

**Castlegar & District**



**Public Library**

*"Minds Grow Here"*

Policy Manual

December 2018

## TABLE OF CONTENTS

<b>1.0 PHILOSOPHY AND PURPOSE .....</b>	<b>2</b>
1.1 MISSION STATEMENT .....	2
1.2 OBJECTIVES .....	2
<b>2.0 POLICY AND PLANNING .....</b>	<b>2</b>
2.1 POLICY MANAGEMENT .....	2
2.2 STRATEGIC PLANNING PROCESS .....	3
<b>3.0 GOVERNANCE .....</b>	<b>3</b>
3.1 MANDATE OF THE LIBRARY BOARD .....	3
3.2 LIBRARY BOARD COMPOSITION .....	3
3.3 PUBLIC COMMUNICATION .....	4
<b>4.0 MEMBERSHIP .....</b>	<b>4</b>
4.1 GENERAL .....	4
4.2 CASTLEGAR & DISTRICT RESIDENTS .....	4
4.3 NON-RESIDENTS .....	4
4.4 RECIPROCAL BORROWING .....	5
4.5 BORROWING MATERIALS .....	5
4.5.1 Limits .....	5
4.5.2 Children's Access .....	5
4.6 CANCELLATION OF BORROWING PRIVILEGES .....	6
<b>5.0 LIBRARY SERVICES .....</b>	<b>6</b>
5.1 GENERAL .....	6
5.2 RESERVE POLICY .....	7
5.3 LIBRARY PROGRAMS .....	7
5.3.1 Adult Programming .....	7
5.3.2 Children's Programming .....	7
5.3.3 Teen Programming .....	8
5.4 HONORARIA AND EXPENSES .....	8
5.5 LIBRARY COMPUTER USE AND SERVICES .....	9
5.5.1 Computer Use .....	9
5.5.2 Digitization station .....	9
5.5.3 Cancellation of Computer Privileges .....	10
5.5.4 Internet Use .....	10
5.5.5 Printing, Faxing, Scanning and Photocopying .....	11
5.6 LIBRARY MEETING ROOMS .....	11
<b>6.0 LIBRARY USER FEES .....</b>	<b>12</b>
6.1 PRINTING AND PHOTOCOPYING .....	12
6.1.1 Printing and Photocopying .....	12
6.1.2 Printing Remotely .....	12
6.2 SCANNING .....	13
6.3 FINES .....	13
6.4 MEMBERSHIP FEES FOR NON-RESIDENTS .....	13
6.5 MEETING ROOMS .....	13
6.6 EQUIPMENT .....	14

<b>7.0</b>	<b>LIBRARY COLLECTIONS.....</b>	<b>14</b>
7.1	INTELLECTUAL FREEDOM.....	14
7.2	COLLECTION DEVELOPMENT - GENERAL.....	14
7.2.1	<i>Material Selection Criteria</i> .....	14
7.2.2	<i>Suggestions from the Public</i> .....	15
7.2.3	<i>Discards</i> .....	15
7.2.4	<i>Replacements</i> .....	16
7.2.5	<i>Last Copies</i> .....	16
7.2.6	<i>Canadian, British Columbia and Castlegar &amp; District Specific Materials</i> .....	16
7.2.7	<i>Periodicals &amp; Newspapers</i> .....	16
7.2.8	<i>Electronic Materials &amp; Lendable Technology</i> .....	16
7.3	COLLECTION DEVELOPMENT – CHILDREN’S.....	17
7.3.1	<i>Selection Criteria</i> .....	17
7.3.2	<i>Factors Influencing Book Selection</i> .....	17
7.4	COLLECTION DEVELOPMENT - SPECIAL AREAS.....	17
7.4.1	<i>Cooperation with Schools</i> .....	17
7.4.2	<i>Books in Languages other than English</i> .....	18
7.4.3	<i>Books in Series</i> .....	18
7.4.4	<i>Books for Young Adults</i> .....	18
<b>8.0</b>	<b>WORKPLACE SAFETY AND SECURITY.....</b>	<b>18</b>
8.1	GUIDING STATEMENT.....	18
8.2	EXPECTATIONS OF BEHAVIOUR.....	18
8.2.1	<i>Harmful Behaviour</i> .....	18
8.2.2	<i>Disruptive Behavior</i> .....	19
8.2.3	<i>Loss Prevention</i> .....	19
8.2.4	<i>COVID-19</i> .....	19
8.3	WORKPLACE BULLYING AND HARASSMENT.....	20
8.3.1	<i>Harassment of a Staff Member or Volunteer by a Library Patron</i> .....	21
8.4	PRIVACY.....	21
8.5	SCENT-FREE ENVIRONMENT.....	25
<b>9.0</b>	<b>DONATIONS, SPONSORSHIP, FUNDRAISING.....</b>	<b>25</b>
9.1	GUIDING STATEMENT.....	25
9.2	MONETARY DONATIONS AND BEQUESTS.....	25
9.3	MATERIAL DONATIONS.....	25
9.3.1	<i>Book Donations</i> .....	26
9.3.2	<i>Charitable Tax Receipt for Rare or Collectible Material Donations</i> .....	26
9.4	SPONSORSHIP.....	26
9.5	FUNDRAISING.....	26
<b>10.0</b>	<b>COMMUNITY RELATIONS.....</b>	<b>27</b>
10.1	GUIDING STATEMENT.....	27
10.2	COOPERATION WITH OTHER LIBRARIES AND EDUCATIONAL AGENCIES.....	27
10.2.1	<i>Student Practicum</i> .....	27
10.2.2	<i>Supervision of Exams</i> .....	27
10.3	PUBLIC RELATIONS.....	28
10.4	FRIENDS OF THE CASTLEGAR PUBLIC LIBRARY SOCIETY.....	28
10.4.1	<i>Purpose</i> .....	28
10.4.2	<i>Communication between Board and Society</i> .....	29
10.5	SOCIAL MEDIA.....	29
10.5.1	<i>Definition and Purpose</i> .....	29

10.5.2	<i>Terms of Use for Public</i> .....	29
--------	--------------------------------------	----

## 1.0 PHILOSOPHY AND PURPOSE

### 1.1 Mission Statement

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

### 1.2 Objectives

- a. To serve the communities of Castlegar and Areas I and J of the Regional District of Central Kootenay as a centre of information that is current and reliable.
- b. To support educational, civic, and cultural activities of groups and organizations.
- c. To provide the opportunity and materials for citizens to continue lifelong learning.
- d. To secure information beyond its resources by borrowing for reader's materials not available in this Library.
- e. To provide an opportunity for recreation through the use of literature, videos, music and other resources.
- f. To identify community and individual needs and to endeavor to meet such needs with the co-operation and assistance of other organizations.
- g. To provide equitable access to digital information resources through up-to-date technology.
- h. To provide Library services during hours that best meet the needs of the community.

## 2.0 POLICY AND PLANNING

### 2.1 Policy Management

Policy is a document that embodies the Castlegar & District Public Library's 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.

The Board will initiate policy development and evaluation annually.

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.

## 2.2 Strategic Planning Process

The Library will continually participate in the strategic 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 a regular work 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 modified 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.

## 3.0 GOVERNANCE

### 3.1 Mandate of the Library Board

The Castlegar & District Public Library is a Public Library Association with its Board mandated to operate in accordance with the [Library Act of British Columbia](#).

### 3.2 Library Board Composition

The Castlegar & District Public Library Association shall elect the Library Board at the Annual General Meeting. The Board shall consist of not less than five elected 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 at least nineteen years of age.

There may be representatives from the City of Castlegar and from each of Regional Districts I, J and H. These representatives will be voting members of the Board.

A person shall not serve on the Board for more than eight consecutive years.

Elections to the Library Board shall be held at each Annual General Meeting.

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 at the most convenient time soon after.

### 3.3 Public Communication

Reports, petitions and other submissions by the public to the 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.

Persons wishing to appear before the 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.

## 4.0 MEMBERSHIP

### 4.1 General

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.

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.

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.

Resident membership cards must be renewed every three years.

Proper identification, proof of residence, and an alternative contact are required for all memberships.

### 4.2 Castlegar & District Residents

All Castlegar & District residents can get a Library membership free of charge. Persons are required to supply satisfactory proof of residence.

### 4.3 Non-Residents

Non-Residents are those who reside **outside** of the areas that support the Castlegar & District Public Library. The areas supported by the Library are:

- City of Castlegar
- Regional District Area I
- Regional District Area J
- Regional District Area H (south)

Persons residing outside the City of Castlegar, Regional District Area I, Regional District Area J, or Regional District Area H south, but own property or businesses within this service area, may join the Library free of charge as long as they produce evidence of eligibility.

Residents of Genelle, short-term temporary residents, and non-resident students may purchase a Library membership for a fee based on the fee schedule below in Section 6.4.

Non-residents who are Library cardholders in another British Columbia community are eligible for borrowing privileges under the B.C. OneCard system when they show a card from their home Library.

Non-resident, short-term temporary, and BC OneCard members will be subject to the same identification requirements and overdue fees as regular members, though time for mailing items back to the Library will be taken into consideration.

Interlibrary loans and electronic resources will only be available to Castlegar & District Public Library Cardholders.

#### 4.4 Reciprocal Borrowing

Members of the Castlegar & District Public Library may borrow items from other participating Sitka Libraries through BC Interlibrary Connect. Restrictions on some items do apply.

#### 4.5 Borrowing Materials

##### 4.5.1 Limits

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.

##### 4.5.2 Children's Access

The free use of the 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.



#### 4.6 Cancellation of Borrowing Privileges

The Castlegar & District Public Library card is the property of the Castlegar & District Public Library and must be returned on request.

Borrowing privileges may be cancelled or suspended if:

- a. A patron exceeds the maximum allowable fine limit of \$10, has long overdue items, has lost unpaid for items, or at Library Director's discretion.
- b. There is a violation of the workplace safety and security section of this policy.

### 5.0 LIBRARY SERVICES

#### 5.1 General

- a. The Library strives to select and organize those books and materials which best meet the needs of the community and will adapt as community needs change.
- b. The Library supports programs that will increase children's use and enjoyment of the Library.
- c. The Library supports programs that will increase teen use of the Library. We will continue to seek innovative means to increase teen use.
- d. The Library staff provides guidance and assistance for people obtaining the information they seek from print, audio-visual, digital, or on-line resources.
- e. The Library endeavors to provide information and material to help people 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.
- f. The Library will provide programs, exhibits, book lists, etc. to stimulate the use of Library materials for people of all ages.
- g. The Library cooperates with other community agencies and organizations to assist in meeting the educational and recreational needs of the community.
- h. The Library accepts the responsibility for securing information beyond its own resources by borrowing for reader's materials which are not owned by the Library.

- i. The Library endeavors to maintain a balance in its services to adults, teens and children. The 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 Library.
- j. The Library endeavors 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.

## 5.2 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.

Holds may be limited to 20 per person.

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.

## 5.3 Library Programs

The Library offers programs that inform and entertain all age groups within the community and is committed to adapt as needs and interests change.

### 5.3.1 Adult Programming

Programming for adults must relate directly to the purpose of the Library by serving Library goals and objectives.

In order to avoid duplication or competition with other community organizations, the Library will communicate and cooperate with them.

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.

### 5.3.2 Children's Programming

The Castlegar & District Public Library welcomes children to enjoy the many resources and programs available in the Library. To ensure that children's Library visits are safe and pleasant

experiences, the Library requires that children be accompanied by a responsible parent or guardian, particularly in the case of preschool-age children. Children who are able to use the Library on their own without disruption to others are free to do so without adult supervision.

Carefully planned children's programs will promote literacy, Library use, art, technology, or other timely topics of interest.

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 should follow the considerations below.

- a. Class visits to the Library and occasional librarian visits to schools may be scheduled as a means of encouraging Library use.
- b. 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.
- c. Readings by authors may be scheduled during school hours to ensure that students and teachers may take advantage of the program.
- d. Programs may be cancelled when the registration and/or attendance is insufficient.
- e. Programs directly related to reading will be planned for the summer months and promoted in local schools.
- f. Displays of books will be part of all programs where appropriate.

### **5.3.3 Teen Programming**

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 should follow the considerations below.

- a. Class visits to the Library and occasional librarian visits to schools may be scheduled as an effective means of encouraging Library use.
- b. Readings by authors may be scheduled during school hours to ensure that students and teachers may take advantage of the program.

## **5.4 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:

- a. Honoraria may be paid to speakers or program providers at the discretion of the Library Director.
- b. Expenses (including travel) will be reimbursed at the current [BC Government Rates for Employee Group I](#), and related expenses may also be paid at the discretion of the Library Director.
- c. Fees and honoraria for speakers may at times be determined by the conditions of a grant to support such programs. Such grant conditions supersede the above policy.

## 5.5 Library Computer Use and Services

### 5.5.1 Computer Use

- a. Computer users are not required to be members of the Library.
- b. Computer users are not required to register for a computer.
- c. Computer users must accept the Library's Internet Policy on the workstation before accessing the Internet.
- d. Computers are available during the hours that the Library is open to the public.
- e. Computer users may be limited to a maximum of one hour per day during periods of high demand.
- f. Reservations for a station may be made up to one day in advance, under special circumstances.

### 5.5.2 Digitization station

- a. Users are required to be a member of the Library to use the Digitization Station. Those who are not eligible for a Castlegar Library card (see 4.0 Membership) can checkout a station as a guest user.
- b. Stations check out for 2 hours and can be renewed based on availability.
- c. Stations may be reserved in advance by phone or in person. If the user is more than 15 minutes late, and fails to alert the Library, they will forfeit their reservation.

- d. The Digitization Station is for scanner and/or Adobe Creative Suite use only not general computer or internet use. Staff reserve the right to ask patrons to move to the public access computers if the stations are not being used for the intended purpose.
- e. This is a self-serve station. Staff are able to assist with basic operations however, users will be responsible for learning how to use the software on their own with the assistance of help files, how to videos via library subscriptions, or print manuals.

### *5.5.3 Cancellation of Computer Privileges*

Computer user privileges may be cancelled or suspended for due cause, such as:

- Destruction of Library property
- Disturbance of other patrons and/or objectionable conduct on Library premises
- Inappropriate and/or abusive treatment of staff

### *5.5.4 Internet Use*

The Castlegar & District Public Library is committed to offering free access to the internet through public access workstations and a Wi-Fi network.

#### *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.

Internet access computers are located in public areas which must be shared by Library users of all ages, backgrounds, and sensibilities. Individuals should be aware of others when accessing potentially offensive information and images. Viewing sexually explicit material on Library workstations and the Wi-Fi network is prohibited. The Library reserves the right to ask individuals to discontinue the display of information and images that cause a disruption.

### *3. Security*

Although the Library uses a virus checker on our public access workstations, this may not completely protect against the chance of getting a virus. The Castlegar & District Public Library is not responsible for damage done to a patron's USB drive, computer, or device, nor is it responsible for any loss of data, or liability that may occur from patron use of the Library's computers. It is the patron's responsibility to both protect their private information while using the internet and to log out of computers completely after use.

### *4. 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.

### *5. Staff Help*

Staff can assist in initially signing on to the internet and will instruct on internet use as time permits. Due to scheduling, trained staff will not always be available to help.

#### *5.5.5 Printing, Faxing, Scanning and Photocopying*

The Library offers the following services:

- a. Printing from public stations and remotely from home
- b. Sending faxes (The Library does not receive faxes for the public)
- c. Scanning
- d. Photocopying

Fees associated with these services are found in Section 6.0 below.

### **5.6 Library Meeting Rooms**

The Library meeting rooms are 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 Section 6.0 below.

The small meeting room is available for community groups to reserve for no charge. However, it is not a private space and must remain open to Library patrons at all times. Groups requiring privacy should rent the large room.

Groups or individuals renting the meeting room shall complete a Meeting Room/Equipment Rental Agreement form prior to the rental and agree to its Terms and Conditions.

## **6.0 Library User Fees**

The Library Board may charge fees for services not required to be provided free of charge under the [\*Library Act\*](#).

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.

### **6.1 Printing and Photocopying**

#### **6.1.1 *Printing and Photocopying***

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

The photocopier is a busy shared resource used for library operations, public printing, photocopying, scanning and faxing. To ensure timely uninterrupted service for all users, the Library will limit individuals to 100 pages per day.

Users shall not print on stationary other than paper supplied by the Library. Services are available within the community for specialty printing and jobs exceeding 100 pages.

The Library encourages its members to conform to the provisions of the Canadian Copyright Act and the Public Library Copying Licence Agreement with Access Copyright (The Canadian Copyright Licensing Agency). Copyright guidelines are posted by the library photocopier.

#### **6.1.2 *Printing Remotely***

The Library offers remote black and white printing from any device or computer by emailing the item you want to print as an attachment to [cdpl@printspots.com](mailto:cdpl@printspots.com). Bring your release code to the checkout desk in the Library and we will release your print job.

Please note: print jobs expire after 72 hours.

The fees are the same as printing from a Library computer.

## 6.2 Scanning

The Library offers scanning to email free of charge.

## 6.3 Fines

Adult/Youth Materials: .20/day

Children's Materials: .05/day

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

## 6.4 Membership Fees for Non-Residents

**Genelle Resident Memberships** - \$75 year per household or \$6.25 per month

**Non-Resident Student Memberships** -\$10 for the school year. It is for students in kindergarten through high school and post-secondary. High school and post-secondary students must present a valid student ID card.

**Temporary (Short-term Resident) Memberships** - \$25 (non-refundable) for three months.

## 6.5 Meeting Rooms

**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
----------------	------------------------

**Small Room** – 28 Person Capacity

Free - However, it is not a private space and must remain open to Library patrons at all times. Groups requiring privacy should rent the large room.



**Key** - A key deposit of \$100 is required if the Library will be closed during the rental.

## 6.6 Equipment

Digital Projector/screen: \$25 (\$100 refundable deposit if used off-site).

Screen only: \$10

## 7.0 LIBRARY COLLECTIONS

### 7.1 Intellectual Freedom

The Castlegar & District Public Library Board endorses and upholds the [Canadian Federation of Library Associations Statement on Intellectual Freedom and Libraries](#) and the [British Columbia Library Association Statement on Intellectual Freedom](#). 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.

### 7.2 Collection Development - General

#### 7.2.1 Material Selection Criteria

- a. The Castlegar & District Public Library provides a wide range of Library materials as efficiently and as economically as possible. The Library endeavors to develop collections and resources that meet the cultural, informational, recreational and educational needs of Castlegar & District’s diverse community. These collections can also include materials besides books. The Castlegar & District Public Library will be responsive to the needs of its users as they change over time.
- b. 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. While demand is an important criterion in most selection decisions, other equally important criteria are existing Library holdings, relevance to the community, accuracy, readability, and the quality of presentation.
- c. The Castlegar & District Public Library staff shall select materials from reviews and bibliographies, from patrons’ requests, and through personal knowledge and inspections.
- d. 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.

- e. The Castlegar & District Public Library collection should be sufficient in supply to render the Library a dependable source of information for most people outside formal educational institutions.
- f. 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.
- g. The Castlegar & District Public Library may not include books, which present material in a sensational manner and are prejudicial in their treatment of any race, creed, sex, nationality or social group.
- h. 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.

### *7.2.2 Suggestions from the Public*

Suggestions from patrons for the 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 selection criteria listed above.

Suggestions from patrons for removal of specific titles will be recorded on a 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.

### *7.2.3 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.

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.

#### **7.2.4 Replacements**

Materials may be rebound or replacement copies acquired. 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.

#### **7.2.5 Last Copies**

All last copies to be discarded will be carefully checked before removing them from the collection. Last copies of important titles shall be retained.

#### **7.2.6 Canadian, British Columbia and Castlegar & District Specific 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 communities of Castlegar & District and its residents.

#### **7.2.7 Periodicals & Newspapers**

The periodical and newspaper titles for the Castlegar & District Public Library follows the basic tenets of the Material Selection Criteria (Section 7.2.1) above. 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. Back issues with enduring value will be retained, as space permits.

Online issues of periodicals are considered an important part of the collection.

#### **7.2.8 Electronic Materials & Lendable Technology**

Electronic resources and lendable technology is 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. These materials could include, but are not limited to DVDs, online databases, online learning resources, electronic devices, etc...

DVD's will be acquired based on the following criteria:

- a. Based on a previously written book, story, play or poem
- b. Considered a classic
- c. Canadian content and not readily available
- d. Instructional or provide information

- e. High quality new releases

DVD's rated 'R' will be shelved in the adult video section and will be clearly labeled as restricted to adult use only.

The Castlegar & District Public Library offers hands-on experience in accessing new technologies. Patrons who borrow electronic devices are responsible for lost or damaged material and must sign a Borrowing Agreement upon checkout. Adult cardholders in good standing (see 4.6 Cancellation of Borrowing Privileges) may borrow two devices for a maximum of six weeks.

### **7.3 Collection Development – Children's**

The Castlegar & District Public Library Board recognizes the role that books play 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.

#### **7.3.1 Selection Criteria**

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.

#### **7.3.2 Factors Influencing Book Selection**

- 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

### **7.4 Collection Development - Special Areas**

#### **7.4.1 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 textbooks for school courses.

### *7.4.2 Books in Languages other than English*

Books in languages other than English may be provided in response to identified needs.

### *7.4.3 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.

### *7.4.4 Books for Young Adults*

Young adult materials are selected according to the Material Selection Criteria (Section 7.2.1). Some titles specifically for early teens may be placed in both the young adult and juvenile collections.

## **8.0 WORKPLACE SAFETY AND SECURITY**

### **8.1 Guiding Statement**

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.

### **8.2 Expectations of Behaviour**

#### *8.2.1 Harmful Behaviour*

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

- a. **Remove 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. **Report the incident** - An incident report is to be filled out and submitted to the Library Director for review.
- c. **Appeal** - 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.

### **8.2.2 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, disruptive, or offensive behaviour inside the Library are:

- a. Leaving young children unattended
- b. Vandalizing/stealing Library property, facilities or equipment
- c. Eating and drinking outside of designated areas
- d. Harassing other Library users or staff– physical, sexual or verbal
- e. Being intoxicated from alcohol or drugs
- f. Loitering, including refusal to leave at closing
- g. Using obscene language
- h. Smoking (tobacco or marijuana) and vaping
- i. Soliciting for any purpose
- j. Preventing other patrons from enjoyment of the Library
- k. Bringing pets (except designated service animals)
- l. Having loud, prolonged cell phone conversations

### **8.2.3 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.

### **8.2.4 COVID-19**

COVID-19 has necessarily changed the way we think about the health and safety of staff and those that visit the library. Anyone who is sick, or under an order to self-isolate, or quarantine, must not enter the library. Signage at the entrance of the Library outlines symptoms of COVID-19, and directs individuals to the appropriate resources for assessment.

Patrons visiting the Library must observe the following protocols:

- Sanitize hands upon entry.
- Maintain a physical distance of at least 2 meters from others.
- Observe directional signage to facilitate physical distancing.
- Cover coughs and sneezes with a tissue or elbow.
- Limit time and activities inside the Library based on the most current Board approved phased plan.

- Interact with staff members through plexiglass barriers when possible and if directed.

Persons who fail to comply with these protocols may be asked to leave the Library to ensure the safety of those on the premises.

The library is following the advice of the BC Provincial Health Officer and WorkSafe BC to protect staff and the public. Verbal abuse stemming from COVID-19 policy is considered Disruptive Behaviour and patrons will be subject to the procedures outlined in section 8.3.1 Harassment of a Staff Member or Volunteer by a Library Patron.

### 8.3 Workplace Bullying and 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.

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 reasonably be expected to cause embarrassment, insecurity, discomfort, offense, or humiliation to another person or group of persons will not be tolerated.

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.

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 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.

All incidents of harassment should be brought to the attention of the Board Chairperson.

### ***8.3.1 Harassment of a Staff Member or Volunteer by a Library Patron***

Follow the procedure below in the case of harassment:

- a. Have the Librarian inform the patron that harassment will result in suspension of privileges and ask the patron to leave the Library at that time.
- b. Have the claimant complete an Incident Report in as much detail as possible.
- c. Ask any witnesses to the alleged harassment to provide supporting comments.
- d. Have the Librarian submit the report(s) to the Board Personnel committee for review. The committee may interview the individuals involved, including the patron if they are willing.
- e. Notify the patron of the results of the investigation. If an incident has been found to occur, the Library patron will be notified by letter, signed by the Chairperson of the Board, that they have been suspended for a period of time and the reason for the suspension. 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.

## **8.4 Privacy**

The Castlegar & District Public Library's (CDPL) legal authority to collect personal information flows from the Library Act and section 26 of the Freedom of Information and Protection of Privacy Act. Any personal information collected, used, or disclosed by the CDPL is in accordance with the Freedom of Information and Protection of Privacy Act (FOIPPA) and as such, the CDPL is committed to protecting member's confidentiality and personal privacy.

### **Purposes for Which Personal Information May be Collected**

The CDPL only collects personal information as permitted by FOIPPA. The primary purposes for which the Library collects personal information is for:

- the proper administration of Public Library services and programs;
- the planning and evaluating of services and programs and;
- other purposes consistent with and pertaining to library services and programs.

Other purposes include, but are not limited to:



- providing access to library materials, services and programs,
- room rentals,
- communications,
- collection of fines and fees,
- evaluating and improving services,
- protection of Library property and
- security of users and staff.

### **Newsletter Subscription**

Individuals may self-subscribe to our monthly newsletter at any time or opt-in during library card registration. Only those who self-subscribe or opt-in will receive the newsletter and can unsubscribe at any time.

### **Collection and Use**

The CDPL collects and uses personal information in accordance with FOIPPA to conduct library business, to provide library services and programs and to evaluate, plan and enhance services and programs.

Except in the limited circumstances provided for in FOIPPA, personal information about an individual will be collected directly from that individual. Individuals are informed of the reasons for collecting personal information at the time (or before) it is collected. In addition, at the time of collection (or before), individuals are informed of the CDPL's legal authority for collecting the information and the name, title, and contact information for the Library's Privacy Officer, responsible for ensuring compliance with FOIPPA, to whom questions about the collection can be directed.

Personal information will only be used for the stated purpose for which it is collected, unless an individual consents to some other use. Personal information may be collected for uses such as: access to library materials, services, and programs; room rentals; communications; collection of fines, fees, and debts; protection of Library property; security of users and staff; non-identifying statistical purposes; and in the limited circumstances provided for in FOIPPA.

The CDPL will take reasonable steps to ensure that the personal information collected by CDPL is accurate, complete, and up-to-date. The CDPL will correct an individual's personal information upon notification from the individual that the information is incorrect.

### **Protection of Personal Information**

The CDPL uses reasonable security measures to protect against and mitigate risks such as unauthorized access, collection, use, disclosure, or disposal of personal information. Measures include administrative, physical, technological, and operational safeguards that are appropriate to

the nature and format of personal information. The CDPL will not retain any personal information longer than necessary for the provision, evaluation, and planning of library services and programs. Employee and business records will be retained in accordance with federal and provincial rules.

### **Access, Accuracy and Correction**

Members of the public have access to their own personal information. Upon request, access to recorded personal information about a member of the public is provided to that individual upon verification of identity.

To request access to the personal information, submit a written request to the Castlegar & District Public Library's Privacy Officer as listed at the end of this Policy. Your request should provide enough detail to enable a Library employee to find the personal information.

The CDPL will endeavour to ensure the personal information is accurate, complete and up-to-date. Members have the right to request that their personal information held by the CDPL be corrected if the member believes it is inaccurate. The member may do so by submitting a request in writing to the Privacy Officer as listed at the end of this Policy.

### **Children/Minors**

Children have the same rights as adults with respect to their personal information under FOIPPA. Where a child is "incapable" of exercising their right to access, correct or consent to the disclosure of their personal information, the child's parent or guardian may do so on their behalf.

The CDPL assumes that children 12 years and older are generally capable of exercising their own rights for policy purposes. However, the CDPL may treat a request on an individual basis where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances.

### **Disclosure**

The CDPL will not rent or sell personal information. The CDPL will not disclose personal information to third parties except in accordance with the exceptions permitted under FOIPPA including as set out below or with an individual's consent.

### **Collecting a Debt**

The CDPL may disclose personal information to a collection agency or credit bureau for the purpose of collecting debt.

### **Emergency Situations**

The CDPL may disclose personal information under emergency or compassionate circumstances; for example, so that next of kin or a friend of an individual who is injured, ill, or deceased can be contacted.

### **Service Providers to the Library**

The CDPL ensures that any service providers requiring access to personal information to deliver services on behalf of the CDPL treat personal information in compliance with FOIPPA. Providing some library products and services may require the CDPL to share personal information with a service provider and/or that an individual shares personal information to create a separate account with the service provider.

### **Police/Law Enforcement**

Personal information may be disclosed to comply with a subpoena, a warrant, or an order by a court, person, or body in Canada with the jurisdiction to compel the production of information, or to respond to a specific written request from a law enforcement agency to assist in a specific investigation, or as required by law.

### **Retention**

How long the CDPL keeps your personal information depends on the purpose for which the information was collected. If the CDPL uses your personal information to make a decision that affects you, we must keep that information for at least one year so that you have an opportunity to access it. Otherwise, the CDPL will keep personal information only for the length of time necessary to fulfill the purposes for which it was collected. Personal information is securely destroyed when it is no longer needed.

### **Changes to this Privacy Policy**

CDPL's practices and policies are reviewed from time to time. This policy will be updated to reflect the changes.

### **Privacy Officer Contact**

If you have any questions or concerns about this policy or how the CDPL treats your personal information collected, you may contact:

Kimberly Partanen  
Library Director  
1005-3rd St.

Castlegar, BC  
V1N 2A2  
Phone: 250-365-6611  
Email: [director@castlegarlibrary.com](mailto:director@castlegarlibrary.com)

## 8.5 Scent-Free Environment

Castlegar & District Public Library is committed to providing a healthy and safe environment for all employees and visitors and recognizes the health concerns faced by individuals who experience sensitivity to various fragrances.

Fragrances come from any product which produces a scent strong enough to be perceived by others including but not limited to colognes, perfumes, after shave products, lotions, powders, deodorants, hair sprays, other hair products and other personal products.

The Library is committed to using low-scent or non-scent cleaning and building products within our facilities. Employees, volunteers and visitors to the Library are encouraged to discontinue use of scented products when on the Library premises.

Employees, volunteers and visitors who violate this policy may be asked to leave the Library.

## 9.0 DONATIONS, SPONSORSHIP, FUNDRAISING

### 9.1 Guiding Statement

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.

### 9.2 Monetary Donations and Bequests

Tax receipts will be issued for cash gifts of \$20.00 or greater. Consideration shall be given as to the donor's preference for the use of monetary gifts. All Library materials, equipment and furnishings bought with donated monies may bear appropriate donor markings.

### 9.3 Material Donations

### **9.3.1 Book Donations**

The Library will accept the following materials in good clean condition:

- Fiction
- Current non-fiction
- DVDs and music CDs

The Library cannot accept:

- Magazines
- Encyclopaedias
- Tax material
- Textbooks
- Outdated travel books

The Library may decline donations that do not fit the above criteria, or as per the discretion of the Library Director. Due to space constraints, the Library reserves the right to limit the number of donations and may at any time halt the acceptance of donations.

Official tax receipts will not be issued for donated books regardless of condition. Donated books become the property of the Library and may be either added to our collection or donated to the Friends of the Library book sales.

### **9.3.2 Charitable Tax Receipt for Rare or Collectible Material Donations**

If the donor wishes an official charitable receipt for rare or collectible material donations, the donor must produce two independent appraisals of the item. The value of the item will be the average of the two appraisals.

## **9.4 Sponsorship**

The Library Director, in consultation with the Library Board, will decide if an organization or group will be considered for potential sponsorship. Such organizations and groups must be considered appropriate and compatible with the Library's policies, mission and values. Such organizations will be recognized through appropriate means, such as the use of the company logo, recognition in the media, length of time of sponsorship, etc.

## **9.5 Fundraising**

The Castlegar & District Public Library Association will use all funds raised for the stated purposes established as priorities by the Board. Library board members and employees may not enter raffles but may sell tickets to their families.

## 10.0 COMMUNITY RELATIONS

### 10.1 Guiding 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.

### 10.2 Cooperation with Other Libraries and Educational Agencies

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.

#### 10.2.1 *Student Practicum*

The Castlegar Public Library will co-operate with various educational Institutions by allowing students to carry out fieldwork and special projects within the Library. Each request will be considered on an individual basis.

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. The students' activities will be monitored by the supervisor concerned.

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.

#### 10.2.2 *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:

- a. The exam takes place during regular staff working hours.
- b. Time allotted for the exam is four hours or less.
- c. Staff preparation time for proctoring the exam is less than one half hour.
- d. The institution or agency does not require the proctor to be in the same room while the exam is being administered.

### 10.3 Public Relations

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.

The public relations program will include the following:

- a. assessment of user needs
- b. continuous performance evaluation
- c. awareness of community expectations
- d. knowledge of and coordination of services with other community resources
- e. an understanding of economic and social factors within the community

Any public release that relates to Library Policy should be approved by the Chairperson of the Library Board in consultation with the Library Director.

The Library may advertise events of a cultural, informational, recreational or educational nature.

### 10.4 Friends of the Castlegar Public Library Society

The Castlegar Public Library is supportive of the Friends of the Library, a society of dedicated volunteers. The Friends of the Library Society acts in accordance with the bylaws under the *Societies Act*.

#### 10.4.1 Purpose

- 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, and bequests and to collect moneys by means of fees, donations, etc...
- e. To engage in fundraising activities, and to hold, invest, expand or deal with such gifts, legacies, bequests and moneys in consultation with the Library Board.

#### *10.4.2 Communication between Board and Society*

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.

The Library Director and the Library Board shall be kept informed about Friends' meetings, officers, plans and activities. Good co-ordination and communication shall be maintained between the Executive Committee of the Friends, the Library Director and the Library Board.

### **10.5 Social Media**

#### *10.5.1 Definition and Purpose*

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

- a. Promote Library services, events, programs and resources
- b. Support other community organizations by sharing their information
- c. Monitor and respond to current topics and emerging issues quickly
- d. Listen to Library members and the community and assist the Library in improving services, programs and practices.

#### *10.5.2 Terms of Use for Public*

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:

- a. Harassing statements
- b. Non-public information of any kind
- c. References to illegal or banned substances or narcotics, unless for public educational purposes.



- d. Pornographic, sexually-orientated, or otherwise offensive or illegal materials.
- e. Defamatory, libelous, offensive, or demeaning material (do not engage in a combative exchange)
- f. Solicitation of business
- g. Comments supporting and/or opposing political campaigns
- h. Information that might compromise anyone's safety
- i. Disparaging/Threatening comments about or related to anyone
- j. Private, personal information published without consent
- k. Obscene or racist content
- l. Personal attacks, insults, or threatening language
- m. Plagiarized material
- n. Comments totally unrelated to the content of the forum
- o. Links to material that is not directly related to the discussion
- p. 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.