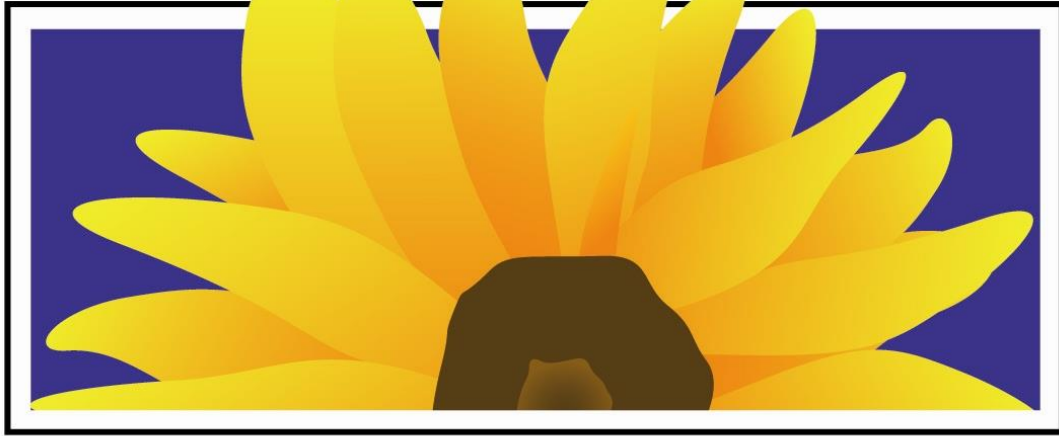


**Castlegar & District**



**Public Library**

~ Minds Grow Here ~

# Policy Manual

## January, 2015

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## **100 Philosophy and Purpose**

### **101.1 [Castlegar & District Public Library Mission Statement](#)**

Your place in the community to explore, create and share information and ideas

Updated May, 2013

### **102.1 [Objectives of the Castlegar & District Public Library](#)**

1. To serve the communities of Castlegar, and Areas I and J of the Regional District of Central Kootenay as a center of information that is current and reliable.
2. To support educational, civic, and cultural activities of groups and organizations.
3. To provide the opportunity and materials for citizens to continue life long learning.
4. To secure information beyond its resources by borrowing for readers materials not available in this library.
5. To provide an opportunity for recreation through the use of literature, videos, music and other resources.
6. To identify community and individual needs and to endeavor to meet such needs with the co-operation and assistance of other organizations.
7. To provide equitable access to digital information resources, thorough up-to-date technology.
8. To provide library services during hours which best meet the needs of the community.

Adopted: April 12, 2004

## **200 Policy and Planning**

### **201.1 [Policy on Policy](#)**

Policy is a document that embodies the Castlegar & District Public Library Mission Statement, Objectives and Strategic Plan to guide the discretionary action of trustees, staff and committees in the execution of their duties.

The approval of policy is the responsibility of the Board. In policy resides the power and authority of the Board. It is the only body that can legally establish and approve policy on behalf of the Library.

Policy development and evaluation will be initiated by the Board annually in March.

Policy writing may be undertaken by the Board (or one of its committees) or be delegated by the Board to the Library Director.

Policies will be approved by the Policy Committee and presented to the Board for approval prior to adoption.

The Board is responsible for developing its own policy regarding governance issues.

Adopted: April 12, 2004

### **202.1 [The Strategic Planning Process](#)**

The Library will continuously participate in the corporate planning process as a means by which Castlegar & District Public Library's vision, mission and goals might be achieved.

The process enables the Library to develop annually a plan that determines the most appropriate levels of services to be provided by the Castlegar & District Public Library in order to meet community needs effectively and efficiently.

Such plans are used as a basis for developing budget requirements and are continuously revised to meet changing needs and funding patterns so as to make the optimum allocation of limited resources appropriate to achieving Library goals, objectives and strategies.

Adopted: April 12, 2004

## **300 Governance**

### **301.1 [Mandate of the Library Board](#)**

The operation of the Library is carried out by the Library Board, in conjunction with librarians, staff and community , and in accordance with the Library Act. (See Appendix III, Library Act).

Adopted: April 12, 2004

### **301.2 [Composition of the Board](#)**

1. The Castlegar and District Public Library Association shall elect the Library board at the Annual General Meeting. The Board shall consist of not less than five members and not more than nine. To be eligible to serve on the Board, a person must have been a member of the Library Association for at least thirty days, and be over nineteen years of age.
2. There may be representatives of the City of Castlegar and from each of Regional Districts I, J and H. These representatives will be voting members of the Board.
3. A person shall not serve on the Board for more than eight consecutive years.
4. Elections to the Library Board shall be held at each Annual General Meeting.
5. A vacancy arising during the term of office of a member is to be filled for the remainder of the term, by an appointment made by the Board at the first meeting after the vacancy arises or as soon after that as is convenient.

Adopted: April 12, 2004 Updated: November, 2010

### **301.3 [Function of the Board](#)**

1. The Board shall have charge of the business of the Association, including the management, regulation and control of the Library.
2. At the first regular meeting after the Annual General Meeting, the Board shall elect the following:
  - a. Chairperson
  - b. Vice Chairperson

- c. Secretary
  - d. Chair of the Finance Committee
3. At the same time, committee memberships should be determined. These committees may deal with such matters as:
- Finance
  - Human Resources
  - Fund Raising
  - Building
  - Policy
  - Public Relations

Adopted: April 12, 2004

#### 301.4 [Responsibilities of the Board](#)

1. Obtain and manage sufficient funds for present and future years.
2. Develop and implement a strategic plan with specific objectives and measurable outcomes.
3. Co-operate with other libraries and Library Associations, to provide the best possible service to Library patrons.
4. Establish rules and regulations governing the use and operation of the Library.
5. Define the duties of the Library Board and the Library Director.
6. Must appoint a Library Director.
7. Enter into collective agreements with employees and set the terms of their employment, including fixing their remuneration and duties.
8. Develop and maintain a Policy Manual.
9. Provide and maintain an appropriate building for the Library.
10. Support local, national, and provincial Trustee Associations.
11. Encourage professional development of Staff and Board members.
12. Ensure that complete and accurate records are kept at the Library.



13. Must prepare an annual report in the form approved by the minister and must provide copies of to the ministry.
14. Promote adequate public library services to local officials, the business community and the community at large.

Adopted: April 12, 2004

### 301.5 [Officers of the Board](#)

1. Chairperson
  - a. Represents the Board in matters of political and public relations.
  - b. Ensures the implementation of the policy.
  - c. Determines that motions passed by the Board that affect the operations of the Library are carried out by staff.
  - d. Calls and presides at meetings of the Association and the Board. Is responsible for agendas for meetings.
  - e. Ensures liaison is maintained with the City of Castlegar.
  - f. Meets with the Director of the Library regularly to deal with general management items.
  - g. Casts the deciding vote in case of a tie.
  - h. May act as a signing officer.
  - i. May sit on all committees except the nominating committee.
  - j. Responsible for preparation and presentation of a year-end report at the Annual General Meeting.
2. Vice Chairperson
  - a. Acts as Chair in the absence of the Chairperson, and in the event of a vacancy in the office of the Chairperson, shall succeed to that position.
  - b. Serves on the nominating committee.
  - c. May act as a signing officer.
3. Secretary
  - a. Records minutes of the proceedings of all Annual and General meetings of the Association, and of regular, special and executive meetings of the Board.
  - b. Ensures that copies of the minutes are distributed to Trustees and the Library Director prior to meeting.
  - c. Ensures that the City of Castlegar, the Regional District Directors, and union representatives are provided with a copy of the minutes of each meeting.
  - d. Ensures that a copy of the minutes is available in the Library.

- e. May act as a signing officer.
4. Chair of the Finance Committee
- a. Is responsible for ensuring that the Library's financial records are in good order.
  - b. Chairs the Budget and Finance Committee, and oversees the budget.
  - c. Ensures Municipal and RDCK funding is maintained in accordance with contract and budget.
  - d. Ensures that the Library Bookkeeper prepares a monthly statement for each Board meeting.
  - e. Ensures that all year-end financial statements and reports are completed and filed appropriately.
  - f. Ensure that an audited financial statement is completed annually for the Annual General Meeting.
  - g. May act as a signing officer.

Adopted: September 13, 2004

#### 301.6 Board Committees

##### [Mandate of the Library Board Committees](#)

Board committees are charged with particular responsibilities as directed by the Board, and have no authority to exceed these directives.

Committees should bring reports to the Board meetings, communicating their activities and seeking approval when necessary.

The Board Chair and the Library Director shall be ex-officio members of all committees except the Nominating Committee.

If required, additional members may be appointed to any committee.

##### Standing Committees

1. Finance Committee
  - a. The Finance Committee shall consist of at least three members of the Board.
  - b. Duties the committee include making recommendations on financial management, meeting with funding bodies to present the library's projected needs and advising on capital expenditures.
  - c. A copy of the proposed budget shall be supplied to Board members for Board approval each year.

- d. The committee shall undertake such other duties as are assigned to it by the Board, and fulfill obligations as specified by the Library Act.
  - e. The Chair of the Finance Committee shall be responsible for ensuring that all monthly financial reports are prepared and brought to the Board meetings.
  - f. The Chair of the Finance Committee shall ensure that all required monthly and annual reports are prepared and submitted to the appropriate officials.
2. Personnel Committee
- a. The Personnel Committee shall consist of at least two members.
  - b. The committee's mandate is to promote appropriate use of staff in a positive working atmosphere, and according to the terms of the Collective Agreement.
  - c. The Board shall agree to meet with the Union Shop Steward (thus forming the Labour Relations Committee, as called for in the Collective Agreement) if issues arise that cannot be solved by staff.
  - d. The committee may interview job applicants.
  - e. The committee makes recommendations to the Board on bargaining objectives or other bargaining matters.
3. Public Relations/Special Projects
- a. The Public Relations/Special Projects committee shall consist of at least two members.
  - b. The committee is to extend public knowledge of the objectives, programmes, and projects of the Library Association through every possible channel of information.
  - c. The committee is to oversee fund raising and publicity strategies, and to obtain Board approval for such strategies.
  - d. A member of the committee shall act as a Liaison with the Friends of the Library and shall attend Friends' meetings and report to the Board regularly including the Annual Report.
4. Policy Committee
- a. The policy Committee shall consist of at least two members.
  - b. It is the duty of the committee to update and recommend revision of the Policies of the Association to the Board, and to attend to any other related matters referred to it by the Board.

- c. The committee shall renew the Policy Manual annually (in March), incorporating motions from minutes and ensuring that policies are current and relevant.
- d. The committee shall present its recommendations to the Board for approval prior to adoption of policies.

5. Building Committee

- a. The Building Committee shall consist of at least two members, the Library Director and a staff member appointed by the Librarian.
- b. The Committee will oversee issues related to the library building and furnishings and make recommendations to the Board.
- c. The Committee will consider options when major purchases of furniture, shelving, etc. are proposed and make recommendations to the Board regarding these purchases.
- d. Major purchases shall be deemed to be any improvement, repair, alteration or capital purchase that will cost more than \$5,000. Further, for major purchases as previously defined, a minimum of three quotations is desired. Notice of work required will be publicly advertised to ensure that all potential suppliers have an opportunity to bid. Preference will be given to local suppliers. The lowest quotation will not necessarily be chosen.
- e. The Committee will evaluate the quality of all major purchases to ensure that it meets appropriate standards.

6. Others

- a. Kootenay Library Federation
  - i. The KLF Representative shall be a member of the Board.
  - ii. The KLF Representative should attend all KLF meetings. If unable to attend a given meeting he/she should endeavor to find an alternative Board member to attend the meeting. In the event that no one can attend KLF should be notified.
  - iii. When required by KLF, the representative shall have signing authority as a representative of the Castlegar and District Public Library on policy or KLF affairs.
- b. Nominating Committee
  - i. The Nominating Committee shall consist of the Board Vice-Chair and at least one other member.

- ii. Prior to the Annual General Meeting, the committee will actively seek candidates from the regions to ensure a balanced representation.
  - iii. The committee shall ensure that the required 14-day statutory notice of the A.G.M. is publicized.
  - iv. The committee shall ensure that arrangements are made for ballots and any other items needed for the A.G.M.
- c. Ad Hoc Committees
- i. Ad Hoc committees may be appointed by the Board for specified times. Such committees may be given such powers and funds as are deemed necessary to perform their function(s).

Adopted: September 13, 2004 Modified: September 11, 2013

### 301.7 [Meetings of the Board](#)

1. Four members and the chairperson or vice-chairperson of the Board of Management present at a meeting shall constitute a quorum.
2. A majority of all the members of the Library board is a quorum.
3. Meetings of the Library Board shall be conducted according to Robert's Rules of Order.
4. The Board shall hold regular meetings, with a minimum of nine meetings per year.
5. In Camera Meetings
  - a. Members, special invites, employees or staff members will be allowed to remain for this session at the discretion of the Chair.
  - b. Agendas (if any) will be distributed at the Board meeting or may be distributed in advance in confidential envelopes.
  - c. Minutes of the in camera session will be taken by the Library Director or by a Board member if the Library Director is excluded.
  - d. One copy only of the minutes of the in camera session will be retained in a confidential file for access by members of the Board and the Library Director or his/her designate.
  - e. Results (motions) of the in camera session may be included in the regular Board minutes at the discretion of the Board.

6. Absence from three consecutive board meetings without notification to be the board shall be regarded as equivalent to resignation.
7. Copies of agendas and minutes of the Library Board meetings will be made available by placing them in a binder in the reference section of the library.
8. Reports, petitions and other submissions by the public to the Castlegar Public Library Board must be submitted to the Library Directors' office in writing not less than seven days prior to the regular monthly meeting of the Board.
9. Persons wishing to appear before the Castlegar Public Library Board must make written application to the Library Director's office indicating the substance of their enquiry or brief not less than seven days prior to the regular monthly meeting of the Board.

Adopted: April 12, 2004

#### 302.1 [Trustee Recruitment](#)

A Public Library Association is managed by a Board elected at the Annual General Meeting. When filling a Board vacancy, the nominating committee will take steps to ensure that the Board is a reflection of the community at large. Various age groups, both genders, and a variety of interest groups should be represented. The Board will advertise when a Trustee position becomes vacant. Potential trustees must provide a letter of introduction, outlining their interests as well as past experiences. The Board will look at the current composition and will encourage nominations from people to ensure that the Board continues to reflect the community of Castlegar.

##### Criteria for Consideration of new Trustees

1. Interest in the library, the community, and in the library's relationship to the community;
2. Readiness to devote time and effort to carrying out the duties of trusteeship;
3. Recognition of the library's importance as a centre of information, of community culture, recreation and continuing education;
4. Acquaintance with community social and economic conditions, and with groups within the community;

5. Ability to work well with board members, librarians, staff members, and the public served by the library;
6. An open mind, intellectual curiosity, respect for the opinion of others, and a commitment to intellectual freedom;
7. An ability to establish and follow policies for successful operation of the library that provide impartial service to all its patrons;
8. Courage to plan creatively, to carry out plans effectively, and to withstand pressures, and prejudices.
9. A commitment to the library operating in a fiscally responsible manner;
10. Ability to envision library development including internal improvement and external expansion;
11. Devotion to the library, its welfare and progress;
12. Ability and desire to act as an effective advocate for libraries;
13. Personal skills and experiences that will benefit the library, meet its mission, and achieve its vision.

Adopted: October 25, 2004

### 303.1 [Trustee Conference Attendance and Travel](#)

The Castlegar Public Library encourages and supports attendance by its Board Trustees at significant library association and trustee conferences, workshops and seminars. Trustees and the Library will benefit from such attendance by sharing ideas, meeting other trustees, and learning about library services, techniques and issues. This policy is to establish the guidelines for conference attendance or other travel by trustees as part of their board development and education.

1. A conference report is to be made by each Trustee at the next Board meeting:
  - a. report may be verbal or written and should outline the highlights of the sessions which were attended and how they can be applied to the Board or the Library.

- b. the Chair may request more formal reports when circumstances dictate.
- 2. A record of conference attendance must be maintained.
- 3. Per Diem expenses shall be reimbursed as per Appendix II.
- 4. Function registration, travel arrangements and hotel reservations will be authorized by the Library Director. Travel expenses will be paid by the Library upon request. Receipts are required.
- 5. Within a year of joining the Library Board, it is recommended that each member complete the Trustee Orientation Program.

Adopted: October 25, 2004



## **400 Membership**

### 401.1 [General](#)

1. The Library will serve all residents and/or property owners of the City of Castlegar and Regional Districts I and J. Through a service agreement with the Nelson Public Library, residents of Area H south are also eligible for memberships.
2. Cards are issued to children, (persons under the age of twelve) for use in all areas of the Library on receipt of the signature of the parent or guardian accepting responsibility for the choice of books and materials, as well as for the loss, fines or damage to items borrowed on the card.
3. Where special demands by groups or individuals become excessive, such services may be limited wherever the staff's ability to serve the general public is compromised.
4. Resident membership cards must be renewed every three years.
5. Proper identification, proof of residence and a reference required for all memberships.

Adopted: January 25, 2005

Revised: December, 2009 Revised: September 11, 2013

### 401.2 [Castlegar & District Residents](#)

1. All Castlegar & District residents may have a free library membership. Persons are required to supply satisfactory proof of residence.

Adopted: January 25, 2005

### 401.3 [Service to Non-Residents](#)

1. Persons residing outside the City of Castlegar, Regional District Area I, or Regional District Area J, or Regional District Area H South, but owning property or businesses within this region, may join the Library without charge, as long as they produce evidence of eligibility.
2. Non-residents may purchase yearly memberships for \$75 per family or \$6.50 per month. Non-resident students in Kindergarten through Grade 12 may purchase a card for \$20/year.

3. Temporary memberships for short term residents is \$25 for three months, with \$20 refundable on return of all books and the library card.
4. Non-resident Post-Secondary students may purchase a membership for \$10 for the school year.

Adopted: January 25, 2005

Modified: October 26, 2006 Modified: November, 2010 Modified: September 13, 2013

#### 401.4 [Service to Visitors](#)

1. Visitors to Castlegar and District Public Library are welcome to use the library facilities, the internet, browse the collection, and use the public access computers according to library policy.
2. Under the B.C. OneCard system, visitors will be eligible for borrowing privileges when they show a card from their home library.
3. Identification requirements are the same as those for a regular membership.
4. Memberships will expire annually.
5. Visitors will be subject to the same fines and overdue fees as regular members, though time for mailing items will be taken into consideration.
6. Interlibrary loans will only be available to Castlegar & District Public Library Cardholders.
7. For cardholders from libraries on Sitka, the shared provincial Integrated Library System, lending policies will be determined by the Sitka policies and Best Practices manual.

Adopted: January 25, 2005

Modified: October 16, 2006, September 11, 2013

#### 402.1 [Reciprocal Borrowing](#)

#### 403.1 [Borrowing Materials](#)

1. In order to ensure that all readers have equal access to all circulating materials, it may be necessary to limit the number of items that may be borrowed on a reader's personal card.

2. In order to help students with enough resources for school assignments, it may be necessary to limit number of items borrowed on a subject.

3. Children's Access  
The free use of the Public Library is a right of every library member. To meet the informational needs of children today, all library materials in the adult area must be available regardless of the child's age or grade. The responsibility for the type of materials, as well as for the materials themselves, must be taken by the parent. Items restricted by Censor's board of Canada will not be loaned to children.

Adopted: January 25, 2005

#### 403.2 [Cancellation of Borrowing Privileges](#)

1. The Castlegar & District Public Library card is the property of the Castlegar & District Public Library and must be returned on request.
2. Borrowing privileges may be cancelled or suspended if:
  - a. the patron's status becomes delinquent
  - b. there is a violation of the workplace safety and security section of the policy 702.1

Adopted: January 25, 2005

Modified: October 16, 2006

#### 404.1 [Confidentiality Statement](#)

1. All records, formal or informal, in the Castlegar & District Public Library relating to patron registration and the subsequent circulation by patrons of materials provided by the Library are considered to be confidential in nature.
2. In order to prevent an invasion of personal privacy, the contents of registration and circulation records, or information inquiries made by patrons, shall not be made available to anyone except under the written order of the Library Director, such order having been issued pursuant to proper legal process or subpoena.
3. Names, addresses and telephone numbers of Castlegar & District Public Library patrons and volunteers shall be considered to be confidential, and for library use only and shall not be made available either gratis or by sale to any other agency or to the general public.

Adopted: January 25, 2005

## **500 Library Services**

### 501.1 [General](#)

1. The library strives to select and organize those books and materials which best meet the needs of the community.
2. The library staff provides guidance and assistance for people obtaining the information they seek from print, audio-visual, digital or on-line resources.
3. The library endeavors to provide information and material to help people to equip themselves for useful occupations and affairs; increase their competence to form sound judgments, increase their understanding and appreciation of their cultural heritage and promote social and personal well-being.
4. The library will provide programs, exhibits, book lists, etc., to stimulate the use of library materials for people of all ages.
5. The library co-operates with other community agencies and organizations to assist in meeting the educational and recreational needs of the community.
6. The library accepts the responsibility for securing information beyond its own resources by borrowing for readers materials which are not owned by the library.
7. The library endeavors to maintain a balance in its services to adults and children. The public library co-operates with, but cannot perform the functions of, schools or other institutional libraries which are designed for specific needs. The library conducts classroom visits and gives library instruction at the library or in the classrooms in order to promote the full use of the public library.
8. The library will endeavor to provide services during the hours which best meet the needs of the community within the funding allocated by the City of Castlegar and Regional District of Central Kootenay.
9. The library will endeavor to provide additional copies of individual titles that are in heavy demand, as long as these books are deemed to be suitable to the ongoing collection.

Adopted: March 14, 2005

502.1 [Reserve Policy](#)

Items in the collection may be reserved by library patrons at their request. These items may be held for the member or made available on their return from loan.

1. Holds may be limited to 20 per person.
2. Patrons will be notified by phone or email. If material is not picked up within 7 days of notification, it will be returned to general circulation.

Adopted: March 14, 2005 Modified: September 11, 2013

503.1 [Free Basic Public Library Service](#)

The Board of Directors of Castlegar & District Public Library supports the continued provision of those free library services that are defined in the Library Act and opposes the imposition of user fees for those services.

1. A library board must not charge for
  - a. admission to any part of a building used for public purposes, except for meeting rooms when they are in use.
  - b. using library materials on library premises.
2. If a library user has had his/her card withdrawn for cause, or has been expelled from the library because of disruptive behavior, the Board reserves the right to refuse admittance to the library.
3. A library board must allow residents and electors of any area served by the library board to do the following free of charge:
  - a. borrow library materials that are not normally lent by the library.
  - b. use reference and information services.

Adopted: March 14, 2005

503.2 [Service Fees](#)

The Library Board may charge fees for services not required to be provided free of charge under section 503.1.

The fee schedule shall be reviewed regularly by the Board and adjusted as necessary. All fee structures shall be made readily available to library patrons. (See Appendix IV, Library User Fees).

Adopted: March 14, 2005

#### 504.1 [Adult Programming Services](#)

1. Programming for adults must relate directly to the purpose of the library by serving library goals and objectives.
2. In order to avoid duplication or competition with other community organizations, the library will communicate and co-operate with them.
3. The library may present programs at any place in the community where the facilities and location will increase the efficiency and effectiveness of the presentation.

Adopted: March 14, 2005

#### 504.2 [Children's Programming Services](#)

The goal of the Board is to strongly support programs that will increase children's use and enjoyment of the Library.

To ensure that programming for children at Castlegar & District Public Library relates to the purpose of the library and, more specifically, to children's needs, children's programs must meet the criteria listed below before being considered for presentation.

1. Programs must contribute to the overall goal for children's services.
2. Programming will be coordinated by designated staff.
3. Carefully planned programs will be prepared and presented for pre-school children as an introduction to books and to library use.
4. Class visits to the library and occasional librarian visits to schools may be scheduled as a means of encouraging library use.
5. Special programs such as book talks, film shows, author visits, puppet shows, story times and summer reading programs will be planned to coincide with special events to motivate children to read.
6. When appropriate, readings by authors may be scheduled during school hours to ensure that students and teachers may take advantage of the program.

7. Programs may be cancelled when the registration and/or attendance is insufficient.
8. Programs directly related to reading will be planned for the summer months and promoted in local schools.
9. Display of books will be part of all programs where appropriate.

Adopted: March 14, 2005

#### 504.3 [Teen Programming Services](#)

The Board strongly supports programs that will increase teen use of the library. Castlegar & District Public Library continues to seek innovative means to increase teen use.

To ensure that programming for teens at Castlegar & District Public Library relates to the purpose of the library and, more specifically, to teen needs, teen programs must meet the criteria listed below before being considered for presentation.

1. Programs must contribute to the overall goal for teen services.
2. Programming will be coordinated by designated staff.
3. Class visits to the library and occasional librarian visits to schools may be scheduled as an effective means of encouraging library use.
4. When appropriate, readings by authors may be scheduled during school hours to ensure that students and teachers may take advantage of the program.

Adopted: March 14, 2005

#### 505.1 [Honoraria and Expenses](#)

There are occasions when it may be desirable to recompense persons providing programs at the library.

In such cases these guidelines are to be followed:

1. Honoraria may be paid to speakers or program providers at the discretion of the Library Director.



2. Expenses - Travel allowance at the approved regular library rates and related expenses may also be paid at the discretion of the Library Director.
3. Fees and honoraria for speakers may at times be determined by the conditions of a grant to support such programs. Such grant conditions supercede the above policy.

Adopted: March 14, 2005

#### 506.1 [Library Computer Use](#)

In response to advances in technology and the changing needs of the community, the Castlegar & District Public Library endeavors to develop collections, resources and services that meet the cultural, informational, recreational and educational needs of Castlegar & District's diverse community.

1. **Services Provided**  
Castlegar & District Public Library is committed to offering a full range of electronic services in the library given the limitations of space. These include:
  - a. Internet – this service is free as access to information is a core library service.
  - b. Printing – there is a fee for this service.
  - c. Castlegar Library website with online databases.
  - d. Online Public Access Catalog.
2. **Computer Users**  
Computer users are not required to be members of the library. Therefore, the following requirements have been established.
  - a. Registration to use a computer is mandatory.
  - b. Compliance with the Internet Policy 506.2 is mandatory.
3. **Cancellation of User Privileges**  
Computer user privileges may be cancelled or suspended for due cause, such as:
  - a. destruction of Library property.
  - b. disturbance of other patrons and/or objectionable conduct on Library premises.
  - c. inappropriate and/or abusive treatment of staff.

Adopted: March 14, 2005

#### 506.2 [Internet Use](#)

1. **Disclaimer of Responsibility**

The Castlegar & District Public Library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. The Internet may contain inaccurate material or material of a controversial nature. The Castlegar & District Public Library cannot censor access to material nor protect users from inaccurate or offensive information. Parents of children under the age of 16 must assume responsibility for their children's use of the Internet.
2. **Misuse**

Anyone misusing or damaging the computer, reprogramming the library's computers, tampering with the equipment or software or using the Internet for illegal or unethical purposes will have their Internet access privileges suspended, may be prosecuted and will be financially liable for any damage. The Internet access computers are located in public areas which must be shared by library users of all ages, backgrounds and sensibilities. Individuals are asked to be respectful when accessing potentially offensive information and images. The Library reserves the right to ask individuals to discontinue the display of information and images which cause a disruption.
3. **Internet Access Procedures**
  - a. **Number and type of stations**

There is a commitment to providing access to the Internet with a connection to a printer as space and funds permit.
  - b. **Registration**

All Internet users must register with the Castlegar & District Public Library and must read the posted Internet policy before accessing the Internet.
  - c. **Availability**

The Internet computers are available during the hours that the library is open to the public. Patrons may access the computers for a maximum of one hour per day. Reservations may be made up to one day in advance with access on a first come, first serve basis.
4. **Security**

**WARNING:** Although the library uses a virus checker on the Internet Access computers, this may not completely protect against the chance of getting a virus. The Castlegar & District Public Library is not responsible for damage to a patron's disk or computer or for any loss of data, damage or liability that may occur from patron use of the library's computers. In addition it is

the patron's responsibility to ensure their private information is protected.

5. Software  
Patrons may not use their own software programs on the Library computers. This will help prevent computer viruses that are common on public computers.

The Castlegar & District Public Library will not allow downloading of programs or file transfer protocol (FTP) privileges for the public.

6. Staff Help  
Staff will assist in initially signing on to the Internet and will instruct on Internet use as time provides. Because of library scheduling, trained staff will not always be available to help.

Adopted: March 14, 2005

506.3

#### Library Meeting Rooms

The library meeting room is intended as (in priority order):

1. A venue for library programs and activities
2. A space for other recreational, cultural and educational programs
3. A meeting space for non-profits, government, businesses and other organizations.

The large meeting room is available for rental on a first-come, first-served basis, with library programs taking priority. There are no restrictions on who may rent the meeting room as long as activities do not contradict any library policies or local, provincial or federal laws and bylaws.

Fees are per the fee schedule in APPENDIX IV- Library user fees

The small meeting room is available for community groups to reserve for no charge, however, it is not a private space, so groups requiring privacy should rent the large room.

Groups or individuals renting the meeting room shall complete a rental agreement prior to the rental.

Adopted: December 12, 2012

## 600 Library Collections

### 600.1 [Statement of Guiding Principles for Library Collections](#)

#### 1. Intellectual Freedom

The Castlegar & District Public Library Board endorses the Statement on Intellectual Freedom of the Canadian Library Association. It does not interpret its function nor that of its administrators to be the supervisor of public morals, nor does it act “in loco parentis” because it is the prerogative of parents to develop, interpret and enforce their own code of acceptable conduct upon their own household.

#### 2. The Canadian Library Association Policy on Intellectual Freedom

All persons in Canada have the fundamental right, as embodied in the nation’s Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all the library’s public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

#### 3. British Columbia Library Association Statement of Intellectual Freedom

It is in the public interest for libraries and librarians to make available the widest diversity of views and expression, including those which are unorthodox or unpopular with the majority.

It would conflict with the public interest for libraries to establish their own political, moral or aesthetic views as the sole standard for determining what books and other materials should be published and circulated.

It is contrary to the public interest for libraries and librarians to determine the acceptability of a book solely on the basis of the personal history or political affiliation of the author.

There is no place in British Columbia for extra-legal efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of the writers to achieve artistic expression.

It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.

It is the responsibility of library administrators and librarians, as guardians of the people's freedom to read, to contest encroachments upon the freedom by individuals or groups to impose their own standards or tastes upon the community at large.

It is the responsibility of libraries and librarians to give full meaning to intellectual freedom by providing books and other materials that enrich the quality of thought and expression. By the exercise of this affirmative responsibility, librarians can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.

Non-book materials should be judged by the same criteria as books.

Adopted: April 11, 2005

#### 601.1 [Collection Development](#)

1. Material Selection Criteria
  - a. The Castlegar & District Public Library provides a wide range of library materials as efficiently and as economically as possible.

- b. In accordance with its goals and philosophy the Castlegar & District Public Library matches its collections to the needs and interests of the community. The library has a responsibility to foster interest as well as to sustain it.
- c. While demand is an important criterion in most selection decisions, other equally important criterion are existing library holdings, relevance to the community, verity, readability and the quality of presentation.
- d. Applying these criteria, the professional staff shall select materials from reviews and bibliographies, from patrons' requests and through personal knowledge and inspections.
- e. The Castlegar & District Public Library provides materials to support informal education. The library does not provide multiple copies of individual books required for student assignments at formal educational institutions. Textbooks and scholarly materials are purchased only when they are the best or only source of information on the subject.
- f. The collection of materials should be sufficient in supply to render the library a usually dependable source of information for most people outside formal educational institutions.
- g. The Castlegar & District Public Library, recognizing that materials which may be unpopular or offend one person may be acceptable or of merit to another, will provide, as far as possible, materials on all sides of controversial issues, including representations of unpopular or unorthodox positions, without censorship or bias, providing the materials give evidence of a sincere desire to be informative.
- h. Books which present material in a sensational manner and are prejudicial in their treatment of any race, creed, sex, nationality or social group may not be included in the collection.

## 2. Community Orientation

The Castlegar & District Public Library recognizes its obligations to satisfy the reading needs of a large group of people with varied backgrounds, reading levels, tastes and interests. Bestsellers which do not meet all of the selection criteria may be purchased for the collection.

## 3. Suggestions from the Public

Suggestions for reconsideration of specific titles will be recorded on the special form provided and the titles in question re-evaluated.

If the criticism is felt to be valid, the title may be removed from the collection; otherwise it will remain. In either case a letter will be sent to the complainant with an explanation of the library's decision.

Suggestions from patrons for purchase of a new title that the patron thinks would be useful for the collection will be evaluated and the purchase made if the title meets the library's guidelines for collection development.

4. Discards

In order to keep the collection useful, the discarding of library materials is as important as the initial selection. Materials which are no longer useful in the light of the objectives of the Castlegar & District Public Library will be systematically weeded from the collection according to accepted professional practices. Other materials may be rebound or replacement copies acquired. Last copies of important titles shall be retained.

5. Replacements

All books to be replaced will be given careful consideration as to their value to the collection as a whole. Replacements will be checked against lists of standard books for later and/or better editions as well as for new titles on the same subject. All last copies to be discarded will be carefully checked before removing them from the collection.

6. Book Sales

Books discarded from the Castlegar & District Public Library may be sold through the book sales organized by the Board and/or Friends of the Library.

7. Canadian, British Columbia and Castlegar & District Materials

The Castlegar & District Public Library recognizes a special obligation to purchase and preserve materials which convey detailed information about Canada, the Province of British Columbia, the community of Castlegar & District and its residents.

Adopted: April 11, 2005

602.1 [Children's Materials](#)

1. General

The Castlegar & District Public Library Board recognizes the role that books plays in the development of children as individuals. Effective books foster growth in knowledge and understanding by introducing children to concepts, ideas and information for which they may not yet recognize a need.

2. Criteria for Selection

Materials will consist of titles selected from reviews in reputable journals and standard lists of recommended children's literature in balanced collections. In addition to books written especially for children, other books which have proved to be of enduring interest to children will be included in the collection.

Factors influencing book selection will include:

- a. Age level for which the material is intended
- b. Literary quality, including originality of plot, character development and style
- c. Design, including effectiveness of illustrations and format and overall physical quality
- d. Accurate, up-to-date and objective presentation of material
- e. Relationship of book to the total children's collection
- f. Canadian content/authors

3. Special Areas

- a. Cooperation with Schools  
The school curriculum will be kept in mind when selecting informational books with the same standards being applied as are applied to other titles in the collection. Emphasis will be placed on selecting accurate but readable books rather than factual textbook type of materials. The library does not supply texts for school courses.
- b. Books in Languages other than English  
Books in languages other than English may be provide in response to identified needs.
- c. Books in Series  
Evaluation will be on an individual series basis. Representative titles of series exhibiting originality of approach or having an enduring appeal for children will be included in the collection.
- d. Books for Young Adults  
Young adult materials are selected according to the adult book selection policy statement. Some titles specifically



for early teens may be placed in both the young adult and juvenile collections.

Adopted: April 11, 2005

603.1 [Periodicals & Newspaper Selection](#)

The selection of periodical and newspaper titles for the Castlegar & District Public Library follows the basic tenets of the Adult Book Selection Policy. The magazine and newspaper collections will match the needs and interests of the community with care being taken to provide as wide a subject range of magazine and newspaper titles as possible.

Online issues of periodicals are considered an important part of the collection. Back issues with enduring value will be retained, as space permits.

Adopted: April 11, 2005

604.1 [Electronic Materials](#)

Electronic resources are considered a valuable part of the Library collection. The Library undertakes to remain current with the technological advances in these resources as funding allows; therefore collections of electronic materials will be maintained at the Castlegar & District Public Library. Electronic materials will be purchased using the same principles and criteria applicable to books.

Visual materials will be acquired based on the following criteria.

They are:

- Based on a previously written book, story, play or poem.
- Considered a classic.
- Canadian in content and not generally readily available in local video stores.
- Instructional or provide factual information.
- High quality new releases which will be purchased annually.

Visual materials rates 'R' will be shelved in the adult video section and will be clearly labeled as restricted to adult use only.

Adopted: April 11, 2005

## **700 Human Resources**

### **700.1 [Statement of Guiding Principles for Human Resources](#)**

The Board of the Castlegar & District Public Library is committed to select the best possible staff and provide them with a working environment that supports and encourages individual commitment to continuous learning and professional development. As well, the Board is committed to providing a safe and secure workplace for its staff.

Adopted: September 13, 2004

### **700.2 [General Employment Policies](#)**

1. The Board of the Castlegar Public Library is committed to select the best possible staff for all positions.
2. The Castlegar Public Library Board will adhere to all Articles of the Collective Agreement between the Board and local 2262 of the Canadian Union of Public Employees, and to the provisions of the Employment Standards Act.
3. The Castlegar Library is an equal opportunity employer.
4. **Student Grants**  
Castlegar Public Library actively pursues funding opportunities for youth employment and is committed to providing employment opportunities for the community. In order to provide equitable job opportunities for a variety of youth, returning students are limited to a total of 5 years employment. Exceptions may be made at the discretion of the Library Director due to lack of suitable applicants.

Adopted: September 13, 2004

### **700.3 [Employment of the Library Director](#)**

1. **Hiring of the Library Director**  
Upon being advised that the position of Library Director is becoming vacant, the Board, after a thorough discussion and upon reflection about the needs of the Library, will appoint a Hiring Committee composed of members of the Personnel Committee. This committee will advertise the vacancy, short list qualified applicants, and interview them. Other Board members may be involved in interviews of the short-listed candidates. The committee will recommend a candidate to the Board, and a decision as to the successful applicant will be decided by a vote.

2. **Qualifications of the Library Director**  
The Personnel Committee shall review the list of qualifications of the Library Director, based on the job description attached in Appendix VII.
3. **Duties of Library Director.** See Appendix VII.
4. **Evaluation of Library Director.** See Appendix VIII.

The Castlegar & District Public Library Board believes that it is important to have regular performance evaluations and a clearly defined process for the evaluation of the Library Director.

The purpose of the evaluation is to ensure the effectiveness and efficiency of the Library Director in carrying out his/her responsibilities. It serves as a communication device between the Board and library staff and as a mechanism to improve library services by stimulating growth, learning and efficiency and by identifying areas of concern.

The Board wishes to demonstrate its accountability to the community and municipality through such practices as regular performance evaluations.

Further, the evaluation provides a professional record of accomplishment and advancement for the Library Director.

The procedures and accompanying checklist to be used in the evaluation are found in Appendix VIII to this policy.

Adopted: October 25, 2006

#### 700.4 [Evaluation of Staff other than the Library Director](#)

The Personnel Committee of the Board, together with the Library Director and other staff, will develop an agreed on process for periodic evaluation of the library staff. This document will be attached to the Policy as Appendix IX.

#### 701.1 [Employee Development](#)

The Library Board recognizes the positive impact of professional growth on the morale and motivation of employees. The Library Board supports the principle that maintaining a well-trained and highly qualified work force will ensure a high standard of service to the community.

In order to encourage the development of employees within the organization, the library will:

1. Identify and make known the qualifications which are required for every position.
2. Provide employees with opportunities to develop and improve their current qualifications and job-related skills.
3. Encourage employees to maintain and improve their library skills and knowledge in order to provide a professional level of service. Updated skills and knowledge can be obtained through conferences, seminars, workshops and courses. The Board will adhere to the Collective Agreement (Clause 10.15) and per diem expenses as per Appendix II. (See Appendix II, Allowable Expenses).

It is the responsibility of the employee to exercise initiative, in advance of promotion, to obtain the necessary qualifications involved.

Adopted: September 13, 2004

#### 702.1 [Workplace Safety and Security](#)

The Castlegar & District Public Library Board is committed to providing a safe and secure environment for workers, volunteers and the public. It recognizes that the Board, librarian(s), library employees and volunteers share the responsibility to ensure a safe and healthy workplace. (See Appendix VI, Occupational Health & Safety Policy).

##### 1. Harmful Behavior

In the event of a patron exhibiting harmful behaviour, or potentially harmful behaviour, the following steps shall be taken:

- a. Removal from Premises  
If members of the staff feel that anyone in the library is in danger of physical harm, or if they have asked a patron to leave and that person refuses, the staff will call the police immediately.
- b. Reporting of Incidents  
An incident report should be filled out and submitted to the Library Director for review in either case. (See Appendix I, Incident Report).
- c. Appeal Procedures

An evicted patron may appeal to the Library Director for re-admittance to the library. If the appeal is denied, the patron may then appeal in writing to the Library Board for re-admittance.

## 2. Disruptive Behavior

Persons who disturb other library users, damage library property, or conduct themselves in a disorderly or offensive manner may be asked to leave the library premises and may be subject to the penalties prescribed by law.

Examples of disorderly or offensive behaviour in the library are:

- a. Leaving young children unattended
- b. Abuse/vandalism/theft of library property, facilities or equipment
- c. Eating and drinking, except when provided by the library
- d. Exhibitionism/flashing
- e. Harassment – physical, sexual or verbal abuse or other library users or of library staff
- f. Intoxication resulting from alcohol or drugs
- g. Loitering, including refusal to leave at closing
- h. Obscene language
- i. Smoking
- j. Soliciting for any purpose
- k. Disruptive behaviour
- l. Bringing pets, except guide/helper dogs

## 3. Loss Prevention

Reasonable security measures will be taken to protect the library against loss of property. If a theft is suspected or observed the Library Director will take appropriate action.

## 4. Workplace Harassment

The Castlegar Public Library is committed to providing a working environment in which all staff and volunteers are treated with respect and dignity. The Library also recognizes its responsibility to support and assist staff and volunteers who may have been subjected to workplace harassment. This policy is to ensure a positive and healthy work environment and to insulate the Library from liability. This policy covers all employees, volunteers, summer students and members of the board.

- a. Workplace harassment includes, but is not limited to, any form of discrimination based on gender (including sexual harassment), race, colour, ancestry, place of origin, political belief, religion, marital status, physical or mental disability, age or sexual orientation. Any conduct in the workplace which might reasonable be expected to cause embarrassment, insecurity, discomfort, offense, or humiliation to another person or group of persons will not be tolerated.
- b. A library employee or volunteer who believes that they have been subjected to workplace harassment is encouraged to report the alleged incident to the Librarian or to a member of the Personnel Committee. There are no time limits for reporting a complaint. To protect the interests of the complainant, the alleged harasser, and persons who may report incidents of workplace harassment, confidentiality will be maintained throughout the investigative process. Information relating to the complaint will only be disclosed to the extent necessary to resolve the situation.
- c. In the case of an unsubstantiated complaint, all records of the complaint shall be shredded. Where the complaint has been found valid, the harasser's personnel file shall contain only the details of disciplinary action taken. A separate, confidential file shall be kept for a period of two (2) years unless new circumstances dictate that the file should be kept for a longer period of time. This file should contain all details of the allegations, evidence, and disposition of the matter, and must not be made available to the harasser.
- d. All incidents of harassment should be brought to the attention of the Chairperson.

## 5. Harassment Procedures

- a. Harassment of a staff member or volunteer by another staff member, volunteer or board member:
  - i. The person who feels they have been harassed shall complete, in as much detail as possible, an Incident Report (See Appendix 1). Any witnesses to the alleged harassment should add their comments in as much detail as possible.
  - ii. The completed report should then be submitted to the Librarian, a member of the personnel committee, or the Board Chairperson.

- iii. The Personnel committee will review the Incident Report. Involved individuals and witnesses may be asked to attend an interview.
  - iv. If the committee agrees that an incident has occurred, they will tell the harassing individual that the behaviour will not be tolerated in the Castlegar Public Library. Suggestions for remedying behavior will be discussed and a letter of disciplinary action will be placed in their personnel file.
  - v. The staff member may be suspended without pay for a period of time. The harasser must also apologize, in writing, to the individual who was harassed.
  - vi. If the harassing individual is a volunteer, the committee will meet with them and explain that harassment will not be tolerated. The volunteer will be asked to apologize in writing to the individual. Behaviour must be remedied if they wish to continue as a volunteer.
  - vii. Failure to comply or a repeat of harassment will result in that individual being removed from the volunteer roster. Where a Board member has been the harasser, the resignation of the Board member will be requested.
- b. Harassment of a staff member or volunteer by a library user:
- i. At the time of the harassment, the Librarian will inform the user that harassment will result in suspension of privileges and ask the user to leave the library at that time.
  - ii. The claiming to have been harassed individual shall complete, in as much detail as possible, an Incident Report (see Appendix I, Incident Report)
  - iii. Any witnesses to the alleged harassment should also provide supporting comments.
  - iv. The Librarian will submit the report(s) to the Personnel committee for review. The committee may

interview the individuals involved, including the user if they are willing.

- v. If an incident has been found to occur, the Library user will be notified by letter, signed by the members of the committee, that they have been suspended for a period of time and the reason for the suspension.
- vi. If a second incident of harassment by the same patron occurs, they will be suspended indefinitely. A letter signed by the Chairperson of the Board will be sent to the patron to inform them of this suspension. They will be informed at this time that application for reinstatement must be made to the Board in writing. A user may not necessarily be reinstated.

## 6. Criminal Records Checks

All library staff as well as volunteers who assist with children's programming at the library will submit to criminal record checks at the expense of the Library, in accordance to the Criminal Records Review Act. Checks will be performed at the start of employment or volunteer work and will be renewed every five years. These records will be kept in confidential personnel files with copies available to employees upon request.

## 7. Requests for Personal Information

The Library will not give out personal information except where required by law, and only then upon receipt of legal documents requesting that information. This applies to information on employees, trustees, volunteers and patrons.

## 8. Responsibilities of the Library Board

- a. Ensure the development of safe and healthy work procedures.
- b. Designate a safety officer to be responsible for the upkeep of First Aid supplies and all accident report forms, such forms to be kept in the book in the First Aid box. These items will be checked monthly (or more often if warranted). This person will also ensure that all emergency numbers are posted clearly next to all telephones.
- c. Maintain workstations so they comply with WCB Ergonomic Requirements.
- d. Encourage staff attendance at safety-related workshops.



9. Responsibilities of the Librarian

- a. Ensure that employees are trained in and follow safe work procedures and all safety and health regulations.
- b. Establish a regular routine for discussing workplace health and safety matters with staff, and recording health and safety-related incidents, concerns and responses.
- c. Report potentially unsafe or unhealthy workplace situations immediately to the Board. Prepare an annual Health & Safety report for the board.
- d. Take action to remedy a potentially hazardous situation as quickly as possible.
- e. Conduct an annual workplace inspection with staff rep.

10. Responsibilities of Employees

- a. Follow safe and healthy work procedures.
- b. Observe all work-related safety and health regulations.
- c. Report any workplace health or safety concerns immediately to the Librarian or employee in charge.
- d. Designate staff (as per CUPE Article 16.01) as Health & Safety Representative(s).

11. Accident Reports

All accidents and injuries, of either employees or users, will be recorded in the Accident Record Book. This book is kept with the First Aid kit.

12. Workers' Compensation Claims

- a. In the event of an injury involving an employee that requires medical attention, the Librarian or person in charge will ensure all paperwork is completed.
- b. The WCB forms are confidential and the only persons have access to them are the employee filing the claim, the Library Director, and the Chairperson of the Board (or in his/her absence the Vice-Chair).

Adopted: April 11, 2005

703.1 [Staff Attendance at Conferences](#)

Staff representing the Library at conferences, workshops and other training programs shall be paid for all hours in attendance, up to seven hours per day, unless otherwise specified by the Library Board.

otherwise specified by the Library Board.

Adopted: September 13, 2004 Modified: September 11, 2013

704.1 [Long Service Policy \(staff and volunteers\)](#)

It is the Library's policy to recognize extended periods of service to the Library by its employees and volunteers and to recognize employee's service on retirement or resignation.

Long service awards will normally be presented to volunteers and employees at the Annual General Meeting (AGM). Service lengths will be based on hire or start date through the end of the calendar year preceding the AGM. Awards will normally consist of a gift certificate to a local business or organization. Employees and volunteers may be consulted as to their preferences. A certificate will also be presented.

Years of Service	Award Value
5	\$25
10	\$50
15	\$75
20	\$100
25	\$125
Every 5 years after 25	\$150

The longest serving volunteer will also be presented with flowers or a plant at the AGM.

**Employee Retirement or Resignation:**

On the retirement or resignation of a regular employee, the Library shall present the employee with a gift with a minimum value of \$50 or a value calculated on the basis of \$10 for each full year of service, whichever is greater. The presentation will normally be made at a reception arranged by the Library.

Adopted: September 13, 2013

## **Workplace bullying and harassment policy statement**

### **1. Workplace conduct**

Bullying and harassment is not acceptable or tolerated in this workplace. All workers will be treated in a fair and respectful manner.

### **2. Bullying and harassment**

- (a) includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- (b) excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.
  - Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

### **3. Workers must:**

- not engage in the bullying and harassment of other workers
- report if bullying and harassment is observed or experienced
- apply and comply with the employer's policies and procedures on bullying and harassment

### **4. Application**

This policy statement applies to all workers, including permanent, temporary, casual, contract, and student workers. It applies to interpersonal and electronic communications, such as email.

### **5. Annual review**

This policy statement will be reviewed every year. All workers will be provided with a copy.

## 705.2

### **reporting procedures**

#### **1. How to report**

Workers can report incidents or complaints of workplace bullying and harassment verbally or in writing. When submitting a written complaint, please use the workplace bullying and harassment complaint form. When reporting verbally, the reporting contact, along with the complainant, will fill out the complaint form.

#### **2. When to report**

Incidents or complaints should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated and addressed promptly.

#### **3. Reporting contact**

Report any incidents or complaints to the Library Director.

#### **4. Alternate reporting contact**

If the employer, the complainant's supervisor, or the reporting contact named in Step 3 is the person engaging in bullying and harassing behaviour, contact the Board Chair.

#### **5. What to include in a report**

Provide as much information as possible in the report, such as the names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

#### **6. Annual review**

These reporting procedures will be reviewed on an annual basis. All workers will be provided with a copy.

## bullying and harassment complaint form

Name and contact information of complainant

Name of alleged bully or bullies

### Personal statement

Please describe in as much detail as possible the bullying and harassment incident(s), including:

- the names of the parties involved
- any witnesses to the incident(s)
- the location, date, and time of the incident(s)
- details about the incident(s) (behaviour and/or words used)
- any additional details that would help with an investigation

Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

Signature \_\_\_\_\_

Date \_\_\_\_\_

## **Workplace bullying and harassment investigation procedures**

### **1. How and when investigations will be conducted**

Most investigations will be conducted internally. In complex or sensitive situations, an external investigator might be hired.

Investigations will:

- be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances
- be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations
- be sensitive to the interests of all parties involved, and maintain confidentiality
- be focused on finding facts and evidence, including interviews of the complainant, respondent, and any witnesses
- incorporate, where appropriate, any need or request from the complainant or respondent for assistance during the investigation process

### **2. What will be included**

Investigations will include interviews with the alleged target, the alleged bully, and any witnesses. If the alleged target and the alleged bully agree on what happened, then the Library will not investigate any further, and will determine what corrective action to take, if necessary.

The investigator will also review any evidence, such as emails, handwritten notes, photographs, or physical evidence like vandalized objects.

### **3. Roles and responsibilities**

The Library Director is responsible for ensuring workplace investigation procedures are followed.

Workers are expected to cooperate with investigators and provide any details of incidents they have experienced or witnessed.

The Library Director will conduct investigations and provide a written report with conclusions to the Board.

If external investigators are hired, they will conduct investigations and provide a written report with conclusions to the Board.

#### **4. Follow-up**

The alleged bully and alleged target will be advised of the investigation findings by the Library Director.

Following an investigation, the Library Director will review and revise workplace procedures to prevent any future bullying and harassment incidents in the workplace. Appropriate corrective actions will be taken within a reasonable time frame.

In appropriate circumstances, workers may be referred to the employee assistance program or be encouraged to seek medical advice.

#### **5. Record-keeping requirements**

The Library expects that workers will keep written accounts of incidents to submit with any complaints. The Library will keep a written record of investigations, including the findings.

#### **6. Annual review**

These procedures will be reviewed annually. All workers will be provided with a copy as soon as they are hired, and copies will be available in the policy manual.

**Approved May 12, 2014**

## **800 Finance**

### **800.1 [Statement of Guiding Principles for Finance](#)**

The Board of Castlegar & District Public Library is committed to the provision of excellence in library service. In order to achieve this, the Board will continually seek to secure and maintain appropriate levels of funding for all aspects of the operation of the library. These include areas such as staff compensation, level of service by staff, hours of operation, collection development, facility and equipment maintenance and regular upgrades to equipment. However, the Board also recognizes its responsibility to ensure that all aspects of the library operations are managed in a prudent and appropriate manner consistent with good accounting practices and respectful of the use of public funds. In order to support the Board and staff in meeting these two commitments, the Board recognizes its responsibility to provide training on budget procedures and to ensure all financial reports are presented in a timely and clear manner.

Adopted: November 22, 2004

### **801.1 [Finance and Expenditure](#)**

The library board must prepare and submit its annual budget for the provision of the library service in the City of Castlegar and RDCK Areas I and J.

1. The Board is responsible for securing funding for the Library for the following purposes:
  - a. provide adequate housing for the library
  - b. maintain such facility
  - c. secure funding to staff the Library to serve the public
  - d. provide Library materials for patron usage
  - e. anticipate future fiscal requirements to supervise the ongoing development of the Library
  - f. ensure appropriate insurance coverage for all property, equipment and liability.
  
2. The Board has exclusive control over the expenditure of:
  - a. reserve funds
  - b. all monies raised by or grants to the Public Library Association
  - c. all money given to the Public Library Association
  - d. the revenue derived from any source including fines, fees, money recovered for detention, damage or loss of library



- e. materials, all money received by the Public Library Association for provision of Library services
  - e. profits realized by the Friends of the Library and all other fundraising events
3. The library board must provide the Board must provide annual financial statements to the City and Regional District as required by the Library Act.
  4. The Library Director is responsible for:
    - a. the expenditure of operation budget funds allocated on a yearly basis by the finance committee
    - b. ensuring that the financial records are in good order
    - c. applying annually for grants to supplement the library's services
    - d. acting as a signing officer
    - e. ensuring the Board receives a monthly financial report
    - f. serving as a member of the Budget and Finance Committee
    - g. ensuring the delivery of financial statements and yearly reports to designated agencies.

Adopted: November 22, 2004

#### 801.2 [Budget Reports](#)

The Castlegar & District Public Library Board has a duty to ensure that prudent and fiscally responsible budget procedures are in place for the operation of the library.

1. Annual Budget

The Library Director shall prepare a draft annual budget in a timely manner. This draft shall be reviewed with the Finance Committee of the Board. After this review process is complete, the draft annual budget shall be brought to the Board for approval, and revision where necessary.

2. Commitment to the Library Collection

The Board believes that twenty percent of the operating budget should be dedicated to the expansion and ongoing development of the collection. This guideline should be as closely adhered to as possible.

3. Reports to the Board

The Board expects that it will be kept current with the status of the budget throughout the fiscal year and that any unexpected or unusual budget expenditures will be brought to the Board's attention in a timely manner.

Adopted: November 22, 2004

802.1 [Donation, Sponsorship, Fundraising](#)

The Board of Trustees for the Castlegar & District Public Library appreciates support for library programs and services through community donations, sponsorship and fund development. Monetary gifts and donations may be accepted by the Castlegar & District Public Library Board at the discretion of the Director. All library materials and furnishings donations shall comply with the Library's donation policy.

1. Donations/Bequests
  - a. Monetary Gifts  
Tax receipts will be issued for cash gifts of \$20.00 or greater.
  - b. Issuance of Charitable Tax Receipt for Material Donations  
If the donor wishes an official charitable receipt, the donor must produce two independent appraisals of the item. The value of the item will be the average of the two appraisals.
  - c. Consideration shall be given as to the donor's preference for use of the donations.
  - d. Recognition  
All library materials, equipment and furnishings bought with donated monies may bear appropriate donor markings.
2. Fundraising
  - a. The Castlegar & District Public Library Association will use all funds raised for the stated purposes established as priorities by the Board.
  - b. Library board members and employees may not enter raffles but may sell tickets to their families.

Adopted: November 22, 2004

## 900.1 [Community Relations Statement](#)

The Board is committed to a good relationship between the library and the community. The Board will work with the staff, the Friends of the Library and the community to maintain this relationship. The Board will continue to develop productive and positive working relationships with the library community in the province and the country. This commitment is demonstrated through membership in a variety of library organizations and other associations.

## 901.1 [Cooperation with Other Libraries and Educational Agencies](#)

### 1. General

- a. The Castlegar Public Library Board recognizes that public, school, and college libraries working together sharing their services and resources can more fully meet the needs of the community. The Library will be receptive to opportunities for cooperating with these other libraries, including those outside our community.

### 2. Student Practicum

- a. The Castlegar Public Library will co-operate with various educational Institutions by allowing students to carry out fieldwork and special projects within the library.
- b. Each request will be considered on an individual basis.
- c. In all cases the work experience will be an extension of the educational courses and the students will not be considered employees of the library and will not be paid. At no time will students be assigned work that results in the displacement of existing employees and no part time employees will be employed for shorter hours as a result of the student program.
- d. The students' activities will be monitored by the supervisor concerned.
- e. Castlegar Public Library reserves the right to withdraw or discontinue any student program, which, in the opinion of the supervisor, adversely affects the efficient operation of the branch or department. Each project will be evaluated upon completion.

### 3. Supervision of Exams

The Library supports other agencies and institutions and students by providing exam proctoring. The service is provided free of charge provided that:

- The exam takes place during regular staff working hours
- Time allotted for the exam is four hours or less
- Staff preparation time for proctoring the exam is less than one half hour

If the exam does not meet these criteria, the exam fee will be \$25 if the student is paying, or \$45 if the institution is paying.

Updated December 12, 2012

902.1 [Public Relations](#)

1. The Castlegar Public Library Board recognizes public relations as an appropriate means by which the purpose and services of the library can be communicated to the public. It is also a means by which the public's attitudes to current library services and its perceived needs for future services can be communicated to the Board. The Board will encourage the public to express individual and group needs for library service by providing structured opportunities for expression of public opinion and also the means of response.
  - a. The public relations program will include the following:
    - assessment of user needs
    - continuous performance evaluation
    - awareness of community expectations
    - knowledge of and coordination of services with other community resources
    - an understanding of economic and social factors within the community
  - b. Any public release that relates to Library Policy should be approved by the Chair of the Library Board in consultation with the Library Director.
  - c. The library may advertise events of a cultural, informational, recreational or educational nature.
2. Leave of Absence for Professional Development
  - a. Staff members are encouraged to actively participate in professional associations. If a staff member is required to attend meetings of a professional association, he/she may be given leave of absence with pay to attend such meetings. Granting of such leave shall be at the discretion of the Library Director.
  - b. The Library Director shall inform the Library Board of professional development activities.
3. Volunteer Recognition Program  
The Library Board will ensure appropriate recognition for volunteer contributions on a yearly basis.

903.1 [Friends of the Castlegar Public Library Society](#)

The Castlegar Public Library is fully supportive of the Friends of the Library, a society of dedicated volunteers.

1. The purposes of the society are:
  - a. To form an association of persons interested in libraries.
  - b. To disseminate information and stimulate public interest in Castlegar Public Library and the services it offers.
  - c. To assist the Castlegar Public Library Board of Trustees and the staff of the Library whenever invited to do so.
  - d. To accept gifts, grants, legacies, devises and bequests and to collect moneys by means of fees, donations or otherwise and to engage in fund-raising activities, and to hold, invest, expand or deal with such gifts, legacies, devises, bequests and moneys in consultation with the Library Board.
  
8. The Friends of the Library Society acts in accordance with the bylaws under the Society Act. (See Appendix V, Friends of the Castlegar & District Public Library).
  
9. Protocols between the Board and the Society:
  - a. To achieve maximum results and benefits from library projects and programs organized by the Friends, it is of paramount importance that good protocols are established with the Library Director and the Castlegar Public Library Board.
  - b. The Library Director and the Library Board shall be kept informed about Friends' meetings, officers, plans and activities.
  - c. Good co-ordination and communication shall be maintained between the Executive Committee of the Friends, the Library Director and the Library Board.

## 903.2 Social Media

### Definition

Online social media is defined as any website or application which allows users to generate and share content.

### Purpose

The Library may use social media to enhance communication with Library members and the community. The Library may use social media for the purpose of facilitating two-way communication with Library members and the community. The Library may use online and social media channels to extend the Library's welcoming and supportive service environment online in a manner which is consistent with the Library's mission, vision and services values. In addition, social media allow the Library to:

1. Promote library services, events, programs and resources
2. Support other community organizations by sharing their information
3. Monitor and respond to current topics and emerging issues quickly
4. Listen to library members and the community and assist the library in improving services, programs and practices.

### Guidelines for Library Staff

1. Write what you know. Content should be factual and accurate.
2. Be transparent and honest
3. Be responsible. When stating information on behalf of the library, be sure you are the right person to be doing so. When in doubt, talk to the Library Director.
4. Be open. Take in relevant feedback and ideas. Share them with staff and the Library Director.
5. Admit and correct mistakes promptly.
6. Do not mix the professional and the personal in ways likely to bring the Library into disrepute.
7. Do not imply Library endorsement of your personal views.

Designated staff posting to the social media sites are responsible for regularly reviewing comments and posting feedback.

### Terms of Use

Content on social media sites will be monitored to ensure adherence to appropriate use consistent with library policies. The Library retains the authority to remove inappropriate content from the sites. The content on social media sites shall adhere to Library policies and federal and provincial regulations.

Comments, posts and messages are welcome on Library social media sites, provided they do not contain:

1. Harassing statements
2. Non-public information of any kind
3. References to illegal or banned substances or narcotics, unless for public educational purposes.

4. Pornographic, sexually-orientated, or otherwise offensive or illegal materials.
5. Defamatory, libelous, offensive, or demeaning material (do not engage in a combative exchange)
6. Solicitation of business
7. Comments supporting and/or opposing political campaigns
8. Information that might compromise anyone's safety
9. Disparaging/Threatening comments about or related to anyone
10. Private, personal information published without consent
11. Obscene or racist content
12. Personal attacks, insults, or threatening language
13. Plagiarized material
14. Comments totally unrelated to the content of the forum
15. Links to material that is not directly related to the discussion
16. Commercial promotions or spam

All social media sites affiliated with the Library will be regularly screened by designated library staff. All postings which contain any of the above will be immediately removed and the poster may be barred from posting any subsequent messages to Library social media sites.

The Library is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.

Approved January 14, 2015

**APPENDIX I**  
**INCIDENT REPORT**

**Date:** \_\_\_\_\_ **Times:** \_\_\_\_\_  
Include day of the week

**Person(s) recording:** \_\_\_\_\_

**Event:** Be brief, concrete, specific and include names where appropriate.

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**How did you respond?** \_\_\_\_\_

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**Reported to:** \_\_\_\_\_  
(Library Director, Board Chair, Police, etc.)

**Comments:** (Your assessment of the situation, concerns generated, background information, etc.)

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**Staff signature(s):** \_\_\_\_\_

**Name of witness (if needed):** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **or Email:** \_\_\_\_\_

**Or address:** \_\_\_\_\_



## APPENDIX II ALLOWABLE EXPENSES

Allowable expenses shall be reimbursed according to guidelines established by the Board, within budget constraints. Expense categories eligible for reimbursement are accommodations, travel (including taxis and shuttles), meals, vehicle parking and ferry costs, and function registration.

Expense rates 2008

- Mileage .47/km
- Per Diem: Breakfast: \$15 Lunch: \$15 Dinner: 25
- Travel & accommodation costs with receipts

## APPENDIX IV LIBRARY USER FEES

### **PRINTER**

.10/page (black & white)  
.25 page (colour)

### **PHOTOCOPIER**

.25/copy 8 ½ x 11(14)	1 <sup>st</sup> 20 copies
.15/copy 8 ½ x 11(14)	21 - 99 copies
.10/copy 8 ½ x 11(14)	100 - 499 copies
.07/copy 8 ½ x 11(14)	500+ copies
.50/copy 11 x 17	

Add an additional .05 for double-sided copies

### **FINES**

Adult/Youth Materials: .20/day  
Children's Materials: .05/day

All late charges to a maximum of \$5.00 per item.

### **MEMBERSHIPS**

Non-residents - \$75 year per family or \$6.25 per month  
Selkirk College students – Non-resident \$5 per school year  
Non-resident children: \$20/year

Temporary cards \$20 and \$5 per month for up to three months. Upon return of all materials and library card \$20 is reimbursed.

### **POSTAGE**

\$6 fee for postage on microfiche

### **CDs**

\$2 per disk

Adopted: March 14, 2005

Updated: September 14, 2009

## **Meeting Room**

### **Large Room** - 70 Person Capacity

#### **Business, Government and Individuals**

1-4 hours: \$60	Regular bookings: \$30
4+hours: \$80	Regular bookings: \$40

#### **Non-Profit Groups**

1-4 hours: \$30	Regular bookings: \$10
4+ hours: \$45	Regular bookings: \$20

#### **Equipment**

Digital Projector/screen	\$25
Overhead Projector/screen	\$10
Screen only:	\$10

A key deposit of \$100 is required if the library will be closed during the rental.

Adopted: March 14, 2005  
Revised: December 12, 2012

## **APPENDIX VI**

### **OCCUPATIONAL HEALTH & SAFETY POLICY**

#### **What is safety?**

Safety is an integral part of the Castlegar and District Public Library. It is part of our operations and is there to protect employees, property, the environment and the public.

#### **Why is safety important to the Library?**

There are many costs to accidents and unsafe work practices. The greatest costs are human costs. By protecting our employees, we are also protecting their friends, families, fellow employees, management, the public, and the environment from the far-reaching effects of serious accidents. We are also protecting our ability to continue offering our services and employ people.

In addition to protecting lives, our safety program contributes to employee morale and pride because our employees participate in identifying safety needs and in developing safe work procedures.

#### **Who is Responsible?**

Everyone working or volunteering at the Library is responsible for maintaining the safety program. Management is responsible for identifying safety needs, communicating safety hazards, investigating hazardous conditions and accidents, providing training, supplying appropriate safety equipment and ensuring all equipment is properly maintained and meets legislated safety standards. Management's role is supported by input from all employees.

All employees and others on site are responsible for obeying all safety rules, following recommended safe work procedures, participating in safety training programs, and informing management of any unsafe work conditions. Everyone has the right and responsibility to refuse work when unsafe conditions exist.

By fulfilling our safety responsibilities, everyone who works at the Library will share the benefits of a safe workplace.

## APPENDIX VII

### LIBRARY DIRECTOR – JOB DESCRIPTION

#### **Library Director**

##### Overview:

Under the direction of the Library Board, the Library Director is responsible for identifying, planning, organizing, executing and evaluating an effective program of library service to the community.

##### Specific Responsibilities

- Ensures that library services are appropriately and effectively provided, in accordance with the mission statement and the goals of the Castlegar & District Public Library.
- Develops and maintains the collection through developing a collection plan, initiating orders and supervising the ordering, cataloguing, classification and maintenance of the library collection.
- Ensures that a high quality of community programming is provided, based on assessed needs as opportunities arise, staff and financial resources permitting.
- Develops the library's ability to provide excellent quality reference service through staff training, reference collection development and customer training.
- Maintains an effective public relations program, represents the library's interests to appropriate community groups, the media, the Provincial Government, the City of Castlegar and the RDCK areas I and J.
- Maintains contact and oversees sharing of resources with the community of libraries on a regional and provincial level.
- Ensures proper liaison and support is provided to the Friends of the Library and other volunteers.
- Manages the library facility through ensuring effective maintenance, security and use of the building.
- Provides support and expertise to the Board in preparing a strategic plan and an annual budget.
- Develops and executes plans for automation of library routines and services.
- Provides reference enquiry and reader's advisory service.
- Acts as a secretary to and reports monthly to the board, and serves as a liaison to the staff.

- Ensures the effective use of library employees through effective hiring, assignment of duties, discipline and dismissal. Maintains appropriate staff records, conducts regular performance appraisals, and determines training needs.
- Plans and executes staffing requirements including selection, orientation, training, development and scheduling.
- Administers union contract.
- Applies for and administers grants to supplement and extend the library's services. Ensures accurate and timely reporting.
- Coordinates author tours.
- Catalogues all audio visual materials.
- Develops policies for approval by the Library Board.
- Is the Library's ambassador to the community.

#### Required knowledge, ability and skills

- Experience in staff management, budget administration and working in a non-profit, community based environment.
- Excellent public relations skills with the Library patrons, the general public and the media.
- Ability to develop and maintain effective working relationships with the board and staff.
- Extremely well developed organizational skills.
- Excellent knowledge of and ability with computerized library methods and services.
- Ability to communicate effectively both orally and in writing.
- Knowledge of budgeting and accounting practices.
- A very good knowledge of literature, modern and classic.
- Knowledge of Dewey Decimal cataloguing procedures, Library of Congress subject headings, AACR2, authority control principles and MARC techniques.
- Willingness to work outside normal working hours and travel on occasion.

#### Desirable training and experience

- Master of Library Science degree with 3 years experience OR
- Library Information and Technology diploma with 5 years experience.
- Five years of progressively responsible experience including administrative responsibilities.

**APPENDIX VIII**  
**EVALUATION OF LIBRARY DIRECTOR**  
**“TO FOLLOW”**