



Kaslo &
District
**PUBLIC
LIBRARY**

Policy Manual

February 2025

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APPENICES A-D are internal documents	Not attached
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1.1 NAME AND OBJECTIVES

The name of the association is the Kaslo and District Public Library Association.

The objective is to provide library services that reflect a variety of community needs, including accessibility, information, technology tools, and recreation, in a functional and safe environment based on kindness, respect, and intellectual freedom.

The Kaslo and District Public Library Association operates under the provisions of the Library Act of British Columbia.

1.2 MEMBERSHIP

Members of the association are residents of Kaslo and the tax-supporting section of Area D of the Regional District of Central Kootenay, who are Library card holders, and other Library card holders who have paid the designated fee.

Only those members who are 18 years of age or over may vote or hold office. No employee of the Kaslo and District Public Library Association is eligible to be elected to hold office in, or to vote at meetings of, the association.

1.3 BOARD OF MANAGEMENT, ELECTION AND DUTIES

- a. The Board of Management of the Kaslo and District Public Library has charge of the business of the association, including the management, regulation and control of the library established by it. The Board has legal responsibility for the Library and is the policy-making body.
- b. The Board consists of not fewer than five (5) and not more than nine (9) members
 - i. elected at the annual general meeting from a slate of nominees presented by a committee of the Board
 - ii. plus any person appointed to be a member of the Library Board by the Village of Kaslo Municipal Council and/or Area D representative of the Regional District of Central Kootenay.

Each member serves for a term of two (2) years and is eligible for re-election or reappointment to the Library Board for a maximum of eight (8) consecutive years.

- c. Immediately after the close of the annual general meeting, the new board shall meet to elect a chair and vice-chair. At all Board meetings, a quorum of the Board shall be a majority of all its members present in person or via teleconference.

- 1.3** d. A Board member who is absent for three (3) consecutive Board meetings may be deemed no longer a member of the Board, unless there are extenuating circumstances acceptable to the Board. Members shall submit notice of resignation in writing to the Chair. Should a vacancy occur, the Board, at the next regular meeting, shall appoint a member of the association to fill the vacancy until the next election of members of the Board. The appointee shall either accept the appointment in writing or attend the next regular meeting to accept.
- e. The Library Director is the Secretary to the Library Board and to the Public Library Association and is expected to attend all Board meetings, but is not a member of the board.
- f. Board meetings are held at least six (6) times per year. Special meetings may be called by the Chair or any two (2) members. Decisions made by the Board via email between meetings will be ratified at the next meeting and included in the minutes.
- g. Duties and responsibilities of the Board:

The Board shall:

1. determine and adopt written library objectives, functions and policies and review them regularly, at least every two (2) years;
2. make rules and regulations for the management of the Library;
3. approve the annual budget which has been prepared jointly by the Library Director and Treasurer and present it to the appropriate bodies;
4. select and appoint a Library Director
5. define the duties of the officers and employees of the Board; and, subject to the approval of the Provincial Secretary, shall;
6. negotiate land or building leases for library purposes;
7. ensure the purchase of books, magazines, newspapers and other reading matter in print or other form, and library supplies;
8. adopt means for the raising of funds for the support of the Association;
9. keep proper minutes of all proceedings of the Board and of all meetings of the Association;
10. submit an annual report in the form approved by the Minister and send copies of it to the Minister, and;
11. in general, perform duties necessary to the carrying out of the purposes of the Association.

1.4 MEETINGS OF THE ASSOCIATION

The annual general meeting of the Association will be held before the end of March of each year to elect members of the Board, receive the annual reports of the Chair, Treasurer and Library Director, and to carry out other business as required. Other general meetings of the Association may be held at the call of the Board or by written request of twelve (12) members. At least three (3) weeks public notice will be given of any and all general meetings. Ten (10) voting members shall constitute a quorum at any general meeting of the Association.

1.5 FINANCIAL STATEMENTS

The Library Board must:

- a. prepare annual financial statements in accordance with generally accepted accounting principles,
- b. provide a copy of the financial statements for inspection by the members of the Public Library Association at or before the annual general meeting, and
- c. provide a copy of the financial statements to the Village of Kaslo, Regional District of Central Kootenay, Libraries Branch, and Canada Revenue Agency.

1.6 AMENDING THE CONSTITUTION, POLICIES, RULES & REGULATIONS

The constitution of the Association may be amended by a two-thirds (2/3) vote of voting members at any general meeting whose notice of the meeting has included the specific

amendments being proposed. Policies and rules and regulations may be amended by a majority of the members of the Board.

1.7 USE OF ROBERT'S RULES OF ORDER

Excepting where specifically provided by the constitution, by-laws or regulations, rules or policy of the association, Robert's Rules of Order, as most recently revised, shall prevail at Association and Board meetings.

2.1 POLICY OBJECTIVE

The Kaslo and District Public Library shall maintain accountable and transparent financial records.

2.2 REPORTS

At each Board meeting, a Treasurer's Report is to be tabled consisting of a month-end Budget versus Actual Income Statement and a summary of activity. To accomplish this, board meetings will be scheduled later in the month.

2.3 ACCOUNTS

The Library maintains distinct and regular accounts of its receipts, payments, credits and liabilities.

All funds collected are recorded in the daily cash register and reconciled on a bi-weekly basis. Petty cash is reconciled against receipts as needed.

All invoices are reviewed and processed for payment by the Library Director.

2.4 DONATIONS

The Kaslo & District Public Library Association welcomes donations (money, materials or in-kind) that align with our mission, vision and values. The library reserves the right to refuse unsolicited gifts. (see also section 8.5 Donations to the Collection)

All accepted donations become the sole property of the library association. Conditional gifts are welcome if the conditions are acceptable to the Board.

Tax receipts may be issued for charitable donations that meet Canada Revenue Agency guidelines. Donations of twenty (20) dollars or more shall receive an official receipt for income tax purposes.

Non-cash item donations may receive an official tax receipt if fair market value is determined per Canada Revenue Agency guidelines. For items with a value greater than \$1000, the item must be professionally appraised by a third party not associated with either donor or charity. The cost of an appraisal is to be borne by the potential donor and cannot be included in the tax receipt. Gifts of services (donated time, skills or efforts) are not eligible for a tax receipt.

Official tax receipts must be signed by the Library Director.

2.5 SIGNING AUTHORITY

Signing authority shall be approved for the Treasurer, Library Director, and two designated board members at the first regular meeting following the AGM.

2.6 AGREEMENTS

The Library may enter agreements to make payments by electronic transfer.

The Library Director is authorized to enter into agreements and contracts for funding to support programs and services at the library.

2.7 PURCHASING AND EXPENDITURES

All purchases and expenditures are subject to the limits set in the annual budget approved by the Library Board administered by the Library Director.

A formal resolution of the Library Board is required for any purchase not in the budget.

Purchasing guidelines have been established and detailed in Appendix A & B.

The Library may not incur any debt without the formal approval of the Board.

The Board must formally approve purchases greater than \$5000.

2.8 MONTH END

The Treasurer or Library Director, will post financial data prior to submission to Bookkeeper.

The Treasurer, Bookkeeper and the Library Director have on-line access to the KSCU bank account to view accounts, transfer funds, and view bills paid

2.9 YEAR END

Year-end financial statements shall be presented at the Annual General Meeting

Copies of the financial statements will be provided to the Village of Kaslo, the RDCK and the Public Libraries Branch.

Throughout the year, records for the following should be isolated monthly and filed for easy access at year-end:

- ◆ Revenues: cheque stubs and letters that substantiate the receipt of any grant
- ◆ Term deposit details
- ◆ Capital Additions: invoices for all capital expenses

2.10 BANKING

Each month, the bank statement shall be reconciled with the books by the Bookkeeper.

A letter to the Kootenay Savings Credit Union requesting the waiving of Bank charges on our non-profit account was accepted. Given this benefit, term deposits are to be held at the KSCU.

2.11 RECORD KEEPING AND STORAGE

Financial records are kept for 7 years.

Financial records older than 7 years are shredded when disposed of.

Off-site backup storage of financial computer data is to be maintained. The Library Director must ensure that data is backed up monthly.

An inventory of furniture and equipment is to be maintained by the Library Director. A back-up copy of this information is held by the Bookkeeper.

2.12 ANNUAL OPERATING BUDGET

Each year, the Treasurer and Library Director shall initiate a Budget process in July for the presentation of a draft budget to the Board in September. As soon as the prior year's bookkeeping is completed, this draft budget should be reviewed and adjusted where necessary.

Annually in October, a proposed 5-year revised budget is submitted to the RDCK.

Annually in November, the Treasurer, Board designate, and Library Director will present the budget to the NKL Services Committee meeting presided over by the RDCK CFO, the Area D Director, the Village CAO, and the Village of Kaslo Mayor.

The operating budget is approved by the RDCK board on the recommendation by the NKL Services Committee in March.

2.13 BOOKKEEPING SERVICES

Annually, the Board shall review the terms of service, including the audit review engagement, with the bookkeeper and inform the bookkeeper in writing of any changes.

2.14 INSURANCE

The Kaslo & District Public Library is responsible for liability & content insurance coverage.

2.15 EXPENSE CLAIMS FOR LIBRARY BUSINESS

Receipts must be attached to a general expense claim form for purchases or expenses that add up to \$20 or more for reimbursement.

Expenses under \$20 that are approved by the Library Director may be reimbursed from petty cash with a receipt.

Approved library-related business expenses for Trustees, employees or volunteers will be fully reimbursed after subsidies from other agencies are deducted.

Eligible expenses for approved library business include registration, travel, accommodation, and meals (not to exceed per diem).

Trustees, employees and volunteers are expected to choose the most economical travel and accommodation options.

Kilometre and per diem rates are based on the current rates of the Kootenay Library Federation. (See Library Business Expense Claim form - Section 10.1)

Staff representing the library at approved conferences, workshops, or meetings shall be fully compensated to a maximum of 8 hours/day for actual hours in attendance and for up to 7 hours/day for travel time to and from the library business. Hours are not to exceed a maximum of 40 hours per week combining professional development with regular work week hours.

3.1 MINIMUM STANDARDS

The minimum workplace standards are established in the Employment Standards Act.

3.2 HOURS OF WORK

The total number of regular hours paid per week is forty-six (46).

The total number of hours paid annually for required meetings & programs is two hundred (200). These additional approved hours are documented in Appendix D.

Scheduling of work and holiday time shall be done with the Library Director. Up to three (3) weeks holiday is permitted annually providing there is no disruption of service and no increased costs. The Board is to be notified of holiday schedules.

3.3 STAFF QUALIFICATIONS

The Kaslo & District Public Library is an equal opportunity employer committed to hiring staff based on skills, knowledge, and abilities. Hiring new staff will to be completed with the involvement of the Library Director and a minimum of one member of the Board HR committee, or as otherwise directed by the Board. Employment may be conditional based on meeting training requirements as outlined in the letter of appointment.

3.4 REMUNERATION

The wage schedule is documented in Appendix C.

Library Director and Staff:

The probationary period for permanent staff shall be 6 months.

Permanent staff shall receive either the Base 1 or 2 rate for the appointed position during the probationary period based on level of training and experience. A signed letter of appointment shall specify the starting wage.

After the satisfactory completion of the probationary period and a performance review, the rate of pay shall be increased to the next base rate.

After completion of 2 library courses or 100 hours of professional development as well as satisfactory performance reviews, the rate of pay shall be increased to the next base for regular staff until Base 4 has been achieved.

3.4 REMUNERATION (con't)

Assistant or Auxiliary Librarian:

The probationary period for auxiliary librarian shall be for 100-hours or 6 months, whichever is longer. The starting wage shall be at Base 1. After the satisfactory completion of the probationary period and a performance review, the rate of pay shall be increased to the Base 2 rate.

Auxiliary staff must have completed one hundred (100) hours of work to be eligible for the library to pay for or reimburse approved course fees.

3.5 WAGE REVIEW

Hourly wage rates are documented in Appendix C and shall be reviewed annually in June by the Board.

3.6 EMPLOYEE BENEFITS

Premiums for Canada Pension, Employment Insurance, and Worker's Compensation shall be paid where applicable. Vacation Pay is paid out at each payroll period at the rates specified in the Employment Standards Act.

Permanent staff will receive Statutory Holiday pay for all provincial statutory holidays at the rate of an eight (8) hour day.

All qualifying staff will be offered employee benefits as documented in Appendix E.

3.7 CONFERENCE, WORKSHOP, AND MEETING ATTENDANCE

It is the Board's policy to encourage library staff to attend meetings, workshops, and conferences for library business and professional development.

The board has approved and budgeted for attendance to (known) regular meetings for both the Library Director and Staff as listed in each job description.

Other library business or professional development expenses shall be approved by the Library Director.

Anyone attending a conference or workshop is expected to provide a report to the Board during regular reporting.

3.8 NOTICE OF TERMINATION OF EMPLOYMENT

Staff is required to give a one-month notice of termination of employment in writing to the Library Director.

The Library Director is required to give a two-month notice of termination of employment in writing to the Library Board.

3.9 PERFORMANCE REVIEW

An annual performance review of staff is required for the first four (4) years of employment followed by a performance review every three (3) years.

The Board shall conduct performance reviews for the Library Director.

The Library Director shall conduct performance reviews for staff.

3.10 CONFLICT OF INTEREST

A staff member who has a direct or indirect pecuniary interest in a matter considered at a meeting of the Library Board must:

- a. declare that he or she has a pecuniary interest in the matter,
- b. not take part in the discussion,
- c. leave the meeting, and
- d. not attempt in any way, whether before, during or after the meeting, to influence the voting on any question respecting the matter.

3.11 CRIMINAL RECORDS CHECKS

All applicants hired for employment with the library shall be required to successfully complete a criminal records check in compliance with the British Columbia Criminal Record Review Act.

All staff are required to have a criminal records check every five (5) years.

4.1 GENERAL

Volunteer involvement at the Kaslo & District Public Library is an essential part of delivering library services and a wonderful opportunity to donate time and energy to our community. The Board values volunteers who help to meet the goals of our library as outlined in the vision and mission statements. Our goal is to provide a safe and satisfying volunteer experience.

4.2 VOLUNTEER QUALIFICATIONS

The Kaslo & District Public Library is an equal opportunity employer committed to selecting volunteers based on skills, knowledge, and abilities when a position becomes available.

Library members in good standing are encouraged to apply to volunteer at our library. Junior volunteers (age 12 to 15) must have a parent/guardian sign the application form. Junior volunteers (14 and under) must have a volunteer mentor in order to participate in our volunteer program.

It is the responsibility of the volunteer to learn basic computer skills before applying to volunteer at the circulation desk.

4.3 EXPECTATIONS

Staff supervise and direct volunteers to help provide quality library service and complete daily tasks with attention to detail.

Volunteers are expected to arrive on time for shifts, follow policies & procedures, and give notice when not able to work a shift or shifts.

Volunteers may have their names removed from the volunteer list if they:

- cannot work amicably with staff and patrons and/or
- cannot follow library procedures and policies and/or
- Are unable to fill a reasonable number of shifts* or
- For on-call volunteers—are unable to volunteer a minimum amount per year* (*as noted on application form)

4.4 CRIMINAL RECORDS CHECKS

Volunteers may be required to complete a criminal records check.

5.1 GENERAL

Everyone is welcome to use the Library. It is the policy of the Board to actively encourage as many people (residents and non-residents) as possible to use the Library.

Membership is required to borrow materials or to access online resources.

5.2 RESIDENTS WITHIN LIBRARY SERVICE AREA

Residents and property owners of the Village of Kaslo and defined (tax-contributing) portion of Area D, from Schroeder Creek to Coffee Creek and including Argenta, Johnson's Landing and Birchdale, receive free library service on application to the Librarian with proper identification. Residents without proof of address will be issued a non-renewable limited access Temporary Card valid for 6 months that will be upgraded to a full membership when proper identification is supplied.

Library cards for residents within service area are valid for 3 years and may be renewed.

5.3 RESIDENTS OUTSIDE LIBRARY SERVICE AREA

Residents of Area D, who do not contribute tax monies for library service to the Kaslo & District Public Library, are required to pay an annual fee of \$40 per individual, \$10 for children under the age of 16, \$20 for full-time student, or \$60 per family. See Library Act, Part 5, Section 46(3). Library cards for residents outside of the defined service area are valid for 1 year.

Visitors, who are residents of British Columbia, possessing a valid British Columbia Public Library card and proper identification receive free library service through the BC OneCard initiative.

Visitors, from out of province, may be issued a Temporary library card on presenting a proper identification and paying a \$50.00 deposit. Upon the return of all borrowed material as well as the temporary library card, \$35.00 will be refunded to the borrower by mail. Temporary library cards are valid for 6 months.

5.4 IDENTIFICATION REQUIRED FOR MEMBERSHIP

A photo ID with current address, is required for membership. Acceptable photo ID includes Driver's License, BC ID or Passport. If the ID does not have the current address, then one of the following additional documents with the street address is required: property tax receipt, utility bill, bank statement, auto registration, MSP statement, CRA communication, or a landlord-signed rental agreement (with landlord contact information).

5.5 LIBRARY CARDS & RESPONSIBILITY

The cardholder is responsible for all materials borrowed on his/her card and all overdue charges or replacement fees levied.

Parents or guardians must sign library cards for children under the age of 16 to acknowledge responsibility for safe custody and return within the appropriate time period of items borrowed from the library.

At age 16, the library member becomes an Adult borrower.

Responsibility for library cards and accounts is non-transferrable.

First library cards are free with membership. Report lost or stolen cards immediately. The replacement fee for a new card is \$2.00.

Library cards must be presented to borrow materials.

5.6 INSTITUTIONAL MEMBERSHIP

The following institutions operating within Kaslo & Area D are eligible for institutional borrowing privileges: preschools, public schools, child day-care centres, senior's care facilities, and other institutions at the discretion of the Library Director. To open an account, the institution must provide a letter on official letterhead that includes the following:

- i. Authorization to open up an institutional membership account for the institution
- ii. List of staff authorized to use the account
- iii. The letter must be signed by the chief administrator of the institution

By signing the letter, the institution agrees to be responsible for lost or damaged items. Membership is free and there will be no fines. The institutional account is not for personal use. All items borrowed on an institutional account must be for the institution's use only.

This account will be able to borrow 50 items for 6 weeks maximum (with a limit of 5 new items).

6.1 BORROWING PERIOD

Books and audiobooks are lent for 3 weeks.

Movies are lent for one 1 or 2 weeks as noted on container.

Magazines are lent for 1 week.

6.2 LENDING LIMITS

There is a limit of 20 items borrowed per person, subject to the discretion of the Librarian. This includes any items borrowed from other libraries. (see section 7.3.1 on page 23)

BC OneCard patrons may also borrow up to 20 items.

Temporary cardholders may borrow up to 5 items.

6.3 HOLDS

Holds may be placed on circulating catalogued items in the Kaslo & District Public Library catalogue or within the Kootenay Library Federation section 7.3.1 on page 23)

Holds may be placed directly by member online or in person, or by phone.

6.4 RENEWALS

Up to two renewals may be placed on borrowed items that appear in the catalogue. This includes BC Interlibrary Connect items.

Renewals are not available for items 'on hold' by another patron.

Renewals may be made directly by member online or in person or by phone.

Interlibrary loan renewals may be requested but renewals depend on individual library policy.

6.5 FINES FOR OVERDUE MATERIALS

No overdue fines are charged as of Jan 1, 2020. (exception: overdue fines may be charged by other libraries via BC OneCard)

6.6 FINES FOR DAMAGED OR LOST ITEMS

The user shall pay for damaged or lost material to a maximum of the full replacement value of the material, whether new or second hand. The exact replacement of the item is at the Librarian's discretion. If a lost book is returned, the fine is \$10.00. The replacement cost is non-refundable.

Items that are overdue for 6 weeks are automatically marked lost by the system.

6.7 LOSS OF BORROWING PRIVILEGES

Borrowing privileges shall be revoked if borrowed items are not returned or while fines (including replacement values) remain at \$10.00 or greater.

See also Code of Conduct (section 9.2.2 p. 32) for other instances where borrowing privileges and/or library services may be revoked.

7.1 HOURS OF SERVICE

Library operating hours:

Tuesday	10:00 - 6:00
Wednesday	10:00 - 6:00
Thursday	10:00 - 6:00
Saturday	11:00 - 3:00

The library also opens for programming & events as advertised. The library is CLOSED on all statutory holidays and as posted.

7.2 CIRCULATION - see sections 6.1 - 6.7 (Borrowing Policy)**7.3 BORROWING FROM OTHER LIBRARIES****7.3.1 BC INTERLIBRARY CONNECT & INTERLIBRARY LOANS**

These services are offered in order to share limited resources between public libraries in British Columbia. Some restrictions apply depending on the policy of the lending library. The user may be asked to pay any charges incurred. Staff will inform patron if this is the case.

OUR POLICY: The Kaslo & District Public Library (KDPL) will lend books (that are not designated as reference books) and audiovisual materials through provincial Interlibrary Loans or BC Interlibrary Connect after one year of local circulation.

Members of the KDPL (excluding Temporary members) may request/borrow a maximum of 3 interlibrary loans on their account if KDPL does not own the item and the member's account is in good standing.

Failure to pick up items requested through interlibrary loans or interlibrary connect after notification will result in a \$2.00 administration fee added to the member's account.

The BC OneCard service does not include interlibrary loan requests.

Fines owed within the Kootenay Library Federation may be cleared at home library for all loans.

7.3.2 BC ONECARD

The Kaslo & District Public Library supports the provincial BC OneCard initiative.

BC residents must present their home BC library card and photo ID to participate.

There is a limit of twenty (20) items borrowed from the Kaslo & District Public Library.

Materials may be returned to any public library participating in BC OneCard.

The BC OneCard borrower is responsible for any charges owing to the lending library. Fines owed within the Kootenay Library Federation may be cleared within the Kootenay Library Federation.

Interlibrary loans are not part of the BC OneCard service.

7.4 PROGRAMMING, EVENTS, AND MEETINGS

7.4.1 GENERAL

The Kaslo & District Public Library is committed to providing early literacy programming such as Story Time and Summer Reading Club to encourage library use by young children.

The Kaslo & District Public Library is also committed to providing author tours and other literacy programs based on community interests, available tours, and available funding and/or partnerships.

Programs may require pre-registration and may have a limited number of participants allowed.

If registration for a program is low, the program may be cancelled or postponed to a later date at the discretion of the Library Director.

7.4.2 USE OF THE LIBRARY FOR MEETINGS OF LOCAL GROUPS

The Library premises is available for meetings or events at the discretion of the library director. The following conditions apply:

- a) Date & time does not interfere with library services & programs,
- b) A library designate is available to oversee use of premises,
- c) The party signs a rental agreement with terms & conditions,
- d) The party obtains liability insurance prior to the rental date,
- e) The fee for rental is paid in advance.

7.4.3 Omitted—see 7.4.2

7.5 ONLINE LIBRARY SERVICES

A valid (current) membership to the Kaslo & District Public Library is required to access and use online resources including access personal library account, databases, and to e-books and e-audiobooks.

When accessing e-books, audiobooks, and magazines, the user is leaving the Library webpage. These collections are hosted on a Third Party site with their own sets of privacy policies.

See also Social Media Policy (section 9.4.)

7.6 INTERNET USE POLICY

7.6.1 GENERAL

The Internet is a worldwide community with a highly diverse user population. The Kaslo and District Public Library is not responsible for the content, reliability, accuracy, currency or bias of information retrieved. Nor does the library endorse or sanction controversial, offensive material found on the Internet. Users must accept responsibility for the sites they visit, accuracy, etc. Users should also be aware that the Internet is not a secure medium and take care to protect personal information.

The Library provides two computer stations and WIFI for public use to access online resources, information or for recreation.

The Internet user is asked to be respectful to others and refrain from viewing sites that would be offensive to others or inappropriate for children.

Internet use and public computer use rules are posted at the computer stations.

7.6.2 COMPUTER STATION USE

- a) Users must sign up for a session and follow posted rules. Sessions are for 30 minutes per day per person or at the discretion of the Librarian. A library membership is not required.
- b) Children under the age of 14 must have a parent or legal guardian sign in for them and supervise their session.
- c) Children between age 14 - 16 may sign up for a session provided that a computer use permission slip, signed by a parent or legal guardian while in the library, is on file.
- d) Users may not install other software or cause damage to computer equipment. (see Internet Use posted at station)

7.7 EQUIPMENT USE

Photocopying & Printing	25 cents/ page (letter & legal)
	75 cents/page (ledger 11x17)
Laminating	\$2.00 per page
Scan (using single sheet scanner)	Free
Scan to email	\$2.00 per document
Fax - outgoing	\$2.00 per fax
Fax - incoming	\$2.00 +25 cents per page

7.8 EXAM INVIGILATION

Library staff are available to invigilate exams at the Library by appointment. If the exam takes place during operating hours, the fee is a flat rate of \$10 plus any additional expenses (courier charge, etc.). If the exam takes place when the Library is closed, the invigilation fee is a flat fee of \$20 plus any additional expenses.

7.9 TELEPHONE USAGE

The telephone line is reserved for calls of either a business or emergency nature. Should a patron request the use of a telephone, staff is directed to:

- Dial local or Nelson phone numbers on behalf of patron,
- Deny the use for any long-distance calls

1-900 phone numbers are blocked on the library's account. This no charge restriction is provided by Telus.

8.1 RESPONSIBILITY

The Library Director has the delegated authority of the Board for both book selection and purchasing of library materials and may delegate this authority to qualified staff.

The Board meets annually with the Library Director to discuss the budget and purchases for the library collection.

8.2 SELECTION CRITERIA

The board supports a selection policy that reflects the needs of the community and the use of Canadian selection sources where feasible.

A review of demographic, cultural and socio-economic features of the community should be carried out at least every five (5) years.

The Board favours a yearly assessment of the collection in order to identify areas in need of improvement and to set priorities for development of the collection.

Selection criteria include purchasing quality materials featuring current, high-demand, high-interest content in a variety of formats for persons of all ages to support information, recreation, and literacy needs. Space and budgetary limitations also influence selection. Electronic collections are considered to be part of entire collection.

Suggestions from the community are welcome.

8.3 INTELLECTUAL FREEDOM

The Board supports the

[Statement on Intellectual Freedom of the Canadian Library Association.](#)

8.4 REQUEST TO REMOVE AN ITEM FROM COLLECTION

Controversial material will be represented with as wide a variety of view points as is reasonable within the scope of the collection. A KDPL member who requests withdrawal of a book from the collection must make a written submission on the official form to the Library Director for consideration. (see Forms - section 10.2) If the member is not satisfied with the Library Director's decision, a request may be made in writing to the Board to evaluate. The Board's decision will be final.

8.5 DONATIONS TO THE COLLECTION

Donations of items for the library collection are welcomed. Once an item is donated, it becomes the sole property of the Kaslo & District Public Library.

The decision to include the donated item in the library collection shall be made by library staff who will be guided by the selection criteria applied to purchased items.

If it is decided not to include a donated item in the collection, it will be put in the library book sale for fundraising or disposed of.

8.6 REMOVING/DISCARDING ITEMS FROM THE COLLECTION

Collection development includes periodic “weeding” of the collection to keep it current, useful, accessible, and appealing. It also helps library staff identify gaps in the collection and makes room for new items.

The removal of materials from the circulating collection is under the jurisdiction of the library staff.

Materials will be weeded or removed from the circulating collection of Kaslo & District Public Library when they are:

- Rarely used (i.e. not within the past 3-5 years)
- Damaged
- Outdated

Withdrawn materials will be put in the library book sale or disposed of.

Books and other items in the library collection may not be sold directly from library shelves.

9.1 WORKPLACE BULLYING AND HARASSMENT POLICY STATEMENT

9.1.1 GENERAL

Adopted as modified on June 27, 2017 from the WorkSafe BC website templates. Additional resources and an explanation of legal duties at www.worksafebc.com/bullying/.

9.1.2 WORKPLACE CONDUCT

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

9.1.3 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.

9.1.4 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

**9.1 WORKPLACE BULLYING AND HARASSMENT
POLICY STATEMENT (con't)**

9.1.5 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.

9.1.6 FORMS

See section 10.3 - Workplace Bullying & Harassment Complaint Form

See Section 10.4 - Workplace Bullying & Harassment Investigation Form

9.1.7 ANNUAL REVIEW

This policy statement will be reviewed every year at the April meeting. All workers will be provided with a copy.

9.2 CODE OF CONDUCT

9.2.1 COMMUNITY VISION

The community vision of our library is for equal and inclusive access to materials and programs in a functional and safe environment that meets needs for enjoyment and lifelong learning. In order to achieve this, it is crucial that all library users, staff and volunteers behave respectfully towards each other and library property, observe library rules, and refrain from objectionable conduct.

9.2.2 OBJECTIONABLE CONDUCT

- a. Failure to return library items over a lengthy period of time, failure to pay fines and/or replacement costs of lost or damaged library materials
- b. Destruction, abuse or stealing of library property or any other illegal activities
- c. Disruptive behavior that interferes with using or delivering library services such as being too loud, aggressive behavior, or any kind of harassment toward staff, volunteers or library users.
- d. Prohibited behavior such as smoking or drinking alcohol
- e. Breaking library rules:
 - i. Failure to leave promptly at closing time when asked
 - ii. Failure to follow posted public computer use rules, Internet use policy, or Copyright rules
 - iii. Consuming food or drink without Board approval
 - iv. Bringing pets into the library (other than certified guide dogs)

9.2.3 ADDRESSING OBJECTIONABLE CONDUCT

When a behavior interferes with the community vision, library staff will address it using one or all of the appropriate methods: direct communication, a written notice, or (if safety is perceived to be threatened or behavior persists) by phoning the police. (See also Anti-bullying policy)

The Library shall maintain a record of incidents.

The use of the Library and/or its services may be denied for due cause.

Borrowing privileges shall be revoked if borrowed items are not returned or while fines (including replacement values) remain at \$10.00 or greater.

9.2 CODE OF CONDUCT (con't)

9.2.3 ADDRESSING OBJECTIONABLE CONDUCT (con't)

Library staff are authorized to suspend library services while on duty. All incidents must be reported to the Library Director.

9.2.4 SUSPENSION OF LIBRARY SERVICES

The Library Director is authorized to suspend library services for a period of time for objectionable conduct. When such action is deemed necessary, the Library Director will write a formal letter to the suspended library user that is also copied to the Board. The letter will state:

- a) the reason for suspension
- b) start and end dates of suspension
- c) which library privileges are suspended
- d) how to appeal the decision,
- e) how to reinstate privileges after suspension period, and
- f) any other necessary details

In cases of dispute, a formal letter must be addressed to the Board.

The decision of the Board is final.

Reinstatement of library privileges involves meeting with the Library Director and signing a letter of understanding to follow rules and refrain from objectionable conduct.

If the above steps do not resolve the problem, the Board may decide to suspend library services indefinitely. A brief letter that states the decision will be sent by registered mail.

9.3 PUBLIC RELATIONS

Library staff and Library Board Members are encouraged to give informational talks about the Library, its use and contents and to prepare publicity about the library for local newspapers.

9.4 CONFIDENTIALITY

9.4.1 BC LAW - FOIPPA

Public libraries in British Columbia fall under the definition of "local public bodies" under the [Freedom of Information and Protection of Privacy Act](#) (FOIPPA). As such, libraries are responsible for protecting the personal information in accordance with the provisions of FOIPPA.

(Reprinted from [Privacy Guidelines for BC Public Libraries](#))

9.4.2 STATEMENT OF CONFIDENTIALITY

The library supports the Canadian Library Association Code of Ethics statement to "protect the privacy and dignity of library users and staff" and complies with BC Law.

A library user must be able to feel that he/she will not be constrained by the possibility that others are aware of, or can be made aware of, what library items the user withdraws or information the user may be seeking.

Any personal information that is collected is used only for the delivery of library services.

All personal information is considered to be confidential.

9.4.3 APPLICATION

Personal information will not be disclosed to a third party regarding any of the following without consent from the patron:

- i. Whether or not an individual has a membership to the library.
- ii. Contact information (telephone number, address, or email address)
- iii. Types of reference questions asked
- iv. Borrowing history or (reading/information/service) interests

9.4.4 REQUEST TO SEE RECORDS

If a patron wishes to see their own records or records for their children under the age of 12, presentation of photo ID along with current library card is required. If children under 12 object, or parents of older children demand information, the matter shall be referred to the Library Director and handled as per library privacy procedures.

Patrons may renew items by phone and inquire about overdue items.

Requests by any agency, including the RCMP, for information must be referred to the Library Director at all times. Should she/he not be available, information is not to be released.

Items such as court warrants seeking record information will be honoured.

9.5 SOCIAL MEDIA POLICY

9.5.1 GENERAL

“Social Media” includes community created content sites like Blogs, Facebook, Forums, Flickr, YouTube, Wikis, Social Networks, Twitter and other content sharing sites.

9.5.2 STATEMENT OF COMMITMENT

The Kaslo & District Public Library (KDPL) is committed to using social media technology to provide a venue for shared information resources and a means for meaningful communication between patrons, partners and library staff and volunteers. KDPL staff will strive to create a social media presence that is consistent with our mission of being your community gateway to lifelong learning and enjoyment.

9.5.3 OBJECTIVES FOR USING SOCIAL MEDIA

- Extend the reach of KDPL's online message and improve relationships.
- Provide an interactive, real-time platform using an informal voice to engage in dialog.
- Provide wide-ranging entry points to our services and collections.
- Demonstrate our commitment to and understanding of emerging media/technology.

9.5.4 PROFESSIONAL STANDARDS

Behaviour and content on social media is not only a reflection of our staff, volunteers, and trustees but also of the Library. This policy draws attention to existing requirements for acting professionally, respectfully and honestly.

The following standards apply to work and personal use of social media, with KDPL accounts and personal accounts, by staff and volunteers, at any time:

- Do not mix the professional and the personal in ways likely to bring the KDPL into disrepute.
- Do not imply KDPL endorsement of your personal views.
- Do not disclose confidential information obtained through work.
- For KDPL accounts: permanent staff must authorize any material created by volunteers and/or other (temporary) staff on sites hosted and created by the Library before posting material. Note: this does not apply to posting comments to material.

The KDPL will enforce these standards as and when appropriate.

9.5 **SOCIAL MEDIA POLICY (con` t)**

9.5.5 PARTICIPATION STANDARDS

Social media sites provide a forum for promoting the free exchange of ideas, which the Kaslo & District Public Library will encourage. However, content that contravenes our Statement of Commitment, Code of Conduct, or otherwise violates privacy or other legislation will be removed from the site. Violations may result in restrictions on future postings to KDPL social media sites. KDPL reserves the right to edit or modify submissions when reposting or providing comment. KDPL is not responsible for the reliability of content provided via links that are posted to our social media sites. Being followed by KDPL on any social media platform or having messages or content created by other parties shared on KDPL social media does not imply endorsement.

9.5.6 CODE OF CONDUCT

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

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam

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

By posting content, the user agrees to indemnify KDPL and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content. Forums and messaging may not be used for commercial purposes or for organized political activity.

10.1 LIBRARY BUSINESS EXPENSE CLAIM FORM

Reimburse: _____ Position: _____

Signature: _____ Date: _____

Type of business: _____

Location: _____ **Dates:** _____

Mail cheque to: _____

Transportation		TOTAL
Car	_____ km @ 55¢/km	
Airplane		
Taxi, bus, skytrain		
Accommodation	# of nights/ RATE	
	_____ nights @ \$_____/night	
Per Diem (list)	(max of \$51/day)	
Breakfast		
Lunch		
Dinner		
Other		

RECEIPTS MUST BE ATTACHED TO CLAIM FORM

OFFICE USE ONLY		
CHQ: _____	EXP _____	DATE ISSUED _____

10.2 REQUEST TO CHALLENGE AN ITEM IN THE KASLO & DISTRICT PUBLIC LIBRARY COLLECTION (page 1 of 2)

Please complete both pages:

TITLE: _____

AUTHOR: _____

FORMAT: _____

Request initiated by: _____

Phone: _____ Email: _____

On behalf of (organization/group): _____

Signature: _____ Date: _____

1. Did you review the entire item? YES _____ NO _____
2. If not, what sections did you review?

3. To what in the material do you object? (Be specific - cite pages, frames or sections)

4. What do you feel might be the result of reading/watching/listening to this material?

5. Do you see any value in the use of this item? (Instructional, literary, self-development)

10.2 REQUEST TO CHALLENGE AN ITEM IN THE KASLO & DISTRICT PUBLIC LIBRARY COLLECTION (page 2 of 2)

Both pages must be submitted - only signed forms will be accepted. Please initial second page.

- 6. Have you read or heard any critiques or reviews of this item?

- 7. What do you believe is the theme of message in the item?

- 8. For what age group would you recommend this material?

- 9. What action by the library do you think is appropriate for this item?

- 10. In the place of this item, would you care to recommend other material which you consider to be of equal or superior quality for the purpose intended?

REVIEWED BY LIBRARY DIRECTOR	REVIEWED BY BOARD:
DATE:	DATE:
ACTION:	ACTION:

10.3 Workplace bullying and harassment

COMPLAINT FORM

Adopted on June 23, 2014 from the WorkSafe BC website templates. Additional resources are available at www.worksafebc.com/bullying/.

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.

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Signature:	Date:
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10.4 Workplace Bullying and Harassment INVESTIGATION FORM

Adopted on June 23, 2014 from the WorkSafe BC website templates. Additional resources and an explanation of legal duties can be found at www.worksafebc.com/bullying/.

Name of complainant	
Name of respondent/alleged bully	
Date	Location
Name of investigator	

Person interviewed	Other people involved (e.g., alleged bully, witnesses)	Description of the situation (dates, words, actions, etc.) and impact (e.g., humiliated, intimidated)

Based on the investigation, did workplace bullying and harassment occur?
 Yes No

Reason(s) for this conclusion