs, microfilm, microfiche, [CHANGE CD-ROM and/or other electronic formats to audiobooks, music, and electronic resources].
- The library will not attempt to purchase highly technical or 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 interlibrary loan.
- 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 guidelines:

- 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 that 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 prepared and adopted by the Canadian Library Association (CLA).

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. Arrangements for disposing of discarded items are made at the discretion of the Library Director.

Suggestions to Purchase

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

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.
- Given a [Request for Reconsideration of an Item](#) form to fill out.

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.

Approved: March 26, 2003

Amended: October 10, 2007

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 in the Library are found in [Appendix B](#).
- All individuals being photographed for Library promotional purposes will sign the [Photograph Release](#) form in [Appendix C](#). 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; and the words *Used with Permission* will be added to all photographs.

Approved: April 18, 2006

Criminal Record Checks

All employees are required to have completed criminal record checks (CRC) in accordance with the Criminal Records Review Act (RSBC 1996) Chapter 86 (CRRRA). Criminal record checks were to have been completed before December 1, 2008 for an organization the size of the Library. In acknowledgement of this legal requirement, all library staff as well as volunteers who may come in contact with children, youth, and other vulnerable populations will submit to criminal record checks at the expense of the Library Board, in accordance to the Criminal Records Review Act, as a condition of their continued employment.

CRCs are required of all current employees before September 1, 2010 and will need to be renewed every five years. These records will be reviewed by the Library Director (or the Personnel Committee) and will then be kept in confidential personnel files with copies available to employees upon written request. Should a CRC be in question, the Library Board Personnel Committee will assess the information provided to determine if employment should be continued. Failure to comply with this requirement by September 1, 2010 will lead to immediate disciplinary action.

New applicants will be required to complete criminal record checks as a condition of employment. The Library Board shall determine the relevancy of a confirmed criminal record and reserve the right to subsequently deny the applicant an employment opportunity. The disclosure of a criminal record will not necessarily preclude a candidate from an employment opportunity. The Library Board Personnel Committee will assess the information provided to determine if the conviction(s) are related to the intended employment opportunity.

Approved: June 16, 2010

Critical Incident Response and Reporting

The Library Board places a very high priority on ensuring the health and safety of staff, patrons, and contractors of the library. To that end, all staff must have a firm understanding of procedures to be following in the event of an incident where health and safety maybe at risk. The Trail Memorial Centre Fire Safety Plan is the basis upon which this policy is written. A copy of this and other maps etc., is available for staff reference in the library. All staff must ensure they are familiar with this document.

Fire and Bomb Threat

In the event of a fire within the library itself or the Trail Memorial Centre, staff will follow the Fire Safety Plan.

If you discover a fire:

- Leave the fire area immediately, closing all doors as you exit
- Activate the nearest red Fire Alarm Pull Station ☐ Evacuate via the closest safe exit
- Do not use elevators
- From a safe location Dial 911 to report a fire at: 1051 VICTORIA STREET, TRAIL
- Assemble at a safe location, clear of all exit doors at least 100 meters from the building as per the Fire Safety Plan

If you hear the fire alarm:

- Check your area for fire or smoke
- Evacuate via the nearest safe exit, closing all doors behind you
- Do not user elevators
- Assemble at a safe location, clear of all exit doors ☐ Do not enter the building for any reason

Ammonia Leak

In the event of an ammonia leak within the Trail Memorial Centre, the library staff will defer to the direction of the facility staff and evacuate the library as quickly as possible.

If there is an ammonia leak the appropriate response depends on the severity of the leak and whether it is controlled or uncontrolled. A minor controlled leak would not affect the library patrons. On the other extreme, an uncontrolled leak of high concentration would prompt facility staff to evacuate the building and

surrounding property in co-operation with the fire department. As such, this evacuation procedure would be the same as it is for a fire, except the fire department may increase the safe zone to 200 meters.

The Library Director and the Board Chair should be contacted as soon as it is possible.

Bomb Threat

In the event that a bomb threat is made to the library either by phone, email, or in person, library staff is to inform the Library Director immediately, contact the police, and clear the library and Trail Memorial Centre of any patrons, staff etc., until it is deemed safe by the authorities.

Medical Emergency

In the event of a minor accident or other safety incident, the first priority is the proper care and treatment of the injured people and then the completion of a summary of the event including dates, times, names, details, witnesses, and outcomes. The [Incident](#) form used by the Trail Memorial Centre staff is to be used by Library staff. This record of the incident will be emailed to the Library Director upon completion. If the injury is of the sort that is likely to precipitate a claim for damages or costs, the Director (or designate) will contact Trail Memorial Centre staff or City Hall to determine next steps.

Should staff feel the medical emergency is beyond their ability, immediately place a 911 call requesting an ambulance to attend the Trail Memorial Arena—Library. Until the ambulance arrives, staff should attempt to keep the party safe, comfortable, and calm. In the event that transport to hospital is required, staff will attempt to locate an emergency contact for the injured person. A report of the emergency must be completed and forwarded to the Library Director. If an adult or guardian accompanying the victim wishes to deal with the incident personally, that should be noted in the incident report.

Critical Incident

Because the library is a public venue, from time to time, library staff will be called upon to deal with critical incidents—hostile patrons, intoxicated persons, unstable individuals etc. If the staffs feel they are unable to handle a particular situation, they are to place 911 call requesting police assistance at the Library. Should an incident involve unaccompanied children, the staff will contact the parents to ask that they pick up their child from the library. Staff must make the parent aware of any details of the incident in the event further steps need to be taken. As detailed above, a report of the incident is to be forwarded to the Library Director as soon as it is completed.

It is impossible to provide detailed procedures for all forms of incident that may occur in the library. Staff are encouraged to consider these as brief notes on situations that may arise and use their own judgment when dealing with patrons. Any occurrence that is out of the ordinary must be reported to the Library Director as soon as is possible.

Approved: August 21, 2013

Amended: March 18, 2015

Dress Code

Maintaining a professional, business-like appearance is very important to the Library Board.

Regardless of the employee's interaction with clients, customers, suppliers, contractors, or volunteers, each employee projects the reputation of the organization. The Library Board anticipates that employees will project themselves in a professional manner by maintaining reasonable standards of dress and grooming.

Employees are expected to use good judgment and show courtesy to their co-workers by dressing in a manner that is presentable and appropriate. At all times employees are asked to be cognizant that regardless of their interaction with clients, customers, suppliers, contractors, or volunteers the Library is still a place of business.

Should employees be asked to attend business meetings with clients, either in library offices or otherwise, they should dress in appropriate business attire.

Any questions related to the content of this policy or its interpretation should be directed to the Library Director. From time to time, employees may be required to perform duties for which casual dress is more appropriate. The Library Director has sole discretion in this matter.

Approved: February 20, 2013

Gifts, Donations, and Fundraising

The 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 [Collection Development](#) policy. The library reserves the right to add them to its collection, distribute them to other libraries, donate, sell, or discard gifts. 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 or the library's [Collection Development](#) policy. 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, 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

The 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 the 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.

Approved: Created to replace the Library Co-operation/Public Relations policy, Donations section September 15, 2010

Health and Safety

This policy is written under the jurisdiction of the Workers Compensation Act of British Columbia RSBC 1996 and the Occupational Health and Safety (OHS) Regulation of British Columbia Reg. 296/97 Part 3 of that Act.

At the 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:

- The employer is responsible for ensuring that their employees are trained in approved work procedures to obtain optimal output without accidents or injuries and to ensure that employees follow safe work methods and related regulations.
- All new or young (under 25 years of age) workers shall be given a safety orientation. The orientation shall be documented.
- All personnel are required to support the OHS regulations making safety and health a part of their daily routine and ensure that they are following safe work methods and relevant regulations.
- All personnel will be held accountable for carrying out safe work procedures.
- All relevant laws and regulations are incorporated in this policy as minimum standards.
- All employees are responsible for working safely and following the library's safety rules, guidelines, or regulations contained in the Health and Safety Manual.
- 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.

Approved: July 21, 2004

Amended: October 10, 2007, March 18, 2015

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 for at least 90 days.

Service Parameters

- Library materials are delivered to patrons' residences 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 may 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
- Provides notebooks for each route for volunteers to record patrons' reading interests
- 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
- Use a patron's library card to check out materials
- 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 pass a security check paid for by the library ☐ Maintain the confidentiality and privacy of the patron's reading interests and history

Process to Request Home Library Service

Requests are made to the library by submitting the [Request for Home Library Service](#) form. 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.

Approved: October 19, 2010

Intellectual Freedom

The 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 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.

Approved: March 28, 2006

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 not restricted to Library members; however, non-members are limited to ½ hour on the Internet, rather than a full hour per day.
- Children 12 and under need a parent or guardian's signature on the Library's [Internet Permission](#) form authorizing them to use the Internet.
- Children 9 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. Users will be reminded, by a sign posted at the terminals, that Internet history files may be kept.
- 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. 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 s/he 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

- 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.

Approved: March 26, 2003

Amended: October 17, 2006

Library Board

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

Composition of the Board

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

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

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:

- Finance Committee
- Policy and Planning Committee
- 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.

- The Finance Committee Chair is always the Treasurer. The Committee meets monthly, and reports to the Board monthly. This committee consists of at least the Chair plus one other member who is not ex-officio.

- The Policy and Planning Committee meets monthly and reports to the Board monthly. This committee consists of at least the Chair plus one other member who is not ex-officio.
- The Personnel Committee meets monthly and reports to the Board monthly. The Personnel Committee must have at least the Chair and two other members who are not ex-officio.
- 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.
- 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.
- Each Board member must be a member of at least one committee.
- 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.
- 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

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 and accepted to and by the Board. For example, a Nominating Committee (set up few weeks before the January meeting and dissolved at the January meeting) would be an Ad Hoc 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.
- An Ad Hoc Committee appointed to implement an order of the assembly should be small and consist of only those in favor of the action to be carried out.

- 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

The 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.

- The Board shall endeavor to meet monthly.
- The Board shall have the right to call in-camera meetings to discuss sensitive matters.
- 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.
- 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

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

Meritorious Service

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

Parking

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

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

Approved: March 20, 2002

Revised: October 26, 2005

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 abreast of current developments.

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 and District Community Arts Council
- Trail Chamber of Commerce

Trail Historical Society One personal membership in the name of the Director and paid for by the Library, in the following organizations will be obtained:

- Canadian Library Association (if budget allows)
- American Library Association

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.
- 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.
- The Board Chair in consultation with the Director and one other Board Member should approve any major public news release that relates to the Library. 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.
- 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.

Last Approved: February 15, 2006

Amended: March 20, 2007; June 4, 2009; September 15, 2010

Library Programs

The purpose of library programs, such as preschool, summer reading, and adult talks, 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 books and reading, and expands the library's role in the community.

Programmers mean anyone engaged in library programming. Examples include preschool literacy, summer reading 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 without charge
- Public notice shall be made of all programs offered
- 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 and 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 **Program Complaint** form. Members who wish to continue their request for review of a program may submit the **Request for Program Reconsideration** form. Requests for review of programs will be considered in the same manner as requests for reconsideration of library items.

Approved: May 16, 2012

Revised: October 19, 2012

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 determined by the Board (see [Appendix A, Fee Schedules](#)). 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

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

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

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
- Personal cheque along with a piece of picture identification (i.e. BC ID card)
- 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, s/he may be sponsored for membership from the organization in which s/he is residing or s/he may purchase a temporary or non-resident membership. When an applicant has no identification, s/he may present a letter from the facility in which s/he is residing.

For the first three months of membership, patrons are limited to having only two 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 (see [Appendix A, Fee Schedules](#)).

Registration forms

Library staff will fill in all the registration forms. 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

Membership may be suspended for due cause, including, but not limited to outstanding fines or overdue. Members will not be able to use their cards to borrow materials if they owe \$10 or more in fines or fees. 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.

Approved: August 21, 2002

Amended: January 19, 2006; October 17, 2006; October 21, 2008; July 7, 2009; August 18, 2009; May 20, 2015

Patron Code of Conduct

The Trail and District Public Library is open to the general public. This policy ensures that everyone has the right to use library services and resources provided their behaviour does not unreasonably interfere with the rights of others to do the same. This policy requires the following specific behaviours be observed in the library:

- Behaviour that violates the law, or compromises the use and enjoyment of the library by others, or interferes with library employees in the performance of their duties is prohibited. No person shall obstruct library entrances or exits.
- Cell phones must be set to mute or vibrate in the library. Please leave the library to take or make calls.
- Only beverages in lidded containers may be consumed in the library. No food is permitted except during special programs or events.
- If a person creates or emanates a detectable odor that disturbs other library patrons or staff, they will be asked to leave until the situation is corrected.
- Bicycles, skates, skateboards, collapsible scooters and other such items may not be used in library entry/walkways and must be kept out of library passageways.
- Smoking or the use of tobacco products or illegal substances is not allowed in the library or on the library premise. The consumption of alcohol is prohibited on the premises.
- Shoes, shirts and other appropriate attire must be worn in the library.
- Entry into staff areas including desks and equipment in public areas, without permission, is not allowed.
- Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity is not permitted, unless authorized by the library.
- Photographing, filming or video-recording within the library requires approval of the Library Director.
- Animals are not permitted in the library except in authorized programs or when needed to assist an individual with a disability. Service animals must be appropriately and clearly identified.

If a patron exhibits behaviour that violates the Code of Conduct, library staff will first direct the patron to the Code of Conduct and seek voluntary compliance. If the patron continues to act in ways that violate the policy, library staff can require the patron to leave the library. If the patron refuses to leave or becomes threatening library staff will immediately call the RCMP and phone the arena staff to advise them that the

RCMP has been contacted. Repeated breaking of the Patron Code of Conduct will be grounds for exclusion from the library property for a length of time determined by the Library Director.

Approved: May 20, 2015

Patron Complaints

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:

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

Approved: May 16, 2006

Amended: August 19, 2008

Patron Relations

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 treat all patrons equally in a pleasant, helpful manner. Under BC 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.

- It is appropriate to maintain boundaries by tactfully refusing to engage in unwanted personal conversations. Staff can inform patrons that they are being distracted from their work if patrons stand too close or stare.
- 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. See the [Incident Report](#) form. 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.
- 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.
- 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 Library Director who may resolve this problem at his or her discretion.
- The police may be called to deal with extremely difficult individuals. 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.
- Avoid physical confrontation.
- Speak in a calm tone without raising your voice.

- In the event of a robbery do as follows: give the robbers the money, do as they instruct, and call the police when the criminal has left.

Children in the Library

The Library welcomes children to attend programs and to use the library to the fullest. However, parents 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

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

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 or caregivers will be contacted.

Unattended children at closing time

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

Notice to members

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. Library staff are not responsible for them.

Privacy

The 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

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 the [Privacy Information](#) form. Patrons will also be provided with contact information of the Library's FOI/Privacy Officer (see [Contact Information](#)), who can answer questions regarding the collection of information.

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 interlibrary 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 Library Service** for patrons with special needs
- recording book suggestions
- recording comments or suggestions
- general library operations
- library fundraising

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

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 patron's personal information for different purpose if patrons explicitly consent to the new purpose; the use is authorized under FOIPPA, or as otherwise required by law.

The Library does not sell or rent personal information. Personal information is disclosed only in accordance with FOIPPA or as otherwise required by law. Where other organizations require personal information in order to provide services on behalf of the Library, the Library ensures that these organizations treat the personal information in compliance with FOIPPA and the Library's privacy policies. Examples of where personal information may be disclosed include:

- when a 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
- to a person's next of kin if that person is injured, becomes ill, or dies while visiting the library

Security of Personal Information

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

Retention of Personal Information

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

The Library will endeavour to ensure the personal information is as accurate, complete, and up-to-date as necessary. Patrons have a right to request access to personal information held by the Library or that personal information be corrected. To do so patrons may submit a written request to Library Director (FOI/Privacy Officer). Requests should provide enough detail to enable a library employee to find the personal information.

Children's Personal Information

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.

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 the Library Director.

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)

Email: info@oipc.bc.ca

Website: oipc.bc.ca

Approved: August 20, 2007

Respect in the Workplace

The Library Board is committed to being inclusive and welcoming to the broadest spectrum of the community. The Board seeks to provide a safe, healthy working environment for our employees, trustees, volunteers, patrons, and others who may visit our facility. Everyone who works in or uses the Library is expected to conduct him or herself in a manner that is supportive of this policy specifically treating everyone with respect and dignity so that they can contribute in a productive and professional atmosphere. Bullying, harassing, or other aggressive or demeaning behaviour towards others will not be tolerated.

The Library Board has the authority to make rules for the use of library facilities and impose sanctions for unacceptable conduct under the Library Act (RSBC 1996) and is committed to creating an environment that is free from any form of discrimination or harassment as prohibited under the BC Human Rights Code. All individuals are responsible for ensuring that their own conduct is in accordance with this code.

The Library is committed to an environment where employees, trustees, volunteers, patrons, and other visitors are treated with respect and dignity such that they can contribute to a productive and professional atmosphere.

Employees have the responsibility to treat each other with dignity and respect and to avoid any conduct that would constitute harassment. All employees have the responsibility to speak up if they or others are being harassed or bullied. All employees have a responsibility to report harassment or bullying to the appropriate person, and are responsible for respecting the confidentiality of anyone involved in a harassment complaint or proceeding.

The Director also has a responsibility to be aware of what is happening in the library.

The Director undertakes to treat all instances of harassment seriously; to do all that is reasonably necessary to ensure that harassment and bullying-related issues are resolved quickly, confidentially and fairly, and to take what disciplinary or remedial steps are necessary to ensure a workplace and service environment free of all forms of harassment and bullying.

All volunteers and other third parties have the responsibility to treat other volunteers, staff, contractors, and users of the library with dignity and respect, and to speak up if they experience or witness a person being harassed/bullied, and to report such incidents to the Director. They are also responsible for respecting the confidentiality of anyone involved in a harassment/bullying complaint.

Definitions

For the purposes of this policy, the following definitions apply:

Bullying is interpersonal hostility that is deliberate, repeated and sufficiently severe as to harm the targeted person's physical or mental wellbeing, safety or economic status. It is driven by the perpetrator's need to control another individual, not by a legitimate business need.

Harassment occurs when a worker is subjected to unwelcome verbal or physical conduct that may include but is not limited to: insults, name-calling, horseplay or practical jokes, yelling, swearing, criticism, patronizing behaviour, vandalism, shunning or mobbing because of:

- race
- age
- religious beliefs
- color
- place of origin
- gender
- mental or physical disability
- ancestry
- marital status
- sexual orientation
- source of income
- family status of that person or any other person.

Sexual Harassment as defined by the Supreme Court of Canada's *Janzen* case is "unwelcome conduct, of a sexual nature, that detrimentally affects the work environment or leads to adverse consequences for the victim of harassment". Examples include, but are not limited to, sexual assault or threatened assault; unwelcome remarks, slurs, jokes, taunts or suggestions about a person's sex or sexual orientation- unwelcome sexual remarks, innuendos, invitations, or requests, including persistent unwanted contact after the end of a consensual relationship; displays of sexually explicit, sexist or other offensive or derogatory material; unwelcome physical conduct; crude sexual or sexually charged or abusive remarks and offensive or stereotypic comments about a person's gender.

Violence whether at a worksite or work related means the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical injury. These acts include threats, menacing or threatening behaviour, and all types of physical or verbal assaults.

Harassment and bullying are **not** the proper exercise of a management right. While an individual has the right to profoundly and sincerely disagree with a management decision, or hold a genuine belief that s/he has been harassed, those facts alone do not necessarily make the conduct in question harassment or bullying. Different points of view and conflicts representing those different points of view are a normal and natural part of life and are **not** considered harassment or bullying in and of themselves. Unfortunately, disagreements sometimes deteriorate into conduct that constitutes harassment.

Mere rudeness, thoughtlessness or insensitivity is **not** harassment or bullying. When dealing with harassment or bullying, we are dealing with conduct that is not a reasonable expectation of the employment relationship, and that a reasonable person would say interferes with a person's right to safety, dignity and equality in the workplace. For conduct to be considered harassment or bullying, it must be unwelcome. Therefore, consensual joking, teasing and banter, or romantic relationships (when those involved are consenting) are **not** considered bullying and harassment.

Complaint Procedure

When an employee (or other person involved with the Library) believes s/he is being harassed or bullied the following process will be followed:

1. Ask the Harasser to Stop

First, ask the harasser to stop. Tell the person that you are not comfortable with the behaviour and ask that it stop. You may ask a colleague, shop steward, or other union representative, or the Director for advice and assistance. If the harassment ends, the matter is considered closed.

2. Informal Complaint Process

- a. If the complainant is not satisfied with the outcome of the above encounter, an informal complaint process can be started providing this is done within **six (6)** months of the last incident of harassing conduct. Once aware of the complaint, the Director (or an alternate appointed by the Board if the Director is directly involved in the complaint) will meet with the complainant to hear his/her side of the story; meet with the alleged harasser to hear his/her side of the story; may decide to speak with any witnesses. All parties have the right

to be accompanied by a shop steward or union representative. The Director will hold a meeting of the parties involved to attempt to resolve the dispute by mediated agreement.

- b. If this informal mediate is successful, the Director will draft an agreement that is to be signed by the complainant, respondent, the union, if applicable, and the Director. Such an agreement will not be placed in the personnel file of either the complainant or the respondent. The Director will keep a copy of the agreement in her files for a period of 1 year, after which time it will be destroyed, unless there has been a further complaint of harassment or bullying brought against the same alleged harasser.
3. **Formal Complaint Process.** If the informal If the informal stage is unsuccessful, the complainant may decide to file a formal complaint. A formal complaint must be in writing. The complaint will be formal investigated by the Director or a person external to the library who has been trained to conduct such investigations and that is agreed to by the parties. Both parties will share any costs incurred equally. The investigator will interview the complainant, respondent, and any witnesses with both parties having the right to be accompanied by their shop steward or union representative. The mandate of the investigator is to make findings of fact and to determine whether or not the conduct constitutes harassment or bullying within the law, the collective agreement and library policy. The investigator may make non-binding recommendations regarding appropriate, remedial, but not disciplinary, action.
 4. If the Director (or other agreed to party) concludes that the complaint was substantiated, she will take whatever disciplinary or appropriate remedial actions as are justified considering all the circumstances of the situation and will inform both parties in writing, within a week, of her decision. If she concludes that the complaint was **NOT** substantiated, she will call a meeting of the parties involved and explain her intentions with respect to the issue. If the union is dissatisfied with the outcome of the report, discipline. etc., a grievance may be considered.

Remedies for the Victim of Harassment or Bullying may include but are not limited to

- oral or written apology from the harasser;
- reinstatement of any lost wages, benefits, seniority, job promotion, or other lost work-related opportunities;
- reinstatement of any sick leave, vacation leave or other banked or future leave entitlement that was used as a result of the harassment;
- compensation for injury to dignity, feelings, or self-respect.

Disciplinary or Corrective Action for the Harasser is affected on the nature and severity of the harassment or bullying and may include but is not limited to

- a verbal warning;
- a written reprimand;
- an unpaid suspension;
- discipline up to and including termination;
- transfer of assignment as deemed necessary to ensure the harassee's right to a harassment-free workplace;
- mandatory attendance at anti-harassment training, anger management training, supervisory skills training, or any other remedial training deemed suitable by the Director;
- any other reasonable measures as are demonstrably justified under the circumstances.

Complaints Determined to Have Been Made in Bad Faith, that is to say that it was deliberately and maliciously filed, knowing that it had no basis, will be subject to corrective/disciplinary action. The person unjustly accused of harassment will be given the benefit of any remedies that would be given to a victim in a case of harassment. The Employer commits to take such reasonable steps as are necessary to ensure that all Library staff and third parties are aware of this policy and its applicability to them.

Approved: November 16, 2011

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 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, 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. Fines and fees will be levied for overdue, damaged, or lost materials. See [Appendix A, Fee Schedules](#). Items may be borrowed, as follows:

- Membership cards must always be shown when borrowing 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 five of each category of non-print items 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

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 is allowed to place three active interlibrary loans at any one time.
- A member is allowed to request up to 15 books on any one subject, or by any one author per year.
- 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.
- ILL requests not located in six months will be cancelled.
- 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.
- Requests made to borrow our Library's microfilm will only be accepted from public libraries.
- A limit of 3 reels per member is sent at any one time. Microfilm is to be used in the Library only. Microfilm is not renewable.

- 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 Schedules](#).
- Exceptions to lending policies may be made at the discretion of the Director or ILL staff.

Other Services

- Exams will be proctored for a fee. See [Appendix A, Fee Schedules](#).
- 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. See [Appendix E, Library Hours](#).
- Reference services will be provided as resources and staff availability permit. 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 Schedules](#). 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.
- 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 Relations** policy.

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 \$30.

- The price of the item will be refunded, less the processing fee and any fines owed. See [Appendix A, Fee Schedules](#).

- 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.

- Audiovisual equipment that can be loaned for a fee includes the overhead projector. See [Appendix A, Fee Schedules](#). A refundable cash deposit is required in addition to the daily fee for the loan of the overhead projector. Upon return, equipment will be checked by staff for damage.
- 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.
- 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 Schedules](#). If not returned, a replacement cost will be charged, as in the item record.

Approved: May 16, 2006

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 e-Community in a broader scope while continuously gaining opportunities to reach a larger audience. The of the Library's social media accounts is to inform the community of day to day happenings, programming, and other relevant events in the Greater Trail area.

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 public 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.

Approved: November 20, 2013

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 Board.
- Staff and Board members may purchase books through the Library for their personal use.
- Retiring library staff will be recognized.
- Staff will receive photocopying at a discount price of 10 cents until further notice.

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 40 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 and appropriately completed. The Treasurer may refuse reimbursement if proper authority is lacking on any expense incurred.

Long Service Awards

The Board will recognize long time employee service as follows:

- **Twenty years' service:** Employees will receive a letter of appreciation from the Board Chairperson and a \$50 gift certificate to a local retailer.
- **Twenty-five years' service:** Employees will receive a letter of appreciation from the Board Chairperson and a \$75 gift certificate to a local retailer.
- **Thirty years' service:** Employees will receive a letter of appreciation from the Board Chairperson and a \$100 gift certificate to a local retailer.
- **Thirty-five years' service:** Employees will receive a letter of appreciation from the Board Chairperson and a \$125 gift certificate to a local retailer. Upon retirement, staff will receive a gift of either cash or a gift certificate in the amount of \$15 for every year of service.

Staff Nametags

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. Library Assistants have several options on the content of their nametags; these include their first and last name and staff or job title:

- i.e. Pat Smith, Staff, or
- Pat Smith, Children's Librarian
- their first names only
- i.e. Pat
- their first name and staff or job title
- Pat, Staff, or
- Pat, Children's Librarian
- Staff plus a unique number or a unique job title

- Staff, 107, or
- Staff, Children's Librarian
- The Library Director will wear a nametag with his/her first and last name and title

Approved: November 20, 2002

Amended: November 16, 2005; January 18, 2006, August 19, 2008, November 18, 2008; June 23, 2010, August 18, 2010, December 8, 2011; February 19, 2014

Staff Discipline

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. In order to accomplish this, a four-step disciplinary procedure will be followed. This system has not been designed to bring about dismissal of employees. Rather, the purpose is to encourage employees to correct behaviour and performance, which is at an unacceptable and/or unsatisfactory level.

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 why s/he 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 behaviour is subject to discipline and to determine the severity and timeliness of such discipline.

Step 1: For minor offenses occurring for the first time, employees will be given a verbal reprimand;

Step 2: For repeated minor offenses or for a moderately serious offence, employees will be given a written reprimand;

Step 3: For repeated lesser minor offenses or for a serious offense, employees will be suspended from work without pay. The length of the suspension will depend on the nature of the incident(s) and is at the sole discretion of the Library Board. The employee will be told in writing the reason for the suspension. A copy of the letter is put in the employee's personnel file;

Step 4: For repeated and ongoing offenses or for a very serious offense of gross misconduct, employees will be dismissed.

Approved: Staff policy approved November 20, 2002

Amended: Staff policy amended November 16, 2005; January 18, 2006; August 19, 2008; November 18, 2008

Amended: Staff policy, Discipline section amended June 23, 2010

Approved: New Staff Discipline policy approved August 18, 2010

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, set out in Appendix A, Fee Schedule.
- Only Library-owned CDs and software may be used.
- Members must show their Library card or official identification to use in-house CDs and headphones.
- 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 D-ROM stations may do so.
- Library staff monitors CD-ROM stations, Internet stations and word processing stations and may record names and either the member's telephone or library card numbers. Subject to availability, time limits for use of computer stations may be set to maximize access by the public: one hour for members and half an hour for non-members on the Internet terminals.
- 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. 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 library facsimile machine is for use by the Board and administrative staff. The public may use the facsimile machine for outgoing faxes.
- 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.

Approved: April 18, 2002

Revised: March 17, 2004

Video Surveillance

Cameras will be installed on Library property where surveillance is necessary to protect public safety and detect or deter criminal activity.

Cameras will not be installed in areas where individuals have a reasonable expectation of privacy.

Only authorized personnel will have access to the video surveillance equipment and records (videotapes, photographs, digital images, etc.). Authorized personnel will be limited to the Library Director, Chairperson of the Board, a designate by the Board Chair, and the RCMP.

All records produced by the video surveillance system will be kept in a secure, locked storage area to prevent unauthorized access.

Images recorded by the system will be conserved on the recording equipment for a maximum of 96 hours before being recorded over, unless kept for law enforcement purposes.

The video surveillance system will operate 24 hours per day, 7 days a week on a continuous basis.

All areas subject to surveillance will be identified to the public with appropriate signage.

The video surveillance system will not be used to conduct surveillance of the employees of the Trail and District Public Library when engaged in work related activities.

Approved: April 15, 2015

Volunteers

The CUPE Local 2087 agreement between the Trail & District Public Library Board (TDPLB) and staff prohibits volunteers from doing work normally done by staff. Persons wanting to volunteer for the Library can:

- Serve on the TDPLB.
- Volunteer to work with the Friends of the Library.
- Take books to shut-ins through the Home Library Service program.

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 Trail 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.

Approved: March 28, 2006

Appendices

[Appendix A: Fee Schedules](#)

[Appendix B: Access Copyright Licence](#)

[Appendix C: Photo Release Form](#)

[Appendix D: Internet Permission Form](#)

[Appendix E: Library Hours](#)

[Appendix F: Incident and Activity Report Forms](#)

[Appendix G: Privacy Information Form](#)

[Appendix H: Request for Reconsideration of an Item](#)

[Appendix I: BC OneCard](#)

[Appendix J: Patron Complaint Form](#)

[Appendix K: Suggestion to Purchase Form](#)

[Appendix L: Request for Home Library Service](#)

Appendix A: Fee Schedules

Membership Fees

- Residents free with proof of address
- Non-residents \$75 annually

Lost Cards

\$2

Overdue Fine Policy

- Applicable for late returned items
- Items are considered overdue when returned after closing time
- The maximum fine that can be levied against a borrower's card is \$20
- A borrower's privileges are suspended when a fine balance of \$10 or greater is owed

Item	Fine per Day	Maximum Fine per Item
Books	.20	\$5
Audiobooks	.20	\$5
Magazines	.20	\$2
DVDs	.20	\$5
Energy Meter	\$1	\$20
Literature Circle Sack	No fine	Replacement cost of item if not returned
Daisy Reader	No fine	Replacement cost of \$500 if not returned
Talking Books (print disabled)	No fine	
Daisy Books (print disabled)	No fine	
Inter-Library Loans	.50	\$5

Proctoring Exams

Proctoring exam fee is \$25

Audiovisual Equipment Rentals

An additional \$10 refundable cash deposit is required on the following equipment.

Item	Rental per Day
TV/VCR	\$25
Camera	No fee
Overhead Projector	\$25

Processing Fees

The following processing fees are charged in addition to item replacement costs at the time of payment for lost or damaged items:

- Books \$3
- Paperbacks \$3
- Magazines \$1
- Music or audio cassettes \$5
- Compact discs \$5
- Video cassettes \$5
- DVDs \$5

Item Replacement Values

- The default replacement value is to be applied to older items where the actual price was not established at the time of entering the record.
- The replacement value is established as the cover price of the item or the default minimum replacement value as listed below, whichever is the greater.

Format	Default Minimum Replacement Value
Books	\$10
Paperbacks	\$10
Magazines	Cover price
Music or audio cassettes	\$12
Compact discs	\$16
Video cassettes	\$20
DVDs	\$20

Interlibrary Loan Fees

- If not picked up, \$2 will be charged.
- Microfilm mailing fee: \$10 per reel (payable at time of request)

Microfilm Research Fees

\$20

Printer, Photocopier, and Faxing Fees

Item	Fee per page
Photocopying and Printing (Black and White) (8½ x 11 or 8½ x 14)	.20
Photocopying or Printing (Colour) (8½ x 11 or 8½ x 14)	.40
Microfilm Printing (8½ x 11)	.50
Faxing Outgoing (Local)	1.00
Faxing Outgoing (Long Distance)	1.50

Book Deposit Fees

The Library reserves the right to charge a refundable book deposit fee on designated books or reference materials prior to their loan.

Fee	Approved and Amended Dates
Membership fees	Approved: April 1, 2006; Amended: January 18, 2012
Lost cards	Approved: April 1, 2006; Amended: November 12, 2008
Overdue fines	Approved: April 1, 2006; Amended: January 1, 2009
Proctoring exams	Approved: April 1, 2006
Audiovisual equipment rentals	Approved: April 1, 2006
Processing fees	Approved: April 1, 2006
Item replacement values	Approved: April 1, 2006
Interlibrary loan fees	Approved: April 1, 2006
Microfilm research fees	Approved: April 1, 2006
Printer, photocopier, and faxing fees	Approved: April 1, 2006; Amended: May 18, 2011
Book deposit fees	Approved: April 1, 2006

Appendix B: Access Copyright Licence

PUBLIC USE PHOTOCOPIER COPYRIGHT NOTICE

COPYING UNDER THE *COPYRIGHT ACT*...

Canada's *Copyright Act* provides for civil and criminal penalties for copyright infringement. Under the Act, it is illegal to copy most published materials without permission. However, you may copy the following:

- works whose authors died more than 50 years ago.
- portions of works for the purpose of private study, research, criticism, review or newspaper summary known as "fair dealing" under the Act. The limits of fair dealing copying have not yet been defined in the Act or in case law.
- works where the copyright owner has given their express permission (in the work itself or otherwise); e.g. the federal government permits copying of all federal laws and the British Columbia Queen's Printer permits single copies for private research of B.C. statutes and regulations. If you require further information regarding the copying of B.C. government publications, contact the Queen's Printer: 1-800-663-6105.

AND UNDER THE ACCESS COPYRIGHT LICENCE

To authorize copying beyond what is permitted under the *Copyright Act* the Province of British Columbia has signed, on behalf of B.C. public libraries, a licence with ACCESS COPYRIGHT, a nonprofit organization representing Canadian and foreign authors and publishers. Under the ACCESS COPYRIGHT LICENCE:

YOU MAY COPY:

- most published works, including books, magazines, newspapers and journals, as long as the work is published in a country covered by an ACCESS COPYRIGHT licence, including: CANADA, USA, UNITED KINGDOM, AUSTRALIA, DENMARK, FRANCE, GERMANY, ICELAND, IRELAND, ITALY, LIECHTENSTEIN, MALTA, NETHERLANDS, NEW ZEALAND, NORWAY, SOUTH AFRICA, SPAIN OR SWITZERLAND
- up to 10% of a published work, or more than 10% if it is:
 - an entire newspaper article or page
 - a whole chapter, which is no more than 20% of a book
 - a single short story, play, poem, essay or an article from a book, magazine issue or set of conference proceedings
 - an entire reproduction of an artistic work from a book or magazine issue or
 - an entire entry from an encyclopedia, dictionary, annotated bibliography or similar reference work
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1. YOU MAY NOT COPY:

- instruction manuals, including manuals for appliances, office equipment and computer software
- advertisements
- consumable materials such as workbooks
- business case studies and commercial newsletters
- print music
- unpublished works
- different parts of the same work within a twelve month period beyond the limits of allowable copying under this Licence

2. YOU MAY NOT MAKE COPIES OF A PUBLISHED WORK:

- for sale or resale
- for use in association with partisan political activities or endorsements or a cause or institution, or in association with advertising or sale of a commercial product or service
- that is available for purchase as a separate publication
- as a substitute for a published work that would ordinarily be purchased
- published in a country without an ACCESS COPYRIGHT licence, such as CHINA and INDIA

For a complete list of the exclusions under this Licence or for a copy of the *Copyright Act*, see Library Staff.

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INFORMATION FOR LIBRARY STAFF

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- works whose authors died more than 50 years ago.
- portions of works for the purpose of private study, research, criticism, review or newspaper summary known as "fair dealing" under the Act. The limits of fair dealing copying have not yet been defined in the Act or in case law.
- works where the copyright owner has given their express permission (in the work itself or otherwise); e.g. the federal government permits copying of all federal laws and the British Columbia Queen's Printer permits single copies for private research of B.C. statutes and regulations. If you require further information regarding the copying of B.C. government publications, contact the Queen's Printer: 1-800-663-6105.

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INFORMATION FOR LIBRARY STAFF (CONT'D)

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- for the library's internal and administrative use
- on behalf of patrons where the library provides no self-serve copying machines or where a patron, because of a physical disability, is unable to use a library self-serve copier, or
- where the copy made is sent by mail, personal delivery, commercial courier or facsimile transmission to a library patron who is unable to attend in person at the library, or to another qualifying institution (i.e. archive, museum or educational institution, or another library or ACCESS COPYRIGHT licensee).

Library Staff must:

- make all copies on library premises, unless made off-premises at the library's expense from a work owned by the library and under the same terms and conditions applicable to on-premise copying, and
- onto paper, unless sent by facsimile transmission.

Library Staff must not:

- knowingly fax a copy to a computer or disseminate copies electronically, or
- receive copies from a commercial document delivery service i.e. provider of FEE-FOR-SERVICE copying) unless that service provider is licensed to provide them.

CREDITS

Library Staff must, on at least one page of all copies made for a library patron or a qualifying institution, include:

- the international copyright symbol : ©
- a credit to the publisher and to the author/creator (where known), and
- the following notice: "This material has been copied under Licence from ACCESS COPYRIGHT. Sale or further copying of this material is strictly prohibited."

COPYING FOR MANAGEMENT AND MAINTENANCE OF LIBRARY COLLECTIONS UNDER THE ACCESS COPYRIGHT LICENCE

Under the Licence, Library Staff may copy, for the library's own holdings or for another licensed library's holdings, an ENTIRE published work or a portion of a published work, provided that:

- the work is not available for purchase
- ACCESS COPYRIGHT has confirmed the out-of-print status of the work, and
- the work is rare, deteriorating or damaged or at the risk of becoming so, or you are replacing material (including missing pages).

Library Staff must keep records of all replacement copying, as follows: title, author, publisher, ISBN and numbers of copies and units (i.e. each copy of a single page or part of a page which is copied from a published work). Records must be kept for at least 3 years and must be available for inspection by ACCESS COPYRIGHT upon request.

Please consult the library's copy of the Public Library Copying Licence for further information on copying under the ACCESS COPYRIGHT Licence.



We Copy Right

This library has signed a licence with Access Copyright, which gives permission to photocopy from a vast repertoire of published books, magazines and newspapers. Under this licence, library patrons may make copies on a self-serve basis. This licence also covers copying done by library staff for internal and administrative use, as well as for a patron if the library does not offer self-serve copiers or if a patron has a physical disability.

However, there are limits to how much of a work you may copy under the licence.

Here are some general guidelines for copying:

You can photocopy up to 10% of a published work or the following, whichever is greater:

- an entire chapter which is no more than 20% of a book
- an entire newspaper article or page
- one short story, play, poem, essay or article from a book or periodical containing other published works
- one entire entry from an encyclopedia, dictionary, or reference book
- one published photograph or illustration
- an entire report of a legal case from a periodical issue or volume containing other reports.

This licence does NOT allow you to copy:

- Crown publications (excluding those published by the Crown in Quebec)
- print music
- workbooks, study guides, solutions manuals, instructor's manuals and coursepacks
- letters to the editor
- advertisements
- publications containing proprietary information (such as newsletters)
- works containing a notice expressly prohibiting copying under licence with a collective society
- works appearing on the Exclusions List (ask staff for details)

For more information about this licence or to request permission to copy beyond these limits, please contact Access Copyright. Call 800 893 5777 or email permissions@accesscopyright.ca.

WARNING!

Works protected by copyright may be copied on this photocopier only if authorized by:

- the Copyright Act for the purpose of fair dealing or under specific exceptions set out in that Act;
- the copyright owner; or
- a licence agreement between this library and a collective society or a tariff, if any.

For details of authorized copying, please consult the licence agreement and other relevant information available from a library staff member. The Copyright Act provides for civil and criminal remedies for infringement of copyright.



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Under the licence, you can copy up to 10% of a published work in Access Copyright's repertoire, or the following, whichever is greater:

- An entire chapter which is no more than 20% of a book
- An entire newspaper article or page
- One short story, play, poem, essay or article from a book or periodical containing other published works
- One entire entry from an encyclopedia, dictionary or reference book
- One published photograph or illustration
- An entire report of a legal case from a periodical issue or volume containing other reports

I have a rare, damaged book in my holdings that is no longer in print. Can I copy it in its entirety?

Exceptions in the Copyright Act permit libraries to make copies of rare or unpublished works for preservation or maintenance of its permanent collection. If these exceptions do not apply to the work involved or the purpose of the reproduction, your Access Copyright licence permits the copying of an entire damaged book in your holdings that is no longer in print. Please contact Access Copyright at permissions@accesscopyright.ca to confirm the out of print status of the work.

Am I permitted to sell any copies to patrons?

No, your licence prohibits resale to library patrons unless your licence includes Schedule E (Terms and Conditions of Fee-for-Service Copying). You may, however, receive payment for copies as long as the payments do not exceed the direct costs associated with making and delivering the copies.

Who can copy under the licence?

Library patrons may make copies on a self-serve basis. The licence also covers copying done by library staff for internal and administrative use, as well as for a patron if the library does not offer self-serve copiers or if a patron has a physical disability. Copies may also be sent to patrons by mail, personal delivery, commercial courier or fax if a patron is unable to attend in person at the library. You may also send copies via mail, personal delivery, commercial courier or fax to a qualifying institution.

Are inter-library loans covered by the agreement?

Yes, provided that it is one "qualifying institution" lending to another "qualifying institution."

What is a qualifying institution?

A qualifying institution means a not-for-profit library, archive or museum or an educational institution as defined in Section 2 of the Copyright Act.

What if I want to use copyright protected material in a way that is not covered by my licence, such as sending copies electronically?

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Appendix C: Photo Release Form

<p>I hereby authorize the Trail & District Public Library to utilize the photograph(s) of myself and/or my child for public view which may be included in Library publications, website or promotion for a period of up to 18 months. I acknowledge the Library's right to crop or treat the photograph(s) at its discretion. I agree I will not be compensated financially for its use.</p>	
Expiry date of photograph:	
Name of person to be photographed:	
Signature of person, parent, or guardian:	
Date signed:	
Contact Information	
Address:	
Telephone:	
Email:	

Approved: April 18, 2006

Appendix D: Internet Permission Form

Due to the Adult nature of some of the material that can be found on the Internet, children twelve (12) years of age and younger require a parent's or guardian's permission to use the Library's Internet stations unsupervised. All of the Library's Internet stations are unfiltered and are in proximity to other Internet users. If you would like your child to be able to use this technology, please complete this permission form.
Child's Name:
Child's Age:
Child's Library Card Number:
Name of Parent or Legal Guardian:
Library Card Number:
Signature:
Date:

Approved: November 1, 2006

Appendix E: Library Hours

Monday 10 a.m. to 5 p.m.

Tuesday to Thursday 10 a.m. to 8 p.m.

Friday 10 a.m. to 5 p.m.

Saturday 10 a.m. to 4 p.m.

The Library is closed on statutory holidays and holiday weekends.

Approved: November 1, 2006

Amended: March 16, 2016

Appendix F: Incident and Activity Report Forms

INCIDENT FORM		
This is an incident/activity involving: <input type="checkbox"/> Public <input type="checkbox"/> Building/equipment <input type="checkbox"/> Fire/building alarm		
Event/program:		
Person completing report (print name/signature):		
Time of incident:	Time reported:	
Date of incident:	Place of Incident (specific location, floor, etc.):	
Public Incident (also see Details):		
Reported to Staff by:	Witness:	
Phone:	Phone:	
Address:	Address:	
Age: <input type="checkbox"/> Female <input type="checkbox"/> Male	Age: <input type="checkbox"/> Female <input type="checkbox"/> Male	
Building/Equipment Incident (also see Details):		
Building area or equipment involved:		
Facility staff involved? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, Name:		
How was facility staff involved?		
Reported to staff by:	Witness:	
Phone:	Phone:	
Address:	Address:	
Age: <input type="checkbox"/> Female <input type="checkbox"/> Male	Age: <input type="checkbox"/> Female <input type="checkbox"/> Male	
Fire/Building Alarm (also see Details):		
This is an alarm involving:		
<input type="checkbox"/> Fire <input type="checkbox"/> False alarm <input type="checkbox"/> Fire equipment operated <input type="checkbox"/> Fire safety meeting <input type="checkbox"/> Fire drill		
Name(s) of staff involved:		
Device/equipment involved:		
Floor:	Alarm zone:	Number of Injuries:

Cause of incident:	
Explain damage/loss:	
Details:	
Did all involved follow proper procedures? <input type="checkbox"/> Yes <input type="checkbox"/> No (If NO, please describe below)	
Was an illness or injury reported? <input type="checkbox"/> Yes <input type="checkbox"/> No (If YES, please complete an <i>Accident Report Form</i>)	
Was 911 called? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Were EMTs dispatched? <input type="checkbox"/> Yes <input type="checkbox"/> No Name(s):	
Was anyone hospitalized? <input type="checkbox"/> Yes <input type="checkbox"/> No Hospital name:	
Was the Fire Department dispatched? <input type="checkbox"/> Yes <input type="checkbox"/> No Name(s):	
Were Police dispatched? <input type="checkbox"/> Yes <input type="checkbox"/> No Name(s):	
Was a Police report filed? <input type="checkbox"/> Yes <input type="checkbox"/> No Case Number:	
Were photos taken? <input type="checkbox"/> Yes <input type="checkbox"/> No Name(s):	
Description (be specific; who, what, where, when, why, how):	
Forward Report to the appropriate office within 24 hrs. Form Forwarded to: <input type="checkbox"/> Supervisor's Office <input type="checkbox"/> First Aid attendant <input type="checkbox"/> Fire Safety Director <input type="checkbox"/> Manager's Office <input type="checkbox"/> Police <input type="checkbox"/> Safety Committee <input type="checkbox"/> Administration Office <input type="checkbox"/> Fire Department <input type="checkbox"/> City Hall <input type="checkbox"/> Other:	
Follow-up:	
Supervisor who received report (print name/signature):	
Department:	Time(s):
Phone:	Date(s):
Follow-up actions/comments:	

ACCIDENT FORM	
This is an incident/activity involving: <input type="checkbox"/> Public <input type="checkbox"/> On-duty staff	
Event/program:	
Person completing report (print name/signature):	
Time of accident:	Time reported:
Date of accident:	Place of accident (specific location):
Identification of participant(s) injured/involved (one form per injured person)	
Name:	Witness:
Phone:	Phone:
Address:	Address:
Age: <input type="checkbox"/> Female <input type="checkbox"/> Male	Age: <input type="checkbox"/> Female <input type="checkbox"/> Male
Details	
Was the injured disobeying a rule/regulation at the time of the accident? <input type="checkbox"/> Yes <input type="checkbox"/> No (If YES, explain below)	
Did Staff respond by following proper procedures? <input type="checkbox"/> Yes <input type="checkbox"/> No (If NO, explain below)	
State the injury:	
How accident occurred (other specific details):	
Action Taken	
Refusal of Treatment ((print name/signature):	
Was 911 called? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, give arrival time	
Were EMTs dispatched? <input type="checkbox"/> Yes <input type="checkbox"/> No Name(s):	
Was anyone hospitalized? <input type="checkbox"/> Yes <input type="checkbox"/> No Hospital name:	
By whom (EMT, family, friend)?	

Was the Fire Department dispatched? <input type="checkbox"/> Yes <input type="checkbox"/> No		Name(s):
Were Police dispatched? <input type="checkbox"/> Yes <input type="checkbox"/> No		Name(s):
Was a Police report filed? <input type="checkbox"/> Yes <input type="checkbox"/> No		Case Number:
Were photos taken? <input type="checkbox"/> Yes <input type="checkbox"/> No		Name(s):
Immediate action taken (including by supervisor and/or others); be specific:		
Forward Report to the appropriate office within 24 hrs. Form Forwarded to: <input type="checkbox"/> Supervisor's Office <input type="checkbox"/> First Aid attendant <input type="checkbox"/> Fire Safety Director <input type="checkbox"/> Manager's Office <input type="checkbox"/> Police <input type="checkbox"/> Safety Committee <input type="checkbox"/> Administration Office <input type="checkbox"/> Fire Department <input type="checkbox"/> City Hall <input type="checkbox"/> Other:		
Follow-up:		
Supervisor who received report (print name/signature):		
Department:	Time(s):	
Phone:	Date(s):	
Follow-up actions/comments:		

Appendix G: Privacy Information Form

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

Who can use your Library Card?

No one but you may use your Library Card without your written consent. If you would like to authorize anyone else to use your card or pick up items you have requested, complete the form below and bring it to the Library. You may withdraw your consent at any time by notifying the Library. The signature on the form must match your signature that the library has on file. Library Card Number:	
Name:	
<i>Check all that apply:</i> <input type="checkbox"/> I give the following people consent to use my Library Card to check out materials for me. <input type="checkbox"/> I give the following people consent to pick up items being held for me (reserves or interlibrary loans) using their own Library Cards	
First Name:	Last Name:
First Name:	Last Name:
Signature:	Date:

Appendix H: Request for Reconsideration of an Item

Item Title:	
Item Author:	
<i>Request Initiated by:</i>	
Name:	
Address:	
Home Phone:	
Work Phone:	
Email:	
Who do you represent?	<input type="checkbox"/> Yourself
	<input type="checkbox"/> Organization Name:
To what in the item do you object? Please be specific (e.g. Cite page numbers, etc.)	
Did you read, view, or listen to the entire work?	
What do you feel might be the result of reading (viewing, listening to) this work?	
Is there anything positive about this item?	
Are you aware of judgements of this item by critics?	
Do you feel this item is objectionable to all borrowers or some borrowers?	
For what age group do you feel this work is appropriate?	
In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject treated?	

Additional comments:	
Signature:	Date:
Library Director Review	Library Board Review
Date:	Date:
Action Taken:	Action Taken:

Appendix I: BC OneCard

Definitions

- **Home library:** Library from which the customer is entitled to a card by virtue of their residency, payment of a non-resident fee, or membership with one of the InterLINK libraries in SW BC.
- **Lending library:** Library from which BC OneCard member obtains service. Other than the policies listed below, lending library policies apply. These may include (but are not limited to) policies re: Formats Available for Loan, Interlibrary Loans, Renewals, Holds, or Internet Access.

Membership and Registration

- To be eligible to register for BC OneCard membership in another library, the customer must show a card issued by their home library.
- Lending library ID requirements apply when signing up BC OneCard customers.
- The expiry date on BC OneCard registrations is determined by the lending library.
- BC residents who live in areas that are not paying taxes for library service must pay a non resident fee and acquire a library card at a participating library in order to be eligible for BC OneCard service elsewhere.

Loan Limits

- At a minimum, participating BC OneCard libraries must allow BC OneCard customers to borrow five books (“Books” also refers to special format Audiobooks normally loaned to registered print-disabled customers).
- Other limits – Determined by lending library policy.

Returning Materials

- Materials may be returned to any public library participating in BC OneCard.
- The due date on items borrowed by BC OneCard customers is determined by the lending library.

Fines and Over Dues

- Fine rates are determined by lending library policy.
- The BC OneCard borrower is responsible for any charges owing to the lending library.

Formats Available for Loan and Limits

BC OneCard customers may borrow five (5) circulating items. Print disabled customers may also borrow Audiobooks for the print disabled upon providing verification of their print disability. Non-circulating items may not be borrowed.

Internet Access

BC OneCard Customers are to have the same access to public internet stations as non-members.

Approved: October 2006

Amended: December 15, 2006; December 8, 2011; January 18, 2012

Appendix J: Patron Complaint Form

Your complaint concerns... <i>(please check applicable box)</i>	
<input type="checkbox"/> Library Director <input type="checkbox"/> Library Services <input type="checkbox"/> Library Staff	
Describe the situation that led to this formal complaint?	
Briefly, what is your specific complaint?	
What attempt have you made to resolve this situation with the Library Director?	
Do you think the Library Director has made a fair attempt to explain policy/procedure, if applicable, or work with you to come to a fair resolution of the complaint?	
What course of action would you like the Board of Directors to take in this matter?	
Name:	Address:
Telephone:	
Email:	
Signature:	Date:

Appendix K: Suggestion to Purchase

SUGGESTION FORM

Today's Date: _____

Title: _____

Author: _____

Year _____ Price _____

ISBN _____

In "Books in Print"? _____

Your Name: _____

Phone Number _____

Library Card # _____

**Please note that making a request
does not guarantee that this title
will be purchased.**

Appendix L: Request for Home Library Service

Home Library Service		
Trail & District Public Library		
Date:		
First Delivery:		
Volunteer (if applicable):		
Registration Information		
Name:		
Address:		
Phone number:		
Email:		
Library card number:		
Type of Home Library Service		
<input type="checkbox"/>	Delivery by a volunteer	This means that a volunteer will deliver materials to your residence on a scheduled basis
<input type="checkbox"/>	Delivery by a family member or friend	This means that you can determine how often you would like to receive materials
Please provide the name of the family member or friend who will check out and return library materials on your behalf (if applicable):		
Name:		
Address:		
Phone number:		
Email:		
How would you like to select library materials? Please check all that apply.		
<input type="checkbox"/>	I will select my own	
<input type="checkbox"/>	I would like the library to select materials for me	
<input type="checkbox"/>	I would like a family member or friend to select materials for me	