

## **TABLE OF CONTENTS**

### **1 ACCESS TO INFORMATION**

- 1.1 INTELLECTUAL FREEDOM STATEMENT
- 1.2 FREE ACCESS FOR BASIC LIBRARY SERVICE
- 1.3 ACCESS TO MATERIALS IN VARIOUS MEDIA AND FORMATS
- 1.4 REFERENCE SERVICE
- 1.5 PROGRAMMING
- 1.6 MATERIAL RECONSIDERATION PROCEDURE
- 1.7 ACCESS TO MATERIALS BY JUVENILES
- 1.8 ACCESS TO RESTRICTED/18+ MOVIES

### **2 MATERIAL SELECTION**

- 2.1 PURPOSE OF MATERIAL SELECTION
- 2.2 CHILDREN AND YOUNG ADULTS
- 2.3 RESPONSIBILITY FOR SELECTION
- 2.4 CRITERIA FOR SELECTION
- 2.5 EXCLUSION FROM THE COLLECTION
- 2.6 COLLECTION MAINTENANCE
- 2.7 GIFTS AND DONATIONS
- 2.8 COLLECTION DEVELOPMENT GUIDELINES

### **3 LIBRARY MEMBERSHIP**

- 3.1 MEMBERSHIPS
- 3.2 BC ONECARD
- 3.3 NON-RESIDENT/ NON-BRITISH COLUMBIA LIBRARY CARD HOLDER/NON-NORTHWEST  
LIBRARY FEDERATION MEMBER
- 3.4 JUVENILES
- 3.5 BORROWER'S CARDS

### **4 FACILITIES**

- 4.1 OPENING HOURS
- 4.2 BOOKDROP
- 4.3 ACCESSIBILITY
- 4.4 INCLEMENT WEATHER
- 4.5 EMERGENCY CLOSURE
- 4.6 BUILDING SECURITY
- 4.7 DISASTER PLAN
- 4.8 ACCESS TO VIDEO SURVEILLANCE BY LAW ENFORCEMENT

## **5 CIRCULATION PROCEDURE**

- 5.1 CIRCULATION OF MATERIALS
- 5.2 LOAN LIMITS
- 5.3 RENEWALS
- 5.4 FIRST TIME BORROWERS
- 5.5 INTERLIBRARY LOANS

## **6 LIBRARY PRIVILEGES AND PENALTIES**

- 6.1 PRIVACY STATEMENT
- 6.2 CHARGE SCHEDULE
- 6.3 FINE SCHEDULE
- 6.4 LOST MATERIALS
- 6.5 DAMAGED MATERIALS
- 6.6 CANCELLATION OF PATRON PRIVILEGES
- 6.7 PATRON CONDUCT ON LIBRARY PREMISES
- 6.8 INVIGILATION OF EXAMS
- 6.9 BULLYING/CYBERBULLING

## **7 ELECTRONIC INFORMATION AND COMPUTER TECHNOLOGY**

- 7.1 INTERNET USE

## **8 PUBLIC RELATIONS**

- 8.1 DISPLAYS AND EXHIBITS
- 8.2 POSTING PUBLIC INFORMATION
- 8.3 PETITIONS / SURVEYS / INTERVIEWS / MEDIA COVERAGE
- 8.4 USE OF LIBRARY FACILITIES FOR PARTISAN AGENDAS
- 8.5 LOST AND FOUND

## **9 CONFERENCE ATTENDANCE AND TRAVEL**

- 9.1 TRAVEL
- 9.2 PROFESSIONAL ASSOCIATIONS MEMBERSHIPS

## **10 PERSONNEL**

- 10.1 DUTIES OF THE DIRECTOR
- 10.2 ROLE OF DIRECTOR VS. ROLE OF THE BOARD
- 10.3 RECOGNITION OF RETIRING EMPLOYEES
- 10.4 HIRING
- 10.5 CRIMINAL RECORD CHECK

## **11 MULTIPURPOSE ROOM**

- 11.1 MULTIPURPOSE ROOM - RESERVATIONS AND CONDITIONS OF USE

## **12 FINANCE**

- 12.1 TANGIBLE CAPITAL ASSETS
- 12.2 ANNUAL FINANCIAL REVIEW

## **13 HEALTH AND SAFETY**

- 13.1 FIRST AID
- 13.2 SCENTED PRODUCTS
- 13.3 NO SITTING/STANDING/CHILD SEATS ON COUNTERTOPS OR TABLES IN THE LIBRARY
- 13.4 BREASTFEEDING IN THE LIBRARY
- 13.5 UNATTENDED CHILDREN
- 13.6 CHILDREN WITH A CONTAGIOUS AILMENT/INFECTIOUS DISEASE

## **1 Access to information**

### **1.1 Intellectual freedom statement**

The Kitimat Public Library Association subscribes to the Statement on Intellectual Freedom as approved by the Canadian Library Association Council on November 18, 1985:

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

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

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

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

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

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

## **1.2 Free access for basic library service**

The Kitimat Public Library Association supports free access for basic library service as stated in Section 46 of the Library Act (1996 Revised Statutes of British Columbia):

- 1) A library Board must not charge for:
  - Admission to any part of the building used for public library purposes, or
  - Using library materials on library premises.
  
- 2) A library Board must allow residents and electors of any area served by the library Board to do the following free of charge:
  - Borrow library materials that are normally lent by the library and that belong to prescribed categories of library materials;
  - Use reference and information services as the library Board considers practicable.
  
- 3) A library Board may charge fees for services not required to be provided free of charge under this section, including for the use of services described in subsection 2 by anyone who is not a resident or elector of an area served by the library Board.

### ***1.3 Access to materials in various media and formats***

The Kitimat Public Library collects and makes available to the public informational, educational and recreational materials in a wide range of media and formats. This includes, but is not limited to: books and other printed material, audiobooks, CDs, videocassettes, DVD's, multimedia CD-ROMs, electronic books and databases, and information accessible via the Internet.

### **1.4 Reference Service**

The Kitimat Public Library endeavours to provide reliable, factual, statistical, and directional information on demand. Library staff also assists patrons in the best use of the library's collections to answer a broad range of educational and informational needs.



### ***1.5 Programming***

In order to foster public awareness of the multiple resources of the library, the Kitimat Public Library offers a wide range of programs for all ages. Preschool programming is a core part of public library service, as it exposes children to the exciting possibilities of language in text and audio formats at an early age. Such programming is also an important investment in the development of the library's future patron base.

### ***1.6 Material reconsideration procedure***

The presence of an item in the library does not indicate an endorsement of its content by the library. The library strives to provide a balanced collection which represents all points of view, including those which may be considered extreme. Access to library materials will not be restricted beyond what is required to protect the materials from theft or damage. It is recognized that while the library will not restrict the freedom to read or inquire, it also recognizes an obligation to hear the views of those who object to, or may wish to comment upon, materials contained in its collection. The decision to retain or remove an item from the collection rests with the Library Director.

### ***1.7 Access to materials by juveniles***

Library staff will assist and encourage children to find material suitable for their age levels and interests. It is the right and obligation of parents, and not of the library, to develop, interpret, and enforce an acceptable code of conduct for their children. The responsibility for access to and use of library materials by juveniles rests ultimately with the parents or legal guardian, and not with the library. The staff will assist a parent, or other interested person, in selecting material for children.

**1.8 Access to *Restricted/18+ Movies***

Library staff has the right to ask patrons for identification for DVDs carrying a Restricted or 18+ rating.

## **2 Material selection**

## ***2.1 Purpose of material selection***

Materials selection is carried out to fulfil the role of the public library, that is, to provide a variety of library materials to satisfy the diversity of tastes, interests, and abilities of the residents of the community it serves. Consideration is also given to the fact that interest may not come into existence without the material to stimulate it. Thus, the library exists to foster interest as well as to sustain it.

Since the library has a responsibility to protect the rights of all clients, it does not limit the scope of its collection or place materials in restricted areas because individuals object to their accessibility.

Material is judged on the value of the work as a whole, not on excerpts taken out of context. The library recognizes its responsibility to make available a representative selection of materials on subjects of interest to its users, including materials on various sides of controversial questions - religious, social, political, or economic - to enable users to make up their own minds about controversial subjects.

## ***2.2 Children and young adults***

Service is provided to encourage children to access materials that will enable them to develop active and creative imaginations and an understanding of the world in which they live. The library will provide material which meets the recreational and informational needs of children and young adults. Materials for juveniles are considered an integral part of the total library collection and are judged by the same criteria as those applied to other materials.

### ***2.3 Responsibility for selection***

While any staff member, trustee, or member of the public may suggest titles for purchase, at any time, responsibility for selection of library materials rests with the Library Director operating within the policies approved by the Board. The library only purchases materials for its own collection. No purchases will be made for patrons wishing to use the library as a purchasing agent or bookstore.



## **2.4 Criteria for selection**

Material must be considered in terms of its own kind of excellence and the audience for whom it is intended. There is no single standard which can be applied in all cases when making an acquisition decision. Some materials may be judged primarily in terms of artistic merit, scholarship or their value as literary documents; others are selected to satisfy the recreational and entertainment needs of the community.

Expanding areas of knowledge, changing social values, technological advances, and cultural differences require flexibility, open-mindedness, and responsiveness in the evaluation and re-evaluation of all library materials, old and new.

All acquisitions are considered in terms of the following criteria:

- qualification of author in subject field
- scope and authority of subject matter
- quality of writing (style, readability)
- date of publication
- arrangement of materials (indexes, bibliographies)
- physical and digital qualities
- relative importance in comparison with other materials on the subject
- scarcity of material on the subject
- relation to existing collection and other material on the subject
- present and potential relevance to community needs
- attention of critics, reviewers, and public
- impact on the budget
- availability through interlibrary loan

An item need not meet all selection criteria to be acceptable. Several standards and combinations of standards may be used.

### ***2.5 Exclusion from the collection***

Generally, the library will not purchase textbooks for courses given by educational institutions except if, in the opinion of the Library Director, a text is a necessary addition to the collection.

Duplications of materials will depend on strength of demand and funds available.

The library will not attempt to assemble permanent collections with the exception of local materials designated as a “special collection”.

Special collections will not be maintained on behalf of outside organizations. All donated materials will be accepted only on the condition that ownership of the material is transferred to the library.

## **2.6 Collection maintenance**

Ongoing evaluation of the collection is as important as the original selection. Materials are removed from the library's collection regularly in order to make the best use of available shelf space, to improve the appearance of the library, to create a collection of quality rather than quantity, and to ensure the provision of accurate, current information by eliminating outdated material. Collection maintenance also includes a regular program of mending, rebinding, and replacement.

Responsibility for deleting material from the collection rests with the Library Director. Criteria are similar to those used in the initial assessment of the item. Arrangement for disposing of discarded materials is left to the discretion of the Library Director.

## **2.7 Gifts and donations**

The Library Director will review and decide which donated materials shall be accepted, keeping in mind the following principles:

- donations of books and other materials are encouraged if they satisfy the same standards applied to the acquisition of new materials.
- donations of books and other materials are accepted only on the principle that the Library Director has complete jurisdiction over their disposal.

Where appropriate, gifts shall be acknowledged by the library.

Gifts of money, securities, and real estate shall be accepted if any conditions attached thereto are acceptable to the Board of Management.

Due to limited display space, as a general rule, the library is unable to accept donations of art or memorial plaques for permanent display in the library.

An official donation receipt will be issued for cash donations of \$10 and more to the donor upon request. Before an official donation receipt can be issued for a gift, the fair market value on the property must be determined by an individual with sufficient knowledge of the property. (See Canada Revenue Agency, Charities and giving, for further details).

## **2.8 Collection development guidelines**

According to the Universal Declaration of Human Rights, freedom of expression is the right of every individual to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

It is the responsibility of libraries to facilitate access to all expressions of knowledge and intellectual activity even if deemed unconventional, unpopular, and unacceptable.

Some material in the library may be viewed as controversial and offensive by some people. However, library staff has a duty to uphold free expression and access to information.

### **Selection:**

Materials are selected according to the needs and demands of the community, access to other library resources, present library collection and the budget.

### **Suggestions for Purchase:**

Patrons are encouraged to submit suggestions for purchase using the form set out for this purpose.

### **Weeding:**

In order to make room for new titles materials will be withdrawn from the collection. The responsibility for final weeding decisions rests solely with the Library Director.

### **Donations:**

The library accepts used books and material from the public if clean and damage free. Material will not be accepted if water/smoke damaged, torn or dirty. Should material be left in this condition it will be thrown out if not picked up by the donor.

### **3 Library membership**

### **3.1 Memberships**

Kitimat Public Library memberships for residents of Kitimat, Kitimaat Village, members of the Northwest Library Federation and Camp Residents are free. A reference check of past membership activities may be conducted (outstanding unpaid fines and lost/overdue material) and this may result in refusal of membership.

An adult member is defined as one who is 16 years of age or older.

#### **Acceptable Identification**

All identification must be original documents.

**Preferred personal identification** (name, signature and current address)

- B.C. Driver's licence
- B.C.I.D. (issued by ICBC Driver Licensing Centres for non-drivers)

If identification does not have the current address, proof of residential address documents must be shown using another document, as listed below.

If the preferred identification is not available, the applicant must provide one piece of identification from each of the following lists, one of which must show the applicant's signature and one of which must show the current residential address:

#### **Other acceptable personal identification**

- Credit card
- Bank card
- Birth certificate
- Passport
- Social Insurance Number card
- Status Indian card
- Canadian Citizenship card
- Permanent Resident card
- Student card from accredited local university or college

#### **Proof of resident address**

- Automobile registration
- Rental agreement (officially signed), bank statement or personalized cheque
- Utility bill
- Personal mail with current postmark, dated no more than one month old
- Camp Resident ID

High School students need only show their student I.D. cards by high schools.

Members are limited to borrowing a maximum of 5 items the first time they use their new cards.

Upon joining the library, Kitimat and Kitamaat Village patrons are entitled to vote or stand for office at the Annual General Meeting. Northwest Library Federation members and Camp Residents are not eligible to either vote or stand for office.



### **3.2 BC OneCard**

Residents of British Columbia who reside outside of the Northwest Library Federation parameters (Hazelton, Houston, Kitimat Prince Rupert, Smithers, Stewart, Terrace) and holding valid library cards from their home libraries are eligible to obtain a BC OneCard Library card. A piece of identification, proof of residence (may be the same document used as I.D.), and a library card from any British Columbia library must be produced before a BC OneCard can be issued.

BC OneCard holders are limited to a loan capacity of 5 items as well as subject and format limitations. New items (less than 12 months old) cannot be checked out by BC OneCard holders. BC OneCard holders enjoy the same Internet privileges as Kitimat Library members.

### ***3.3 Non-resident/Non-British Columbia library card holder/Non-Northwest Library Federation member***

Those who cannot prove valid library membership from a British Columbia library, and those living outside of the province must pay an annual and non-refundable fee of \$40 per family. Camp Residents are not required to pay a non-resident fee.

### **3.4 Juveniles**

Kitimat Public Library defines juvenile members as everyone under 16 years of age, regardless of whether they are self-supporting or not.

A parent or guardian must sign the juvenile membership card in the presence of the library staff. The parent or guardian assumes all responsibilities for the materials borrowed on the juvenile membership card.

Without parent or guardian signature then no card can be issued.

### **3.5 Borrower's cards**

Only one card per member will be issued.

Cardholders are responsible for the safe return of all materials borrowed and all charges incurred on their card. In the case where a parent or guardian has signed for a juvenile card then that parent or guardian is ultimately responsible for all materials borrowed and all charges incurred on the juvenile card bearing their signature, even if the borrower is no longer under their care.

Proof of membership is required to borrow any materials. Without proof one piece of identification will be required, unless the member can be identified by library staff.

A fee may be charged for replacement of a lost membership card.

Membership cards are not transferable.

## **4 Facilities**

### ***4.1 Opening hours***

Operating hours will be determined by the Board on an annual basis or as needed by the community.

## **4.2 Bookdrop**

The bookdrop is provided for the convenience of patrons who may not be able to return borrowed materials during opening hours. Patrons are encouraged to return materials to the service desk during regular opening hours. The bookdrop is locked when the library is open to the public.

To prevent damage, designated materials must not be returned through the bookdrop. A fine will be imposed for any CD's, DVD's, "Kids Packs" and electronic devices placed in the bookdrop.

Patrons are responsible for any damage to materials returned through the bookdrop.

Materials found in the bookdrop in the morning are assumed to have been returned on the evening of the previous business day, excluding CD's, DVD's, "Kids Packs" and electronic devices which will be checked in under the current working day's date.

### **4.3 Accessibility**

The Kitimat Public Library is committed to ensuring that all its facilities and materials are accessible to persons with physical disabilities, within the limitations of the building design and other practical considerations.



#### ***4.4 Inclement weather***

As a public institution, the Kitimat Public Library seeks ways to provide public access to its collections and services during regular opening hours even when conditions are less than ideal. In the winter, Kitimat often experiences inclement weather. It is therefore expected that library closure will be considered only in cases of extremely inclement weather that threatens the safety of the staff and/or public. The senior staff member on duty is responsible for deciding whether to close the facility. If staff have not been informed of a decision to close, the expectation is that they will do their best to report to work as scheduled.

If the decision to close is made, it is important to ensure that all members of the public are out of the building, that a “closed” sign is posted on the front door. Responsibility for these actions rests with the senior staff member on duty.

If the decision to close is made by other than the Library Director, the Library Director must be informed immediately. If contact cannot be made with the Library Director, the senior staff member on duty should endeavour to inform the Library Board. Contact with one Trustee is sufficient. Board members should be called in the following order: Chair, Vice-Chair, Treasurer, remaining Trustees in any order.

### **4.5 Emergency closure**

As a public institution, the Kitimat Public Library will seek ways to provide public access to its collections and services during regular opening hours even when conditions are less than ideal. However, in the case of emergency, it may be necessary for the library to close its doors to the public until regular service can be resumed. The senior staff member on duty is responsible for deciding whether to close the facility.

If the decision to close is made, it is important to ensure that all members of the public are out of the building, that a “closed” sign is posted on the front door. Responsibility for these actions rests with the senior staff member on duty.

If the decision to close is made by other than the Library Director, the Library Director must be informed immediately. If contact cannot be made with the Library Director, the senior staff member on duty should endeavour to inform the library Board. Contact with one Trustee is sufficient. Board members should be called in the following order: Chair, Vice-Chair, Treasurer, remaining Trustees in any order.

The staff member making the decision to close is responsible for staying on-site to communicate with emergency response personnel. Enquiries from the media should be directed to the Library Director, when available, or to the Trustee who has assumed responsibility during the emergency.

#### **4.6 Building security**

Library keys are signed out to staff members and maintenance/cleaning personnel by the Library Director. Keys are signed in when employment is terminated, the term of office is over, or the contract has expired. Library keys are for the exclusive use of the person for whom they are signed out. All exceptions to this rule must be cleared by the Library Director prior to the key being loaned. Nobody (staff, public, Trustees) should be in the library when the facility is closed without the prior permission of the Library Director.

Keys required for same-day maintenance work can be given out by the front desk staff. It is important that workers requesting keys be told that the key must be turned in on the same day that it is borrowed. If keys are required for longer than one day, they must be signed out by the Library Director.

### ***4.7 Disaster plan***

Kitimat Public Library will maintain an up-to-date disaster plan. Responsibility for keeping the disaster plan current rests with the Library Director.

#### ***4.8 Access to video surveillance by law enforcement***

Request for video records should be directed to the Library Director.

If access to a video surveillance record is required for the purpose of law enforcement investigation, the requesting Officer must contact the Library Director or Acting Library Director (in absence of the Library Director). The Library Director or Acting Library Director will provide the recording for the specified date and time of the incident requested by the Law Enforcement Officer.

When recorded images from the cameras must be viewed for law enforcement or investigative reasons, this must only be undertaken by authorized personnel, in a private area that is not accessible to visitors.

Any library employee who becomes aware of any unauthorized disclosure of a video record in contravention of this policy, and/or a potential privacy breach has a responsibility to ensure that the Library Director is immediately informed of the breach.

## **5 Circulation procedure**

### **5.1 Circulation of materials**

The majority of material is available for circulation, however there are exceptions. The following may not be circulated unless express authorization has been granted by the Library Director:

- Reference, special and archival materials
- Furniture and electronic equipment

Some material may not be lent outside of Kitimat/Kitamaat Village membership due to format or where there is exceptionally high demand by our community.

The regular loan period is three weeks. Shorter loan periods may be applied to material in high demand. Extended loans will be granted if requested unless a hold has been placed on the item or it is a high-demand item. New items (less than 12 months old) are not to be checked out by non-Kitimat/Kitamaat members unless authorized by the Library Director.

Non-Kitimat/Kitamaat Village members are limited to five items as well as subject and format limitations.

## 5.2 Loan limits

### LOAN LIMITS - PER CARD

	<u>Kitimat/Kitamaat Village</u>	<u>Other</u>
“Kids Packs”	3 per person / family	1
Juvenile book/CD kits	3 per person / family	1
Audiobooks/Playaway	3 per person / family	3
Movies	3 per person / 5 per family (only 1 new)	3
Music CDs	3 per person / family	3
Seasonal books	3 per person / family	3
Same topic	3 per person / family	3
Total loan limit (including books)	15 per person / 20 per family	5



### **5.3 Renewals**

Library materials may not be renewed if others are waiting. Requests for renewal via telephone and e-mail are accepted. Renewal limits apply to the following members and materials:

#### Kitimat Public Library Members

<u>Material</u>	<u>Renewal Limits</u>
Interlibrary Loan	On Request
Books/Magazines	2
Audiobooks	2
Kids Packs	2
Music	2
Movies	On Request

#### BC OneCard

<u>Material</u>	<u>Renewal Limits</u>
Interlibrary Loan	On Request
Books/Magazines	2
Audiobooks	0
Kids Packs	0
Music	0
Movies	0

**5.4 First time borrowers**

First time borrowers are limited to a maximum of 5 items.

### **5.5 Interlibrary loans**

The Kitimat Public Library Association participates in and supports the province-wide interlibrary loan program coordinated by the Library Services Branch as well as the client-directed ILL Connect program.

Patrons may request a maximum of five (5) interlibrary loan items at a time.

Any charges generated at the lending library end are passed on to the patron. Prior patron approval of any interlibrary loan charges is sought whenever possible.

A fine may be charged for interlibrary loan items not picked up after patrons have been notified of their availability.

## **6 Library privileges and penalties**

## **6.1 Privacy statement**

### **Introduction**

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

### **What is personal information?**

Personal information is defined by FOIPPA as information about an identifiable person. Some examples of personal information are name, age, home address, phone number, email address, IP address (a computer's address). FOIPPA's definition of personal information does not include work contact information (including library staff) which is information that would allow a person to be contacted at a place of business such as the person's name, title, business address, business phone number, and business email address.

### **Collection of personal information**

When collecting personal information KPL will advise the patron of the purpose for its recording.

### **Information automatically collected when visiting our website**

Some information is automatically collected when browsing the library's website, including;

- the domain name and/or IP address of the Internet provider
- the Internet browser being used
- the geographic region browsing from
- the date and time the website is accessed
- what pages were visited
- what website the traffic visited from, if applicable

KPL collects this information to help make the library's website useful by assessing its web services and system performance, as well as learning how many people are visiting the site and how they are using it. No attempt is made to use this information to identify visitors, unless it is necessary for an investigation or it is required by law.

KPL uses cookies to monitor how the library's website is used. Cookies are small files that are saved to a computer and used to store information that is communicated back to the website being accessed. It is possible to change the settings in a browser so that cookies will be denied or so that the browser will notify the user before cookies are saved on the computer.

### **Personal information collected via email and web forms**

Personal information is collected by KPL when a library web form is filled in or an email is sent to the library.

Personal information sent to the library by email or by web forms will only be used by authorized staff for the purpose for which it was collected or for a consistent purpose, unless otherwise consented to or authorized or required by law.

### **Personal information collected when using our Internet stations**

Patrons are required to sign in with their first name in order to use the public computer stations. There is no additional personal information attached to the list. This information is collected in order to gather usage statistics.

### **Wireless service**

The library provides wireless access to the Internet. It is the patron's responsibility to protect equipment against potential abuse such as viruses, malware and breach of privacy as well as from physical theft and damage. KPL assumes no responsibility for equipment or for any direct or indirect damages arising from the use of its connection to Internet services.

The library's wireless access points are unsecured. Users should be aware that third parties may be able to obtain information about activities when using the service to connect to the Internet. In addition, any wireless transmission is capable of interception, even if sending data through a secure website (an "https" URL). The library is not responsible or liable for any such loss or corruption of data, or from data interception or other consequences of use, of unsecured wireless communications services.

The library network (computers connected together using the same connection device) provides access to the catalogue and Internet only. It is not permitted to run a server (a computer used to provide access to a centralized resource; ex. webserver and email server), to use the library's network for illegal purposes or to seek access into unauthorized areas. Infringement of copyright is prohibited. KPL provides basic instructions on how to connect to the network but may not be able to provide further technical assistance.

The library reserves the right to terminate a connection at any time without further notice.

### **When is personal information disclosed?**

KPL does not sell or rent personal information. Personal information is disclosed only in accordance with FOIPPA and the library's privacy policies.

## **When is personal information disclosed? (Continued)**

Examples of where personal information may be disclosed include:

- when a patron explicitly consents to the disclosure,
- to a collection agency for the purpose of collecting a debt,
- for law enforcement purposes, such as where required by a subpoena, warrant or other order,
- where there are compelling health and safety concerns and
- to contact a person's next of kin in the case of an emergency while that person is visiting the library.

## **How personal information is kept secure**

KPL uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure or disposal. Security measures include physical, technological and operational safeguards that are appropriate to the nature and format of the personal information. KPL's security cannot protect information while it is in transit over the Internet. Information sent to KPL in email messages is not secure.

## **Links to other sites**

KPL strives to provide a wealth of resources from its website, including links to sites outside of the library. KPL has no control over the management of these websites and is not responsible for their privacy policies. KPL encourages individuals to review those policies before using the service or providing any personal information.

## **How long is personal information kept?**

KPL keeps personal information only for the length of time necessary to fulfill the purposes for which it was collected. Personal information is securely destroyed when no longer needed.

## **Children's personal information**

Because the library recognizes that responsibility for monitoring library materials borrowed or used by juveniles rests with the parent/guardian of the child, records of a juvenile may be released to the parent/guardian whose signature appears on the juvenile's library card. The adult requesting the information will be required to produce identification. Other adults requesting information about the child's library use (ex. teachers and grandparents) are not entitled to that information.

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, or consent to the

**Children's personal information (Continued)**

correction of his personal information, the child's parent/guardian may do so on his behalf. KPL assumes that youth 16 years and older are generally capable of exercising their own rights for policy purposes. However, the library may treat a request on an individual basis where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances.

**Video surveillance**

KPL employs a video surveillance system.

**Legislation**

The website of the Information Policy and Privacy Branch of the Ministry of Labour and Citizens' Services contains a wealth of information about FOIPPA and the guidelines and policies that govern the legislation at <http://www.mser.gov.bc.ca/privacyaccess>.



## **6.2 Charge schedule**

There is no charge for basic library service. Charges for other services for personal use by public and staff are as follows:

Faxes: Outgoing/Incoming: \$0.50 per page

Photocopies: \$0.25 each for less than 50 copies  
\$0.20 each for 50 or more copies

Computer printouts: \$0.25 each for black and white  
\$0.20 each for 50 or more copies  
\$1.00 each for colour

Scanning: \$1.00 per page

### 6.3 Fine schedule

#### Overdue material

All library material is \$.15 per item per day to a maximum of \$10.00 excluding late fees for patrons 65 and over, for books up to 90 days late and for movies up to 14 days late older than 6 months.

#### ILL

Material not picked up after notification:	\$2.00/item
Processing fee for lost items borrowed by KPL residents:	\$0.00
Processing fee for lost items borrowed by other libraries:	As per lending library policy

#### Other

Kids Packs:	Items individually charged at replacement cost
Playaways lost or damaged battery cover:	Cost of unit
Playaways lost or damaged unit:	Cost of unit
Playaways lost or damaged case:	Replacement cost
Hanging plastic bags unreturned:	\$1.00
CD/DVD cases unreturned:	\$1.00/single; \$2.00/double; \$3.00/triple
Library card replacement:	\$1.00
Processing fee for repeat damaged items by Kitimatans:	\$10.00/item
Processing fee for lost or damaged items by non-Kitimatans:	\$10.00/item
Placing DVDs, CDs, Multimedia CD-ROM and Kids Packs in bookdrop:	\$1.00/item may be charged

### **6.4 Lost materials**

Patrons are responsible for paying for the retail replacement cost of lost materials. Non-Kitimatans may also be charged an additional fee to cover the cost of processing each lost item.

Patrons are given a date-stamped receipt for the amount paid.

### **6.5 Damaged materials**

Patrons returning damaged books will be charged the retail replacement cost of the material. Non-Kitimatans may also be responsible to pay an additional processing fee. Patrons willing/able to do so will pay immediately, but they will not be allowed to take the book until the Library Director has seen it. If it is deemed an acceptable discard, the patron will be called to pick up the book. If the Library Director decides we must keep the book, the damage fees will be returned to the patron and the book will remain in the collection in a damaged state.

Damaged material will be held at the library for six (6) months, except in the case where damage is due to water/mold/extreme filth in which case it will be disposed of immediately. This gives ample time for the public to inspect the damage and to pick up the material once paid for. After that time the library will dispose of the material.

## **6.6 Cancellation of patron privileges**

Borrowing privileges (including the right to place reserves and to request interlibrary loans) are suspended, for any patron owing \$5.00 or more in fines. Adults with bans may not use another family member's card to check out material in keeping with library policy that cards are not transferable.

Patrons and/or library visitors violating library policy may have their library privileges cancelled and be banned from the library.

The Library Director or senior staff member on duty may ask users violating policy to leave the library immediately and may institute a library ban for the remainder of the day.

The Library Director is authorized by the Board to institute library bans up to one year in length. The Board may institute bans from one year onwards.

## **6.7 Patron conduct on library premises**

To better serve all library users, the library has established certain standards of behavior. The staff is authorized by the Board to ensure that, in fairness to other users, patrons comply with acceptable standards of behavior. If patrons fail to comply with a request to modify their behavior, they will be required to leave the premises. Further action may be taken at the discretion of the Library Director or senior staff on duty. Examples of unacceptable behavior include, but are not limited to:

- Abandonment / neglect of young children
- Abuse / vandalism of library property, facilities or equipment
- Eating or drinking by electronic equipment
- Harassment, physical, sexual, or verbal abuse of other library patrons or library staff
- Intoxication resulting from alcohol or drugs
- No personal items / pets to be left in the entrance way (eg. bikes, dogs)
- Obscene language
- Smoking
- Unacceptably loud behavior
- Use of rollerblades, skateboards or scooters

### **6.8 *Invigilation of exams***

When time permits, exam invigilation services may be offered at \$15 per exam hour (this fee is waived for seniors). Anyone requiring their exam be mailed/couriered to the examining institution must also pay these costs. Library staff will endeavour to follow the exam invigilation instructions as closely as possible. It may not, however, always be possible to invigilate the exam exactly as requested.

## **6.9 *Bullying/Cyberbullying***

Any intentional written, electronic, verbal or physical act or actions against another that will create a hostile, threatening, humiliating or abusive and unsafe library environment is prohibited.



## **7 Electronic information and computer technology**

## **7.1 Internet use**

### **Objectives**

Kitimat Public Library provides public Internet access free of charge to meet the educational and recreational needs of the community.

### **Filtering**

The Internet allows access to a wealth of material from around the world. However, as an unregulated medium it also contains material which is illegal, offensive, and inaccurate.

The Kitimat Public Library does not use filtering software on its public Internet terminals. Patrons have the sole responsibility for deciding what material they access.

### **Patrons' responsibilities**

While using the library Internet terminals or wireless service, patrons must comply with the following responsibilities:

- |                            |  |
|----------------------------|--|
| Illegal use:               | Patrons are prohibited from using the Internet terminals or wireless service for illegal or criminal purposes. Criminal law forbids the display or dissemination of hate, child pornography, illicit drug, or obscene material.  |
| Copyright laws:            | Material downloaded or printed from the Internet is subject to the copyright laws.   |
| Software:                  | Downloading software from the Internet is the financial and legal responsibility of the patron. Patrons are not permitted to install software on the Internet terminals. Patrons are also requested not to change the desktop or default settings on the public terminals. |
| Public standards:          | The Kitimat Public Library is a public place and the Internet terminals are on public display. The library reserves the right to ask individuals to discontinue the display of information and images that may be offensive to the public.                                 |
| Liability:                 | The Kitimat Public Library is not responsible for damage to a patron's computer equipment or for any loss of data, damage, or liability that may occur from the patron's use of library terminals or wireless service.   |
| Procedure and Limitations: | Patrons may be limited to 30 minutes per day on a public terminal. There are no time restriction on using the libraries wireless service.  |

The library reserves the right to revoke Internet privileges and/or ban patrons from the library for inappropriate use of the public terminals.

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**Public computer use by children**

All children, regardless of age, may use the library's public computers. Parents are solely responsible for how their children use computers at the library even when their children are unaccompanied.

## **8 Public relations**

### **8.1 Displays and exhibits**

The Kitimat Public Library mounts ongoing displays and exhibits in an effort to promote and highlight its collections and services. The window showcase and front desk display areas will be made available to community organizations when requested, if there is no conflict with planned library use. Whenever possible, library staff will work with outside exhibitors to provide samples of library materials that highlight and/or complement the theme of the exhibit or display.

All displays and/or exhibits will be free for public viewing.

The Library Director may refuse permission to mount a display or exhibit if the theme, content, accompanying material, and/or exhibiting group is offensive, criminal, or primarily commercial in nature, or the display or exhibit is contrary to the mission of the library or contravenes library policy. In allocating display and exhibit space, preference will be given to non-profit community organizations and cultural groups.

Mounting of a display or exhibit by an outside organization does not imply endorsement by the Kitimat Public Library Association, even when library material supporting the theme of the display or exhibit are provided by the library.

## **8.2 Posting public information**

The Kitimat Public Library has limited space for posting public information. Posting preference will be given to public service announcements, information about the services of non-profit community organizations, and cultural events. Local services, organizations and events will be given priority.

Information must be pre-approved by staff before posting. The Library Director may refuse to post information that is offensive, criminal, or whose content is contrary to the mission of the library or contravenes library policy.

As it is important for public libraries to be viewed as a neutral public space in which all are welcome, political and religious statements or pronouncements and solicitations from political or religious groups will not be posted.

Public posting in the library in no way implies the Kitimat Public Library Association's endorsement of the service or event announced.

### **8.3 *Petitions / surveys / interviews / media coverage***

As it is important for public libraries to be viewed as a neutral public space in which all are welcome, and as our patrons come to the library with the expectation that they will not be bothered and/or molested during their visit by those wishing to take advantage of the public nature of the facility, the Kitimat Public Library will not allow outside organizations or individuals to solicit signatures for petitions or conduct surveys on library premises. Likewise, individuals and/or members of the media will not be permitted to conduct interviews with or take photographs, film footage or videos of library patrons within the library without the permission of: 1) the Library Director; and 2) the patrons involved.

All requests from the media should be directed to the Library Director.

The names of library patrons and/or staff being photographed, filmed or videotaped must not be released without the express permission of the person(s) involved. In the case of juveniles, permission to release the patron's name must be given by a parent or adult guardian.

#### ***8.4 Use of library facilities for partisan agendas***

As it is important for public libraries to be viewed as a neutral public space in which all are welcome, the use of library facilities by partisan groups will not be unreasonably withheld. This being said, there is a difference between public posting of a partisan pronouncement on the library's bulletin Board and private booking of the multipurpose room for a partisan event. In the first instance, the shared space is open to the view of all and there is no way to limit a message to a particular audience. In the case of the multipurpose room, however, individuals can make their own decision about whether or not they wish to attend the event. The room is separated from the open public space of the rest of the library, and those not wishing to attend the partisan event may still utilize the library's greater services and facilities without a forced association with a group and/or event they find objectionable.

In the spirit of free speech, democratic toleration, and intellectual freedom, therefore, the library will make its multipurpose room available for booking by partisan groups on a first-come, first-served basis. The library, however, reserves the right to deny partisan groups use of public display, exhibit, and posting space within the greater body of the library.

The use of library facilities by a partisan group in no way implies endorsement of the group's platform and/or position by the Kitimat Public Library.



### ***8.5 Lost and Found***

The library attempts to contact owners of lost items whenever possible. Inexpensive articles found on library premises are retained at the library for three months and then forwarded to a charity organization. Valuable articles are forwarded to the RCMP within two weeks.

## **9 Conference attendance and travel**

## **9.1 Travel**

### Personal Automobile Costs

Employees asked to use their personal vehicle on library business shall be reimbursed at the rate paid by the District of Kitimat.

### Per Diem

Representatives of the library, when travelling upon the library's business shall receive a maximum of \$60 per diem for each night away. When meals are provided, the per diem allowance will be reduced by \$15 for breakfast, \$15 for lunch, and \$30 for dinner.

### Flight Stopovers

Stopovers will be permitted when the additional costs incurred in stopping over are born by the employee or trustee when the stopover is for personal business.

## **9.2 Professional associations memberships**

In the interest of fostering interlibrary cooperation and exchange of information, and in the belief that library associations play a strong role in advocating library use and support, as well as providing a wide range of member benefits, the Kitimat Public Library Association is committed to maintaining institutional memberships in the following library associations:

- The British Columbia Library Association
- The British Columbia Library Trustees Association
- The British Columbia Public Library Directors Association
- The Northwest Library Federation

# 10 Personnel

### ***10.1 Duties of the Library Director***

It shall be the duty of the Library Director to have general charge of the library, under the direction of the Chairperson and of the Board. The Library Director shall certify to all bills incurred, monitor the library's accounts, make monthly reports to the Board, attend to the purchase of books, equipment and supplies, and be responsible to the Board for the care of the library property, and for the proper discharge of their duties by all employees.

The Library Director shall be the Secretary of the Board, and as such, shall keep faithful record of the proceedings of the Board, shall give due notice of all meetings and shall perform such other duties as may properly belong to this office or be delegated to him/her.

## ***10.2 Role of Library Director vs. role of the Board***

### GENERAL

**Board:** Trustees are guardians of a “public trust” to ensure that the library provides relevant, comprehensive, and efficient service to the community it serves.

**Library Director:** The Library Director is responsible for the day-to-day operation of the library to fulfill the library’s mission. He/she acts as an advisor to the Board. The Library Director is the link between the Board and the library operation.

### EXECUTIVE

**Board:** Develops visions and dreams for the future of the library. Determines the mission of the library and sets the rate of progress to fulfill the mission. Reviews mandates, missions and values. Identifies strategic challenges and sets strategic direction.

**Library Director:** Works with staff and the Board on developing missions and dreams for the future. Plans programs and services to fulfill the library’s mission and mandate. Reviews mandates, missions and values. Advises the Board on strategic challenges.

### ADVOCACY

**Board:** Acts as an ambassador for the library. Establishes, supports and participates in a planned public relations program. Reports regularly to governing officials and the general public. Develops relationships with key external stakeholders. Secures the community’s support and appreciation for the advancement of the library’s mission.

**Library Director:** Acts as an ambassador for the library. Maintains an active program of public relations. Reports regularly to the Board, government officials and the general public. Develops relationships with key external stakeholders. Secures the community’s support and appreciation for the advancement of the library’s mission.

### POLICY AND PROCEDURES

**Board:** Determines and adopts written policies to govern the operation of the library. Monitors current operations.

**Library Director:** Acts as an advisor to the Board when policy is being deliberated or determined. Carries out the policies of the library as adopted by the Board. Establishes and implements day-to-day operations and procedures.

## HUMAN RESOURCES

**Board:** Employs and evaluates a Library Director. Recruits, orients and supports new Board members. Develops the Board as an effective team. Evaluates the work of the Board. Provides learning opportunities for Board development. Attends Labour/Management meetings, grievances at the Step 3 level, mediation and arbitration hearings, legal proceedings involving personnel issues, and collective bargaining.

**Library Director:** Supports and advises the Board on Board development issues. Has authority to hire, manage, evaluate, promote and terminate staff. Attends Labour/Management meetings, handles grievances up to the Step 2 level, attends mediation and arbitration hearings and legal proceedings involving personnel issues, and assists with collective bargaining.

## FINANCE

**Board:** Secures adequate funds to carry out the library's services. Assists in the preparation of the budget. Approves the budget. Presents the budget to Council. Prepares regular financial reports. Provides leadership and support for fundraising activities. Provides suitable facilities and equipment to enable the library to adequately serve the community.

**Library Director:** Advises the Board on potential funding and monitors/applies for additional grant funding. Prepares an annual budget in consultation with the Board. Assists with budget presentation. Monitors the budget. Assists with preparation of regular financial reports. Carries out fundraising programs approved by the Board. Manages the day-to-day finances of the library.

## SERVICES AND PROGRAMS

**Board:** Develops and approves policy in relation to major new services and programs. Monitors the library's services and programs to ensure that they meet the needs of the community and fulfill the library's mission.

**Library Director:** Keeps abreast of changes/developments in the larger library world and advises the Board on the desirability of major new services and programs. Implements and monitors ongoing services and programs to meet the needs of the community and fulfill the library's mission. Prepares regular reports on library services and programs and their use by the public.



### ***10.3 Recognition of Retiring Employees***

The Board recognizes retiring employees in an appropriate manner.

## **10.4 Hiring**

When a family member of the Library Director is an applicant for a position in the library, then the hiring process will be conducted by a member of the Personnel Committee and the Assistant Library Director. Any evaluation will be conducted by the Assistant Library Director with a member of the Personnel Committee in attendance.

**10.5 Criminal record check**

The Library Director and staff members are required to undergo a criminal record check every five years. The cost will be absorbed by the library.

## **11 Multipurpose room**

### **11.1 Multipurpose room - Reservations and conditions of use**

Maximum attendance for the multipurpose room is 59 people.

The library reserves the right to cancel reservations without warning.

The library reserves the right to refuse to accept bookings.

Refreshments may be brought in but responsibility for clean-up and garbage collection is up to the group or organization using the room. Users of the multipurpose room are expected to leave it clean and orderly.

Use of the multipurpose room by a group or organization should not disturb other's use of the library. The multipurpose room is available during regular library hours up to 30 minutes prior to closing.

Any damage to library property is the responsibility of the group or organization using the room.

Any movies to be shown on behalf of a group to the public must prove public performance rights (license).

Marketing promotion should clearly indicate the sponsoring group. The library name is solely to be used as an indicator of location/venue.

Fees :                   \$25.00/Hour – Room  
                              \$25.00 Fee - If staff clean-up of room is required

Fees may be adjusted at the discretion of the Library Director.

## **12 Finance**

## **12.1 Tangible capital assets**

The Kitimat Public Library organizes its tangible capital assets according to three major categories:

- Library Collection
- Office Furniture/Equipment
- Computer/Software and Hardware

The useful lives of all tangible capital assets are assumed to be five years and are depreciated using the straight-line method. All tangible assets have a residual value of zero at the end of five years.

If deemed to be a part of a pool, tangible capital assets below the capitalization threshold, presently set at \$1,000, can be lumped together and capitalized and amortized in these pools over the five year period (eg. Library material and/or computer networks). Donations of capital assets would be assigned a fair market dollar value.

Purchases under \$1,000 are to be expensed in the year of acquisition (eg. periodicals which include both magazines and newspapers).

All tangible capital assets and the related accumulated depreciation would be disclosed on the Statement of Financial Information (SOFI). Depreciation expenses calculated each year would be recorded as an expense.

**12.2 Annual financial review**

The Board appoints an accounting professional to review its annual financials at its Annual General Meeting.



## **13 Health and Safety**

**13.1 First Aid**

The Kitimat Public Library Association is committed to providing first aid services which meet the minimum required standards as per WCB Regulations. As such, employees are expected to possess a current Standard First Aid Certification and training in Cardiopulmonary Resuscitation (CPR).

### **13.2 Scented products**

Health statistics reveal that one in four individuals suffer from respiratory ailments and almost half of these individuals have allergic reactions to these ailments. Medical evidence also shows that the scented products are harmful to the health of sensitive individuals.

In order to provide a healthy, comfortable and productive work environment scented products are to be avoided throughout the library facilities.

A sign will be posted on the front doors of the library facility.

**13.3 No sitting/standing/child seats on countertops, tables and furniture in the library**

For health and safety reasons no one is permitted to sit, stand or place child seats on any countertop, table (except the change table provided in the family washroom) or furniture in the library. Staff has a duty to alert anyone seen breaking this policy immediately.

**13.4 *Breastfeeding in the library***

The library supports a mother's right to breastfeed anytime, anywhere in the library. Nursing mothers may request a private space if one is available.

### **13.5 *Unattended Children***

1. Children under nine (9) years of age

Children under nine (9) must be accompanied at all time by an adult/caregiver (16+). However during children's programming, the adult/caregiver (16+) of children under six (6) are free to browse within the library but should not leave the premises as their child might leave the programme in search of them.

2. Children nine – eleven (9 – 11)

Children nine – eleven (9 – 11) may come into the library independently but should not be left unattended for substantial periods of time. If the library staff notices that children are left for extended periods of time, the parents and/or guardians will be contacted.

3. Special Needs Children

Special needs children are not to be left unattended at the library.

4. Notice to Patrons

The following sign shall be posted in appropriate locations:

“Parents and caregivers are reminded that the library is a public place and that young children should not be left alone on the premises. The library staff cannot be responsible for them.”

**13.6 *Children with a contagious ailment/infectious disease***

Toddlers and young children with a contagious ailment/infectious disease (i.e. pink eye, impetigo, chickenpox) shall not be permitted to participate in children's programming events. Should a child show up for an event, a staff member will explain to the parent/guardian why s/he may not partake in the activity.