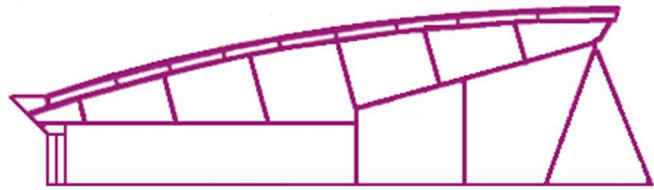


GOVERNANCE POLICY & PROCEDURES



**KITIMAT
PUBLIC
LIBRARY**
ASSOCIATION

Last Updated: February 26, 2023

The Policy and Procedures Manual is a living document. Policies and procedures are reviewed and updated on an ongoing basis to ensure they address today's needs in a changing environment. Policies and procedures may be under review at any given time.

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Definitions

BC OneCard

Facilitates in-person borrowing and return of library materials at any participating public library in BC.

Board Member

A member of the Kitimat Public Library Board of Trustees.

Governance Policy & Procedures

Governance policies formalize: the roles and responsibilities of the Board, its officers and committees; the manner in which the Board exercises its authority in the fulfilment of its responsibilities; the responsibilities and authority of the Library Director; the relationship between the Board, and the Library Director; and the general principles that will guide its governance practices.

Library Collection

All library materials, from print to digital.

Patron

Any person using the services of the Kitimat Public Library.

Personnel

Staff, Board, members, independent contractors, volunteers and students working for or associated with Kitimat Public Library or any of its programs (i.e. including job experience, practicum, internship or co-op program).

Print collection

Printed materials including books, magazines and newspapers.

Public Library

Municipal library, regional library district, public library association and integrated public library system. Kitimat Public Library is a library association.

Kitimat Library Website

The official website of Kitimat Public Library as well as any subdomain of the official website.

Kitimat Public Library Association (KPL)

KPL is the entity that encompasses the entire library including staff, Board, volunteers, collections as well as facilities.

Kitimat Public Library Association Board of Trustees

KPL Board of Trustees “is responsible for managing the library of the public library association and for exercising and performing on behalf of the association the powers and duties given” by the Library Act.

Social Media

For the purposes of this policy, “Social Media” or “social networking” includes the use of any social networking and/or blogging sites including, but not limited to, Facebook, Instagram, Snapchat, WhatsApp, Skype, Twitter, Flickr, Tumblr, LinkedIn, Google+, YouTube, Reddit, WeChat, Pinterest, web forums, blogs, newsgroups, chat rooms or any other on-line sites that permit users to create and/or share content.

Staff

Includes all individuals employed or engaged by Kitimat Public Library Association to perform services for or on behalf of KPL.

Trustee

Another term used for Board member.

User

Individual utilizing the Kitimat Public Library Wi-Fi, computers or internet.

Wi-Fi

The wireless connection provided by the Kitimat Public Library that is available for patrons to access through their own phones, tablets, computers or other electronic devices.

1.0 Foundational Principles

1.1 Mandate, Purpose and Statements

The Kitimat Public Library operates as a Public Library Association under the provisions of the [Library Act of B.C.](#) The Kitimat Library provides library services for the District of Kitimat and Haisla Nation. Also, in accordance with the *Library Act* by virtue of reciprocal agreements, to those eligible for library services through the Northwest Library Federation.

The overarching responsibility for governance of the Kitimat Public Library lies with the Board of Trustees, in consultation with the Library Director. The Kitimat Public Library Association (KPL) develops, implements and maintains policies in order to best serve its patrons and members, guide staff and Board trustees and uphold its strategic plans while achieving its mission, vision and values.

The Kitimat Public Library, Library Director is responsible for the creation and implementation of the library's operational policies and procedures. Kitimat Public Library staff are unionized under the Canadian Union of Public Employees (CUPE Local 707) and have a collective agreement.

1.2 Strategic Priorities

The Board of Trustees will maintain Mandate, Values, and Strategic Priorities statements for the Kitimat Public Library, implement and evaluate the ongoing success of the Strategic Plan, and hold strategic planning sessions as necessary.

The Board recognizes the importance of having an effective and current Strategic Plan capable of assessing and adjusting library services in response to changing community needs. It has directions, goals and action plans, but is not an operational manual for the Library. The Board will measure the achievement of outcomes within the Strategic Plan. Annually, the Board will review the following:

- Achievements of the past year
- Strategic Plan
- Library funding agreement
- Budget planning and implementation and priorities for the coming year

1.3 Policy Distribution

The Kitimat Public Library Association (KPL) will strive to make its governance policies and procedures available to the public, with the exception of documents designed for internal use or that contain confidential information.

1.4 Information on Policy and Procedures

The Board of Trustees is responsible for developing governance policy to ensure the ongoing excellence of the Library. All policies should be guidelines to decision making and are distinct from day to day management and operation of the Library. These policies need to be viable, valid, useful and subject to revision.

- Staff, Board trustees and patrons have a role to identify and bring forward policy and procedure gaps and misinformation, along with suggested changes
- In the absence of policy, the Board will make decisions based on the facts of the situation, best practice and in the best interest of the Library
- In the event there is a conflict between any policy herein and any federal, provincial, regional or municipal legislation, regulation or bylaw, or union contract, the relevant legislation or agreement will prevail

2.0 Kitimat Public Library Association Board of Trustees

2.1 Purpose and Statements

The Kitimat Library Association Board of Trustees is an integral player in the oversight, strategy and development of the Kitimat Library. In order to maintain transparent oversight and strong community confidence, the Kitimat Public Library Association Board of Trustees has developed this Policy and Procedures document.

2.2 Policies and Procedures for the Board of Trustees

The Board derives its authority from [Part 4 of the Library Act](#) which defines:

- Who can and cannot vote or hold office
- Continuation of the role of the library board
- Composition of the library board
- Elections and term of office of members
- Election of chair and vice-chair
- Regular and special meetings of the library board
- General powers and duties of the library board
- Budget, expenditures and financial statements

The Board is comprised of not fewer than five (5) or more than nine (9) trustees, who shall be current members of the Kitimat Public Library Association, elected by the membership of the Association at the Annual General Meeting (AGM). In addition, one (1) representative may be appointed to the Board by each local government that provides assistance by way of a grant.

The elected trustees of the Kitimat Public Library Board are elected for a two (2) year term and may not exceed four (4) consecutive terms totaling eight (8) years (*Library Act*).

A board member who moves out of the area served by the Library shall be considered a member in good standing and eligible for re-election until the maximum number of consecutive years of service have been reached.

All board members (elected members and appointed representatives) are considered 'voting members' but are expected to refrain from voting on matters which could be considered a conflict of interest. At the board meeting immediately following the Annual General Meeting, the Board shall elect a chairperson, a vice-chairperson, and a treasurer from among the trustees of the Board.

There shall be at least three signing officers appointed by the Board from the elected trustees. All legal documents must be signed by two (2) of these designated signing officers, and Library Director as appropriate, and as designated by the Board.

The Board may delegate to the Library Director the signing of certain documents required for the day-to-day operations of the Library.

Trustee Nomination and Board Development Process:

- Nominations for trustees will be sought by an ad hoc nominating committee. The committee shall be composed of a chairperson, who is a member, and one (1) or more association members, appointed by the Board. The Nominating Committee will be established on or before October 31 of each year. The Committee shall prepare a slate of candidates at least two (2) weeks before the Annual General Meeting

and post it in the Library

- Advertising shall be placed in weekly local newspapers, seeking interested, qualified candidates
- Board members will actively recruit candidates with the requisite skills and experience
- Nominations can occur up to one week before the annual general meeting. Prospective candidates must be nominated by two current library members
- Candidates with the required skills or career experience may meet informally with designated board trustees
- Candidates will be given a copy of the Strategic Plan and Trustee Orientation Fact Sheet and be referred to the library web site for documents such as the Kitimat Public Library Association Governance Policy and Procedures document
- A second meeting can be held as necessary
- Trustees shall be elected at the Annual General Meeting
- Trustees can also be appointed by the Board during the year to fill a vacancy

As it is a governance board, trustees are responsible for setting direction and overseeing the management of the Library and for exercising and performing powers and duties given in the *Library Act*, other statutes and regulations, with due care and attention. It is expected that board trustees will give freely of their time without compensation. In specific instances, board trustees may participate in special projects undertaken by the Board.

The District of Kitimat will appoint a Council representative to the Board. The Council representative will have voting rights while sitting on the Board. Quorum will be the majority of the Board, including the Council representative.

Board responsibilities include but are not limited to:

- Oversee and manage the finances for the Kitimat Public Library Association
- Set strategic direction for the Kitimat Public Library Association and ensure its implementation
- Ensure policies and procedures adequately reflect the operational needs of the Kitimat Public Library Association
- Form a negotiations committee responsible for the negotiation and sign-off on collective agreements
- Hire the Library Director to oversee the day-to-day management and operations of the Library
- Obtain legal services should the situation arise
- Authorize goods and services greater than \$10,000
- Develop a succession plan for the Board

Trustees should be familiar with:

- The Library Act
- Kitimat Public Library Association Policies and Procedures
- Meeting minutes for the previous year
- Library history and operations
- Other trustees, staff and associates' names, positions and responsibilities
- Kitimat Public Library Association Strategic Plan, Annual Reports, and Budgets
- Kitimat Public Library Association Canadian Union of Public Employees, Local 707 contract

Trustees Shall:

- Represent unconflicted loyalty to the interests of the Kitimat Public Library Association
- Recognize that this accountability supersedes the interest of any board member as an individual consumer of library services, or as a member of another governing body
- Attend meetings of the Kitimat Public Library Association Board as per the Library Act
- Actively participate in the work of the committees as appropriate
- Represent the Library in the community
- Represent the interests of the Library to the community and its governing bodies such as the District of Kitimat.
- Help facilitate meeting the needs of the community or its component groups interested in library service
- Attend library special events
- Participate in library fund-raising activities

2.3 Officers of the Library Board and Responsibilities

Board Chair

- Chairs the meetings of the Board
- Leads and directs the work of the Board
- Acts as a liaison between the Board and the Library Director
- Represents the Board in the community

Vice Chair

- Substitutes for the Board Chair as necessary

Treasurer

- Presents a monthly budget report to the Board

Secretary

- Initiates or answers correspondence as directed by the Board Chair

Board Committees

- Appointed as needed by the Board Chair

2.4 Board Committees

Appointments to Committees

- The Board Chair coordinates the appointments to committees with the advice of the Board at the first regular board meeting the month following the Annual General Meeting
- At least three (3) trustees sit on each committee
- Committee members serve for one (1) year but may be reappointed
- Every Board member is encouraged to sit on at least one (1) committee
- Recommendations by the committee to the Board require a quorum of trustee committee members
- With prior arrangement with the Chair, trustees may participate and vote in meetings from remote locations
- Email voting between meetings is permitted in exceptional circumstances requiring a time sensitive decision

- As an Advisor to board committees, the Library Director/Chief Librarian is a non-voting member

Duties of Committees

- When the Board decides that an action or discussion can be better handled by a small group, it refers the matter either to a standing committee or an ad hoc committee
- At the Board's discretion, committees may include non-board members as advisors who have special expertise required by the committees to perform their duties. They do not vote and are not counted for committee quorum.
- All committees must report their recommendations for action to the Board for full approval

2.5 Liaison Representatives

At the first regular board meeting after the Annual General Meeting, the Board appoints representatives from amongst its trustees to act as liaisons to the following entities:

- Friends of the Kitimat Public Library
- Northwest Library Federation (NWLFF)
- BC Library Trustees Association (BCLTA)
- BC Library Association (BCLA)
- Association of BC Public Library Directors (ABCPLD)
- And such others as required from time to time

The liaison representatives will communicate to/from the Board and to/from the assigned entity. An alternate liaison representative may be appointed when needed.

3.0 Membership, Borrowing and Fees

3.1 Purpose and Statements

In accordance with the *Library Act*, on application and subject to the rules of the Kitimat Public Library Association, the following are eligible to become members (library card holders):

- residents in the locality for which the Association was formed
- residents in an area in which library service is provided by the Association by agreement

The Association will establish and maintain a strong working relationship with each of the following entities:

- District of Kitimat
- Haisla Nation

3.2 Policies and Procedures for Membership, Borrowing and Fees

The Kitimat Public Library Association shall consist of a duly qualified membership. Members will elect a Board of Trustees from amongst their membership. Members 18 years of age and over are eligible to vote at the Annual General Meeting and any special meetings of the Association.

Where practical, the Library will co-operate with other libraries, community agencies and organizations in meeting the needs of the community. Reciprocal agreements with other libraries are established and maintained where possible in order to augment the library's materials and services. The Library is a member of Northwest Library Federation which grants library privileges to any resident of the participating NWLF communities. The Library will try to avoid unnecessary duplication of materials and services readily available elsewhere in the community.

3.3 Membership

Membership in the Association is granted to a person who is a holder of a current Kitimat Public Library card and is:

- A taxpayer and/or resident in the District of Kitimat, or
- A resident of the Haisla Nation

Limitations of Membership in Association

Persons qualifying for a Kitimat Public Library card on the basis of holding a card from another NWLF library, a library with BC OneCard status or a temporary card holder will not be voting members of the Association and will not be permitted to hold an elected office on the Kitimat Public Library Board of Trustees.

Library Card Entitlement

Anyone applying for a Kitimat Public Library card must demonstrate evidence that he/she is:

- A taxpayer and/or resident of the District of Kitimat or of the Haisla Nation, or...
- A holder in good standing, of a valid NWLF member library card or a library with BC OneCard status, or...
- A payee for a temporary library card.

Preferred Personal Identification

- BC Driver's License
- BC ID
- Status Indian Card

- Permanent Resident Card
- Passport

If the identification does not have the current address, proof of residence can be shown using one of the following documents:

- Bank Statement
- Vehicle Registration
- Rental Agreement
- Utility Bill
- Personal mail with a current postmark, no older than a month.

Temporary Card

The temporary card fee is set by the Board and reviewed annually

Children's Card

- Children (15 years of age and younger) require parental permission and signature.
- The responsibility for all use of library collections, computers, programs, and services by a child rests with the child's parent or legal guardian.

Non-Resident Card

Those who cannot prove valid library membership from a BC Library, and those living outside the province can pay an annual, non-refundable fee of \$40 per family. The exception will be for camp workers, who will be charged \$20 annually.

BC OneCard

The Kitimat Public Library participates in the BC OneCard Program implemented by the Province of British Columbia. BC OneCard policies and guidelines are posted on the library's website and can also be found in the Appendix.

Kitimat Public Library's policy is to serve BC OneCard customers on the same basis as its local Library customers.

NWLF

NWLF is a co-operative federation of seven public libraries – Hazelton, Houston, Prince Rupert, Smithers, Stewart and Terrace. You may use one library card to borrow library materials anywhere in the NWLF system.

You are eligible if:

- You live in a community served by NWLF, or
- You have a valid library card from any NWLF library
- You register that card at any of the other NWLF libraries.

When you register you need one NWLF library card of your choice and identification that shows your current address. Library websites provide information on their membership process and normally list acceptable identification.

3.4 Borrowing Privileges

Valid library card holders may borrow materials for the stated loan period. Loan and renewal periods are set to provide reasonable and equitable access to library materials and to ensure the return of items. Borrowing privileges may be suspended if the patron has not returned overdue materials.

The number of items that may be borrowed by a patron at one time may be restricted where the size of and demand for a collection warrant it.

Holds may be placed on catalogued items which circulate and on items which are on order. To ensure that collection resources are shared equitably, there may be a limit (5) to the number of holds that each customer can have at one time.

3.5 Loan Limits

	<u>Kitimat/Haisla</u> per person/per family	<u>Other</u> (BC OneCard)
Games	2	0
Toys	2	0
Kids Packs	3	1
Juvenile Book/CD kits	3	1
Audiobooks/Playaways	3	3
Movies	DVDs 3/5 1 Season	3
Music	3	0
Seasonal Books	3	3
Same Subject/Series/Author	5	3
Total Loan Limit	15/20	5

3.6 Fines, Book Loss and Other Fees

The Library will not charge fines for overdue library materials.

The patron is responsible for the replacement cost of lost or damaged material checked out on their library card. Borrowing privileges may be suspended until costs are paid.

The Library may charge fees for services in accordance with the provisions of the Library Act.

A service charge will be levied for payments that do not clear, such as cheques marked 'Not Sufficient Funds'. The charge will be in the amount of any additional processing charges incurred by the Library.

Parents are responsible for activity on a child's card until the child is 16 years of age.

There is no charge for basic libraries services. Charges for other services for personal use are as follows:

- **Faxes:** \$0.25 per page
- **Photocopies/Printouts:** \$0.25 each (>50 pages)
\$0.20 each (<50 pages)
\$1.00 each for colour pages
- **Scanning:** \$0.25 per page
- **Lost Items (ILL):** As per the Lending Library's policy
- **ILL Items Not Picked Up:** \$2.00 per ILL item

- **Kids Packs:** Replacement costs vary by Pack
- **Book Drop:** \$1.00 per DVD, CD or Kids Pack found in the book drop
- **Card Replacement:** \$1.00 per card

Charges will be waived for the first 5 black and white pages of a work resume, per month and government forms (ex. Employment insurance, Welfare, Taxes, etc.)

If library materials are repeatedly damaged by a patron, a processing fee will be determined by the Library Director.

3.7 Interlibrary Loans, Reservations and Procedures

Specialized, out-of-print or other print items which are beyond the scope of the library's collection may be located for library patrons through interlibrary loan.

- The Library follows the practices outlined in the Interlibrary Loan Code for BC Public Libraries and the Interlibrary Loan policies in Canada.
- The Library does not allow interlibrary loan of items in high demand at the Kitimat Public Library, and items published within the past 3 months.
- Library patrons with a valid Kitimat Public Library card may request interlibrary loan for materials that are not in the library's collection.
- The Library does not charge for interlibrary loan service unless the lending library/institution requires a fee. Any fees will be charged to the patron.
- The Library does not levy charges for items requested by other libraries.
- Interlibrary loans lent to other libraries may be renewed providing the materials on loan are not currently in demand at the Kitimat Public Library.
- The Library will not loan out any books in our Reference or Special Collections.

3.8 Digital Subscriptions and Borrowing

Members must adhere to all copyright laws when borrowing digital materials.

Members are obligated to adhere to the licensing rules, policies and requirements of the program in which materials are being downloaded, such as Zinio and Overdrive.

4.0 Accessibility and Inclusion

4.1 Purpose and Statements

The Kitimat Public Library Association has adopted the Canadian Federation of Library Associations' [Statement on Diversity and Inclusion](#). The Accessibility and Inclusion Policy and Procedures are created to further clarify the Kitimat Public Library Association's position and support it in meeting its goal to provide excellent customer service to all patrons, including providing equal access to library programs, services, materials and facilities. The Kitimat Public Library Association has and will continue to create avenues to identify community needs and provide programs and services to meet the needs.

4.2 Policies and Procedures for Accessibility and Inclusion

Patrons with Disabilities and Barriers

The Kitimat Public Library Association acknowledges that an individual's disability may be mental or physical and may not always be outwardly identifiable. Individuals with barriers are those that do not have a disability but find limitations in the environment they are currently in, such as a language barrier.

The Kitimat Public Library Association will make reasonable efforts to establish, implement and monitor policies, services and practices to balance and integrate the needs of all patrons, including those with disabilities and barriers.

Where the Kitimat Public Library Association is unable to meet an individual's needs, they may:

- Partner with other agencies and institutions to provide programs and services.

Library staff, board trustees and library patrons are all expected to treat individuals with mutual respect and dignity. Within its capacity, the Kitimat Public Library Association will strive to provide an atmosphere that creates independence amongst all users.

Staff and board trustees will understand the Legislation relevant to this policy and procedures and the obligations of the Kitimat Public Library Association within them. The Kitimat Public Library Association encourages patrons to identify their specific needs in order for the library to make reasonable efforts to accommodate them.

Needs may be identified to any staff member. Staff members will enlist help from the Library Director if they are unable to accommodate the request(s). The Library Director will identify reasonable requests that they are unable to accommodate to the Board of Trustees or partner libraries for consideration and solution development.

The Kitimat Public Library Association recognizes that equitable access sometimes precludes separate or specialized services. These services will be offered to patrons within the context of dignity and full participation of persons with disabilities. Service animals are welcome in the Library. Patrons may be required to show documentation confirming the animal is a service animal. Without proper documentation removal of the animal from the Library may be requested. Service animals are expected to be supervised by their owners and kept in control at all times.

The Library welcomes persons with disabilities and their support people. Persons with disabilities and barriers may use personal assistive devices while accessing the library, unless there is a health and safety risk.

When procuring goods, services and facilities the Library will consider the needs of all patrons, including those with disabilities.

4.3 Library Diversity

The Kitimat Public Library Association encourages diversity in its staff, volunteers, patrons and board trustees. In order to achieve this, the Library will not tolerate unjust or prejudicial treatment of different categories of people, including on the grounds of race, age or gender, or orientation during the hiring process, the recruitment of volunteers and board trustees or against any individual wishing to become a member of the Library.

During planning and decision-making processes, the Kitimat Public Library Association will identify and consider all populations that may be patrons. The Kitimat Public Library Association will seek to understand the various needs and diversity of its various patron groups.

Where feasible, the Library will place emphasis on communicating directly with the various patron groups during planning processes to identify the various interests, needs and unique protocols to be considered.

The Library may consider creating and acquiring culturally specific materials and signage to assist staff and members. Patrons are free to express suggestions to all library staff without discrimination. Final decisions are made by the Library Director based on feasibility and need.

5.0 Policies and Procedures for Library Services

5.1 Purpose and Statements

The Kitimat Public Library is a vital part of the community and a welcoming gateway to ideas, knowledge and information for life-long learning and enjoyment.

The Library commits to these values:

- Excellence in Service** – be proactive and responsive to the needs of the community
- Community Engagement** - listen to the community through communication, consultation and public participation
- Literacy** – support all aspects of an individual's ability to learn and expand their knowledge
- Intellectual Freedom** - support expressions of knowledge, creativity and intellectual activity
- Accountability** - support responsible stewardship in all aspects of operation

The Library must ensure an orderly and safe environment is maintained for all patrons and staff within the Library. Patrons and staff must be able to use the Library as a place free of inappropriate behaviour. This commitment is consistent with the *Library Act* and other policies in this manual.

5.2 Copyright

The Library expects its patrons to conform to the provisions of the Canadian [Copyright Act](#) and the Public Library Copying License agreement with Access - the Canadian Copyright Licensing Agency (see Appendix). Notices warning about the risk of copyright infringement are posted at the public photocopier in the Library and near the computer workstations.

Disclaimer

The Library assumes no responsibility for patron's activities that constitute copyright infringement should they occur.

Staff compliance

Library staff will comply with the provisions of the Canadian *Copyright Act* and the Public Library Copying License agreement with Access - the Canadian Copyright Licensing Agency.

5.3 Opening Hours

Regular hours are posted on the front doors and on the website. The hours can change according to the seasons and required hours of the public.

The Library will be closed on public holidays as per the CUPE Collective Agreement Local 707.

5.4 Library Programming

The Library may offer a variety of programs. Programming is integral for the communication of educational, recreational and informational knowledge, ideas or experience.

The Library develops and presents programs to meet the needs and interests of the community that:

- Reflect the Mandate, Values and Strategic Priorities of the Library.
- Highlight and encourage the use of particular parts of the library's collection, resources, or services.
- Attract potential users to the Library and increase community awareness of and support for the Library.
- Encourage reading and literacy.
- Reduce social isolation

Programs organized by the Library are open to the public but, when necessary, numbers may be restricted, and registration required.

Programs may be conducted by staff members or appropriate speakers from outside the Library. Speakers do not usually receive a fee or expenses, but exceptions may be made with the approval of the Library Director.

5.5 Multipurpose Room

Use of the multipurpose room is available for any group. The maximum attendance of the room is 59 people. The multipurpose room is available during regular library hours and up to 30 minutes before closing.

The Library reserves the right to cancel reservations without warning. The Library reserves the right to refuse bookings.

Any damage to library property is the responsibility of the group using the room. Refreshments may be brought in but the group is responsible for clean-up and garbage collection. Groups can be charged a clean-up fee, at the discretion of the Library Director, if the room is not cleaned after an event.

There will be a fee for the room rental, however this fee can be waived as per the Library Director.

5.6 Book Drop

The book drop is provided for the convenience of patrons who may not be able to return borrowed materials during opening hours.

To prevent damage, designated materials should not be returned through the book drop. A fine can be imposed for any CDs, DVDs or Kid Packs placed in the book drop. Patrons are responsible for any damage to materials returned through the book drop.

Materials found in the book drop in the morning will be assumed that they were returned the day prior.

5.7 Stolen or Lost Property

The Library is not responsible for belongings or valuables left in the Library or removed from the Library without the owner's permission.

- Items of value may be reported to the RCMP.
- Cash found over \$50 will be reported to the RCMP; unclaimed cash under \$50 will go into the library's General Revenues.
- Other items may be kept for three months and will be disposed of if not claimed.

5.8 Special Closing of the Library

Special closing of the Library may occur in response to emergencies or other operational considerations of the Library at the discretion of the Library Director or designate. When time permits, the Library Director or designate will consult with the board Chair or designate prior to the closing.

At the discretion of the Library Director or designate:

- The Library may close during inclement weather if conditions prevent the operation of public transportation.
- Staff may leave early due to inclement weather if conditions will make their journey home difficult at the

end of their regularly scheduled shift.

- If a power outage occurs, the Library may be cleared immediately, and a notice posted on the front door stating that the Library is closed due to a power outage.
- If the outage persists, the Library may close for the day and staff will be sent home.

5.9 Conduct While on Library Premises

All patrons, members and staff are expected to act in a respectful and non-intrusive manner while on library premises.

The following actions may be considered unacceptable on library premises and as such the offender may be asked to discontinue the activity or remove themselves from the property:

- Failing to cooperate with staff or other patrons.
- Physical behaviour (running, jumping, pushing, etc.) or activity that may result in damage to library property and materials or harm to individuals.
- Consuming or being under the influence of alcohol or drugs.
- Smoking or vaping in non-designated areas.
- Unlawful activities.
- Sleeping or loitering for extended periods.
- Swearing, yelling or being verbally offensive.
- Disruptive noises, including excessively loud cell phone conversations and rings.
- Failing to wear appropriate clothing.
- Soliciting.
- Taking library materials offsite without authorization.
- Recording or photographing individuals or materials without consent.
- Causing or lending to a disruption which interferes with another patrons' ability to enjoy the library.
- Damage to library premises or materials by a patron may result in the library requesting compensation for cost-recovery to repair the damage for the future use and enjoyment of others.
- Strong or intrusive scents are not tolerated on library premises.

Patrons are required to use authorized entrances and exits except in case of an emergency. Patrons are not allowed in staff only areas

In the event of non-compliance with any of the above list, the police may be called for assistance.

5.10 Exam Invigilation

Exam invigilation is subject to qualified staff availability. The exam must not disrupt normal library activities.

It is the responsibility of the student to contact library staff directly to ask about available times. One-week advance notice is required to book an exam. An exam is not officially booked until the student and/or institution receives confirmation from library staff.

The institution issuing the exam must provide all information relevant to the exam one week before the exam date. The exam package must be sent from the issuing institution directly to the library staff via mail or email. The Library will not be liable for any missing documents related to the exam.

- The student must arrive within 15 minutes of the start of the exam.

- Library staff will monitor students during exams.
- Students must show ID prior to the start of the exam.
- The Library cannot invigilate online exams that need installation of special software or modification to library computers.
- Rescheduling of exams is subject to approval and availability.

The Library will charge a fee of \$25 per exam. The Library reserves the right to waive this fee at the Library Director's discretion.

5.11 Unattended Children

The behaviour of a child in the Library is the responsibility of the child's parent or legal guardian even when the child is unaccompanied. Enforcing a parent's or guardian's rules governing their child's behaviour in the library is the responsibility of the parent or guardian and must be in compliance with library policy 5.6 Conduct while on Library Premises.

Children under the age of 5 are required to have an adult/caregiver with them at all times while in the Library.

6.0 Material Acquisitions and Disposal

6.1 Purpose and Statements

The development of the Library collection is guided by the library's Mandate, Values, and Strategic Priorities and should reflect the needs of the community.

The selection and purchase of library materials is the responsibility of the Library Director. The selection of any item for the library's collection does not constitute endorsement of the content of the item by the Library.

The Kitimat Public Library Board endorses the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries and the British Columbia Library Association Statement of Intellectual Freedom.

6.2 Policies and Procedures for Material Acquisitions and Disposals

Formal educational materials

The Library does not provide specific curricular materials or textbooks as directly related to formal educational institutions.

Prohibited material

Library materials will not contravene the provisions of the *Criminal Code of Canada*.

A patron may register a written complaint regarding library material for review by the Library Director. After reviewing the matter, the Library Director will render a decision based upon library policy. If the matter cannot be satisfied at this level, the complaint may be referred to the Board and the patron will be notified of the board's decision.

6.3 Acquisitions

Selection criteria are developed by the Library Director to reflect the evolving needs and interests of the community.

6.4 Removal of Materials

In order to maintain a current, useful and relevant collection, dated materials or materials which are no longer useful in the light of the library's objectives will be systematically removed from the collection according to accepted professional practices.

Disposal

Usable materials discarded from the Library may be used for the in-library book sale, or offered for free to patrons.

6.5 Self-Published Authors

The Library receives numerous requests from out-of-area and local authors to add their books which they have self-published or published at their own expense.

Although this type of publishing is experiencing rapid growth, these books often may not meet the requirements outlined in the Materials Selection.

The Library wishes to support local authors while maintaining the standards outlined in its collections policies.

7.0 Computer and Internet Use

7.1 Purpose and Statements

In response to advances in technology and the changing needs of the community, the Library offers computer workstations for the public to access:

- Internet
- Library catalogue
- Personal library card account information and services
- Informational and educational databases
- Online computer courses

7.2 Policies for Computer and Internet Use

The Kitimat Public Library provides computers for patron use.

The Library will provide workshops and other training for the public as resources allow. Basic assistance in locating information on the Internet or in troubleshooting will be provided by library staff as time and staffing levels permit.

7.3 General

The Kitimat Public Library will not be held responsible for the content or accuracy of the information that is found on the internet.

The Kitimat Public Library will not require a patron to have a membership in order to utilize Wi-Fi, computer or internet services.

Certain copying or distribution of material found on the Internet may infringe on copyright or other intellectual property rights. Responsibility for such infringements lies with the user, not the Kitimat Public Library.

Kitimat Public Library reserves the right to terminate a connection or limit the time allowed without prior notice. Normally, each patron will be allowed sixty (60) minutes of use on a computer terminal. Kitimat Public Library computers are provided on a first come first served basis.

Kitimat Public Library is not responsible for any loss of data or documentation resulting from this automation. Patrons are advised to save data to a portable device or in online data storage accounts.

Failure of users to comply with this policy may result in a loss of Wi-Fi, computer use or library privileges.

7.4 Security and Appropriate Use

The Library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. The Internet may contain inaccurate material or material of a controversial nature. The Library does not censor access to material nor protect users from inaccurate or offensive information.

The Library does not censor internet content however users are required to respect other library patrons and staff and filter their own content appropriately:

- Use of library computers, internet or Wi-Fi implies acceptance of all rules as well as all related policies and procedures.

- Failure to abide by these rules can result in being dismissed from a workstation.

Patrons may be asked to leave the Library, have computer use privileges and/or general library privileges suspended or cancelled for due cause. They also may be prosecuted and/or financially liable for:

- Misusing or damaging a computer or other equipment.
- Reprogramming a library computer.
- Tampering with equipment or software.
- Using the Internet for illegal purposes (as determined by the Library Director or designate).

Patrons are subject to federal, provincial and municipal legislation. Utilizing Kitimat Public Library computers, Internet or Wi-Fi for illegal purposes is strictly prohibited:

- Illegal use will be reported in writing to the Library Director and if deemed necessary, the RCMP.
- The patron may be banned from computer, internet and Wi-Fi use in the Library for a defined period or an indefinite period, as determined by the Library Director, depending on the type and number of infractions.

A library staff member may intervene with computer or Wi-Fi use should they be notified that a patron is conducting illegal activity or viewing materials inappropriate for a public space. Staff may restrict or discontinue the use of a patron's hardware or portable device if they suspect the connection is causing library computers or network to crash or freeze.

Hardware and software must only be added, removed or altered by authorized library staff. Materials containing computer and internet security threats must not be spread through library computers or Wi-Fi. Patrons are responsible for damages from such harms.

The Library is not responsible for any viruses, worms, Trojan horses or other harmful components that a patron may encounter and receive damage from, while utilizing the library computers or Wi-Fi. The Library is not responsible for the security and confidentiality of any transactions, including financial transactions. Spamming or phishing from library computers or Wi-Fi is prohibited. The Library is not responsible for any damage to CDs, DVDs, memory sticks, external hard drives or other such items that a patron has connected to a library computer.

Patrons must log-out of all accounts once they have completed their session. The Library is not responsible for accounts left open by patrons. Patrons must not intentionally violate the privacy of another library patron. The Library is not responsible for any fees incurred by the patron's internet or Wi-Fi use.

Patrons are required to abide by all Kitimat Public Library policies and procedures and at no time is it acceptable to use library computers or Wi-Fi to:

- Post or share personal insults or to harass individuals or businesses.
- Troll or spread offensive content or images that are not suitable for all ages, including racial or religious slurs, sexually offensive material, information related to illegal activities, or defamatory, indecent, misleading or unlawful content.
- Spam, phish or solicit illegal funds from businesses or individuals.
- Share copyrighted images, programs, music or other materials that they do not own the rights for.
- View or distribute material that is fraudulent, harassing, sexually explicit, profane, obscene, intimidating, defamatory or unlawful.

Patron history, saved files, documents and changed settings are deleted at the end of day when the patron computers are automatically restarted.

7.5 Public Computer Use by Children

All children, regardless of age, may use the library's public computers and must comply with all policies of the Library.

It is the responsibility of parents and guardians to limit their children's use of library computers and enforce those limits if they wish. The Library assumes that all children who use library computers have their parent's or guardian's permission, if required.

Parents and legal guardians are solely responsible for how their children use computers at the Library even when their children are unaccompanied.

8.0 Communications - Public Relations, Website, Social Media

8.1 Purpose and Statements

The Kitimat Public Library is proactive in regard to public relations and believes in the critical importance of communication, advocacy and dialogue with the community it serves.

The Kitimat Public Library utilizes its website and social media to promote the Library, educate library users on library resources, activities and to allow members to access digital information in the Library and remotely. This policy sets out how Kitimat Public Library will use online and social media channels to address service objectives in a manner that is consistent with the Library's mission, vision and service values. The Communications Policy will:

- Foster the effective and efficient use of online and social media to support excellence in customer service.
- Outline expectations for members of the public, staff, and authorized external contributors for participation in online and social media channels.
- Minimize risks by setting out guidelines for use and participation.
- Set out requirements and provide guidance for content, roles, responsibilities, legal obligations for contributors and a risk management strategy for the Library.

8.2 Public Relations

Goals are to gain input from patrons and the community, to extend public knowledge and understanding of the library's strategic objectives, projects, and programs. The Library believes in the value of timely, transparent communications. Communications should be, ongoing as appropriate and necessary, and opportunities should be capitalized on to further advance the library's goals. Communications and public relations initiatives must be coordinated for consistency of message and clarity of communication.

Library Spokespersons

The Board Chair or designate is the only public and media spokesperson for the Board of Trustees and the Kitimat Public Library Association. The Library Director or designate is the only public and media spokesperson for programs, services and all matters related to the day-to-day operations of the Library.

8.3 Policies and Procedures for Kitimat Public Library Association Website

The Kitimat Public Library Association will maintain a [Website Privacy Policy](#) available to all viewers to of the site. Viewers have the responsibility to review the [Website Privacy Policy](#) and have implied consent if using the library website.

The Library may collect information around what individual library webpages are accessed and the length of the visit per page. If the library website viewer has accessed the webpage via another webpage, this linkage may be tracked.

Kitimat Public Library Association policies and procedures do not apply to third party websites. The Library does not endorse any third-party websites that link out to or any effects that results of clicking on a third-party website from the library's website

8.4 Policies and Procedures for Kitimat Public Library Social Media Use

The Kitimat Public Library maintains information about the library on social media. The Library Director designates those responsible for the maintenance of and monitoring of the library social media sites. Principles of integrity,

respect, and honesty should be applied to all those posting on library social media. Social media users in the Library must respect privacy and copyright laws.

The Library is not responsible for third party postings or information shared through social media.

8.5 Posters, Free Material and Community Information Materials

This policy is in conformance with the Canadian Federation of Library Association's Statement on Intellectual Freedom and does not imply the approval or endorsement of any of the material distributed. The library provides access to information about community activities and events. Limiting the distribution of material will be based on practical issues of space/time and not on the philosophy or content of the material, other than outlined in this policy.

Material NOT Acceptable for posting or distribution includes:

- Advertising or endorsements of private or corporate business whose main purpose is profit.
- Material so large in size as to exclude posting of other items.
- Material which omits essential information such as date, time, place, or fee.
- Materials which would violate the BC Human Rights Code and other legislation.

9.0 Access to Information and Protection of Privacy

9.1 Purpose and Statements

The Library is committed to protecting each person's privacy.

9.2 Policies and Procedures for Access to Information and Protection of Privacy

Day to day processes and procedures will be as set out in the document Protection of Privacy for British Columbia Public Libraries – Freedom of Information and Protection of Privacy Act -[RSBC 1996] chapter 165.

The Board designates the Library Director as the Freedom of Information/Privacy Officer. The Privacy Officer is responsible for training staff, communicating privacy policies to patrons, compliance, and for security of private information collected.

Contact information for the library's Privacy Officer is:

Library Director - Kitimat Public Library

940 Wakashan Ave

Kitimat, BC V8C 2G3

250-632-8985

Email: ask@kitimatlibrary.ca

Children have the same rights as adults with respect to their Personal Information under *Freedom of Information and Protection of Privacy Act* (FIPPA). Where a child is "incapable" of exercising his/her right to access, correct or consent to the disclosure of their personal information, the child's parent/guardian may do so on the child's behalf. The Library assumes that children of twelve (12) years and older are generally capable of exercising their own rights. However, the Library will honour the request of a child or parent/guardian wherein they do not believe the guideline age is appropriate in their circumstances.

The Library maintains a website and will endeavour to protect the privacy of all its patrons online in the same way as in all other mediums. Any personal information collected, used or disclosed is in accordance with FIPPA and other relevant legislation as are processes and procedures regarding such things as web forms and email. Personal information will be secure when within the library's system and control of same.

The Library does not sell or rent personal information. Personal information is disclosed only in accordance with FIPPA or as required by law.

10.0 Human Resources

10.1 Purpose and Statements

The Kitimat Public Library Association values its employees and volunteers.

10.2 Policies and Procedures

All staff and personnel matters related to items covered in the Collective Agreement with CUPE Local 707 will be dealt with under the provisions of the Collective Agreement. Other matters of staff and personnel will be covered in the Policy & Procedures Manual.

Definitions established in the Collective Agreement will be agreed to and respected by the Board.

10.3 Duties of the Library Director

Reporting to the Library Board, the Library Director is responsible for the operational and financial management of the Kitimat Public Library Association and for advancing the library's strategic direction in a manner that reflects the organization's mission, vision and values. The Library Director serves as secretary to the Board in accordance with the Library Act.

The Library Director sits at the Board table to offer information and professional opinion/advice regarding issues before the Board. The Library Director has no vote.

The Board may from time-to-time delegate specific authority to the Library Director. The Library Director may delegate tasks to qualified library staff members.

10.4 Employee Code of Conduct

Below is a list of standards for workplace behaviour for all staff and management. All employees will:

- Act with reasonable care, integrity, and diligence in the performance of their duties and responsibilities.
- Establish a working relationship with other employees that recognizes and respects the diversity of opinions.
- Respect and use information obtained in the course of duties in a careful and lawful manner.
- Provide courteous, competent, and responsive service to Library patrons and other employees.
- Respect other employees' personal privacy, work areas and property.
- Not bring weapons of any kind or any instrument designed to look like a weapon into the workplace.
- Not harass, threaten, intimidate, bully or make malicious comments to others.
- Not perform job duties and responsibilities while under the influence of alcohol or recreational drugs.
- Adhere to Library policies and procedures.

10.5 Employee Dress Code

The dress code is Business Casual for all staff and management, in order to provide a safe, comfortable and professional looking workplace for everyone.

All skirts, dresses, capris and dress shorts should be knee-length. Closed toed shoes like running shoes and flats are acceptable. Jeans and dress pants are accepted, as long as there are no rips or fading. Leggings/jeggings are only to be worn with a shirt or tunic that covers to mid-thigh.

No sweatpants or hoodies are allowed to be worn. No clothing with writing or graphics. Scented products are

restricted (ex. Perfumes, hairspray, body spray, deodorant, creams and soaps).

10.6 Criminal Record Check

All new employees are required to undergo a criminal record check under the *Criminal Records Review Program (CRRP)* and successfully pass as a condition of their employment. Their employment will not be official until the Library receives clearance from the Ministry of Justice. All staff are required to have a CRRP criminal record check every four years.

The Board shall determine the relevancy of a confirmed criminal record and reserve the right to subsequently deny the individual work within the Library.

Any cost will be absorbed by the Kitimat Library.

10.7 Operating Motor Vehicles

When on Kitimat Library business, all employees are expected to operate motor vehicles in a safe and legal manner.

Any traffic violations that are incurred by an employee are the responsibility of said employee.

10.8 Building Security

Library keys are signed out to staff members and cleaning personnel by the Library Director or designated staff. Keys are to be signed back in upon termination, expiration of contract or retirement of the key holder

Library keys are for the exclusive use of the person for whom they are signed out to. All exceptions to this rule must be cleared by the Library Director or designated staff, prior to the key being loaned out.

10.9 Contagious Ailments or Infectious Diseases

A contagious/infectious disease is one that is transmitted from person to person. It may be spread through droplets when a person coughs or sneezes and from touching a contaminated surface before touching their face. Examples include, but are not limited to, COVID-19, Norovirus, Pink Eye and seasonal Influenza.

Patrons with signs of communicable ailments will be asked by a staff member to leave and not return until all signs and symptoms are resolved.

Staff are not to come to work when ill, see Collective Agreement, Article 22 for details. If a staff member becomes ill while at work, they are to report this to the Library Director and are asked to isolate until they are able to leave.

In the event of an elevated community transmission, the Library will follow the guidelines of Northern Health, the BC Center for Disease Control or a Public Health Officer (PHO).

Details about any changes to access the Library and its services will be posted on the Library website and social media pages in a timely fashion. Signs will be posted on the front doors as well.

11.0 Safety

11.1 Purpose and Statements

The Kitimat Public Library Association values its employees and patrons. In order to ensure maximum enjoyment for all those using library resources, the Library Association has developed the Safety Policy and Procedures to complement existing statutory requirements.

11.2 Policies and Procedures for a Respectful, Safe, and Harassment Free Library

The Kitimat Public Library seeks to provide a warm and welcoming environment to all patrons, an inviting and safe place that encourages discovery and connection. Patrons will be treated equally and with respect and will, in turn, treat others in the same way in compliance with library policies.

The Board of Trustees anticipates remedies for infractions of the Code of Conduct to be applied with discretion, with minimum enforcement to get the needed compliance. Remedies may begin with a simple courteous request.

The Library Director and designated staff will need to determine remedies on a case-by-case basis inclusive of calling the RCMP, removal from the Library for a period of time, suspension of library privileges, exclusion/expulsion from the Library, and/or such remedies as may be deemed appropriate.

Incident reports documenting infractions of the Code of Conduct must be made and filed with the Library Director. If future actions are required, the reported documentation will be available to the offender, the Kitimat Public Library Board and relevant authorities.

Appeals regarding suspension of privileges or expulsion from the Library should be directed in writing to the Library Director. The Library Director will adjudicate each appeal on an individual case basis. If the matter cannot be resolved, the matter may be referred to the Board for review.

11.3 Harassment and Bullying

The Kitimat Public Library Association recognizes the legal obligation to provide an environment that is free of harassment on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, gender identity and expression, and record of offenses unrelated to employment, as defined in the *Human Rights Code [RSBC 1996] Chapter 210*. The responsibility to create an environment based on mutual respect, cooperation, and understanding is shared by all employees, regardless of position, and by the Kitimat Public Library Association Board.

Purpose

The purpose of this policy is to emphasize the commitment of the Kitimat Public Library Association Board to the prevention of harassment and other behavior which is contrary to the *British Columbia Human Rights Code*. The Association commits to maintaining standards of conduct and implementing a reporting, investigation and resolution procedure in the event of a complaint of harassment.

Responsibility

Harassment is inappropriate and will not be tolerated. All individuals are responsible for conducting themselves in a manner that is polite, respectful and considerate of others. This applies to all business and related interactions between board members, employees, and members of the public.

Failure to comply with the terms of this policy is grounds for discipline, including removal from the Library or dismissal.

Other Remedies

This policy is in addition to and not in substitution for rights all individuals have under the *British Columbia Human Rights Code*. In addition, employees of the Kitimat Public Library Association who are members of the bargaining unit may access the grievance procedure.

Definitions

An action or behaviour may constitute harassment if it is reasonably perceived by the recipient as harassment, regardless of the intention of the initiator. Harassment is any verbal or physical conduct by a person who knows or ought to reasonably know that the conduct is unwelcome to the recipient(s).

It can be a single incident or a repeated series of incidents, having the effect of:

- Causing intimidation, offence or humiliation to any employee or patron.
- Undermining the employment relationship, or
- On reasonable grounds, being perceived as placing an improper condition on employment.

Harassment can include, although it is not limited to, the following actions and/or behaviours conducted in person, by phone, voice mail, text, email, fax, social media or any other form of communication:

- Verbal or physical abuse
- Derogatory remarks
- Written or visual materials or degrading pictures
- Unwelcome or persistent invitations or requests
- Sexual harassment
- Innuendoes or taunts
- Unnecessary physical contact
- Threats, bullying, coercion
- Malicious gestures or actions
- Leering; physical assault
- Intimidation
- Practical jokes
- Or refusal to converse or work with an individual because of their background, age, disability or gender.

Sexual harassment is a particular type of harassment. Sexual harassment can include, although it is not limited to, the following actions and/or behaviours:

- Sexual advances or attention such as remarks about appearance, conduct or personal life
- Offensive or pornographic pictures, objects or written material
- Expression of hatred or contempt by one gender of the other
- Requests for sexual favours
- Persistent unwelcome invitations
- Or other conduct, comment, gesture or unwelcome behaviour of a sexual nature that is likely to cause offense or humiliation

Harassment, including sexual harassment, may take place at work or away from work where there is a sufficient link between the conduct or comment complained of and the operation of the workplace. This also includes harassment by any employee, patron, or board member which has the effect of “poisoning” the work environment. It arises when words or conduct create an unpleasant or objectionable work environment for others in the workplace. It is essential that employees not feel subject to reprisals as a

result of being harassed.

Conditions of employment that are improper could include but are not limited to any conduct or comment made by a superior or a person in a position of authority, which:

- Is accompanied by a reward, or the express or implied promise of a reward, for compliance.
- Is accompanied by reprisal, or an express or implied threat of reprisal, for refusal to comply.
- Is accompanied by the actual denial or threat of denial of opportunity for refusal to comply.
- Or has the effect of creating an intimidating, hostile, or offensive work environment.

Comment or conduct which is part of the exercise, in good faith, of managerial/supervisory rights and responsibilities is not harassment.

The term 'harassment' is not meant to apply to social relationships between individuals based on mutual consent. Individuals' conduct and comments should reflect mutual respect and accepted standards of conduct in the Library and offsite programming.

11.4 Staff Responsibilities for Safety

- To identify workplace safety issues and present them in a timely manner to the Library Director.
- To report workplace incidents, hazards or injuries immediately.
- To ensure the safety of patrons and fellow staff while on-site of the Kitimat Public Library or while participating in library related functions.
- To know the location of first aid supplies, emergency exits and evacuation procedures.
- To remove themselves from dangerous or unsafe situations and immediately contact the responsible authority to assist.
- To conduct themselves in a respectful manner, keeping the Library safe from bullying and harassment.

11.5 Board Responsibilities for Safety

- To allocate adequate resources and training to ensure a respectful safe workplace.
- To ensure that incident investigations are carried out and the results reported to the Board and, when required, to the appropriate authorities, in a timely manner to support the Library Director.
- In designing and implementing changes where an investigation has indicated the need.
- To focus on injury prevention.
- To ensure that a minimum of two employees will be on Kitimat Public Library premises during operating hours.
- To fully consider all reports of safety issues.

11.6 Occupational Health and Safety (OHS)

The Board recognizes the need for "health and safety" regarding our employees and patrons to be important. The Board recognizes WorkSafe BC and its regulations and information. Occupational Health and Safety issues will be dealt with through the collective agreement.

11.7 Safety Protocols on Library Premises

The Library Director is responsible to provide direction at their discretion during emergencies. Should the Library Director not be on the premises, the designated employee in charge fulfills the Library Director role.

Incident reports should be filled out for non-threatening and threatening emergencies. Threatening emergencies

require immediate action with incident reports filed within twenty- four (24) hours. Non-threatening emergencies should be tended to and reports filed within forty-eight (48) hours. Incidents or issues with the building should be reported to the Library Director immediately, who will notify the landlord, the District of Kitimat.

Patrons conducting themselves in a manner that is dangerous to themselves or other individuals shall be asked to leave the Library by the staff member in charge. Should the individual refuse to leave or become threatening, or if there is an immediate threat of harm or danger, staff can contact the RCMP and must report the incident as soon as possible to the Library Director or their designate. The Library Director or their designate of the Kitimat Public Library has the discretion to ask that a patron remove themselves from the premises and determine if/when the patron is welcome to return

The Library Director or designate should have a second staff member present when dealing with the patron. The Library Director or designate must state clearly why the patron is being asked to leave. The Library Director or designate will indicate the duration of the expulsion from the Library.

Expulsions exceeding one week are made at the discretion of the Library Director or designate. Should the patron disagree with the expulsion, they can contact the Kitimat Public Library Board in writing for reconsideration.

11.8 Hazardous Materials and Objects

It is acknowledged that not all hazardous materials and objects can be removed from Kitimat Public Library premises. Individuals must make best efforts to be aware of and minimize risk of hazardous materials and limit chances of individual interaction with them.

Workplace Hazardous Materials Information System (WHMIS) principles will be applied and Material Safety Data Sheets (MSDS) posted when necessary.

If a suspicious package or object is identified, staff must contact the RCMP. Staff must exercise caution and follow evacuation procedures.

11.9 Evacuation of Library Premises

If an evacuation of the Library is required, patrons are requested to follow staff direction. Staff will direct patrons to the nearest appropriate exit and will ensure that no patrons or staff remain on the premises as per Evacuation Procedures. Staff and patrons can view evacuation maps posted in the Library. All staff on premises are requested to gather at the designated muster point (Pyramid Printer's parking lot). To ensure all staff are accounted for, no one is to leave the muster point until permitted.

11.10 First Aid and Emergencies

Patrons are responsible for their own safety while on Kitimat Public Library premises. In the event of a medical emergency, staff are directed to call 911.

All Kitimat Public Library Association staff will have First Aid Level 1 and have a First Aid kit available. If a First Aid incident occurs, staff will fill out an incident form.

11.11 Posting of Safety Materials

Locations of postings include the public areas of the Library and beside the staffroom. Staff will have a list of emergency contacts.

11.12 Requests for Voluntary Assistance by Law Enforcement

Requests for information, documents or video surveillance by law enforcement should be directed to the Library Director or designated staff. In all cases, the officer's identification should be recorded from an identity card. If possible, an additional staff member should be present during the interview with the officer.

If a request is made for voluntary assistance or a warrantless search, staff are to explain that information, documents or video surveillance about Library users and staff are not made available to law enforcement agencies unless a proper court order in good form has been presented to the Library. Local law enforcement does not have the authority to compel cooperation with an investigation or require answers to questions other than the name and address of the person speaking to the officer. If the officer persists, staff are to explain that, in conformity with professional ethics, they will not respond to informal requests for confidential information in the absence of a court order.

If an officer employs force to take possession of Library records or other Library property, staff are not to obstruct the search in any way. They are to submit an incident report to the Library Director the day of the occurrence.

11.13 Video Surveillance

Video surveillance at the Library must be used in compliance with BC's Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection Act (PIPA). The Library Director has the overall responsibility for administration of this policy including any requests related to records that the Library collects via its surveillance system.

A log must be maintained for the operation of the system, showing the dates and times of operation, the location and field of view of the cameras, and the position titles of those that have access to the information.

Privacy and Transparency

The Library will exercise a high degree of care when using video surveillance systems in order to protect privacy rights. As a general rule, FIPPA requires the Library to notify individuals when their personal information may be collected.

The public is notified of the existence of video surveillance with prominently displayed signage at the entrance of the Library. Cameras will be easily visible to the public.

Collection of Personal Information

A surveillance system that collects or may collect personal information may be used only when it is directly related to and necessary for a Library program or activity, such as maintaining the safety or security of individuals, assets or property or to maintain public safety. This means that no less intrusive method can reasonably meet the requirements of the program or activity.

If the original purpose for which a surveillance system was approved is no longer applicable or the system no longer meets the above criteria, it must be discontinued.

Installation and Placement

Installation and placement of cameras must minimize any potential invasion of privacy. In particular, the following considerations must guide the installation and placement of video monitoring equipment:

- Cameras must be installed in such a way that they only monitor those areas that have been identified as requiring video monitoring.
- Adjustment of camera positions and field of view must be restricted, if possible, to ensure only designated areas are being monitored.

- Video monitoring must be restricted to those time periods when the system is serving its intended purpose, as set out in the Privacy Impact Assessment.
- Where operationally feasible, access to areas in which video systems may be monitored must be restricted to authorized employees.

Use and Disclosure

Information recorded by a surveillance system may only be used or disclosed for the purpose for which it was collected or as otherwise authorized by law. Access requests must be directed to the Library Director who may authorize disclosure of information recorded by the video surveillance system. In order to enable a proper audit trail, logs must be kept of any such instance of disclosure. The Library will not disclose personal information to third parties except in accordance with PIPA and FIPPA.

FIPPA recognizes that there are occasional circumstances where a disclosure of personal information to third parties is in accordance with an enactment of British Columbia, other than FIPPA, that authorizes or requires its disclosure and that is necessary for the protection of the health or safety of an employee or a member of the public. Unauthorized access to, use of, or disclosure of information from a surveillance system that collects personal information is a breach of this policy.

Surveillance System Procedures

Video recordings are automatically erased on or around day 36 for exterior building footage and on or around day 15 when both the interior and exterior are recorded, unless:

- The recorded information reveals an incident that contains personal information about an individual and the Library uses this information to make a decision that directly affects the individual, in which case the CCTV records must be retained for one year after the decision is made in accordance with the FIPPA;
- A request is made by the Kitimat Police Department to preserve the recorded information on the basis that the recorded information is relevant to contemplated or current litigation, in which case the surveillance records must be retained until:
 - 10 days after the expiry of the applicable limitation period for the commencement of a legal action, where a legal action is contemplated but no legal action is commenced
 - 10 days after the expiry of the applicable appeal period, where a legal action has been commenced, the matter has been adjudicated upon by the Court or an administrative tribunal, and no appeal has been filed
 - 10 days after the settlement or other resolution of the litigation

Breach of Policy

Complaints about breach of this Policy must be made to the Library Director who will carry out an investigation. After the investigation, the Library Director will prepare a written report and determine the course of action.

Non-Compliance Consequences

Consequences flowing from a contravention of this Policy will be determined on a case-by-case basis, taking into account the relevant circumstances. However, in general Library employees who contravene this Policy may be subject to discipline up to and including termination of employment.

Contractors performing work or providing services on behalf of the Library who contravene this policy may be subject to termination of their contract.

Breach of this policy or of any procedure created pursuant to it by any person may result in legal proceedings, including criminal prosecution.

12.0 Risk Management

12.1 Purpose and Statements

Kitimat Public Library Board together with the Library Director will develop and maintain a systematic process to identify, analyze and quantify the risks of human, physical and financial loss in order to preserve the assets of the Library by selecting the most appropriate method of managing risks through avoidance, elimination, prevention, reduction, mitigation or transfer of the risk to others, or through the purchase of insurance.

Preservation of the library's assets and resources and the safety of any persons who may directly or indirectly be affected by the library's operations is the responsibility of all library staff members.

12.5 Policies and Procedures

The Library Board will:

- Determine the acceptable risk or level of exposure for the Library within the context of a shared facility.
- Monitor the management of risks, annually review the institution's approach to risk management and approve changes or improvements based on best practices to key elements of its processes and procedures.

The Library Director will establish a risk management plan and procedures in order to:

- Identify methods by which risks can be avoided, eliminated, prevented, reduced, mitigated, transferred or insured determine the appropriate level of exposure for Kitimat Public Library.
- Approve major decisions affecting the institution's risk profile or exposure.
- Monitor the management of risks annually, review the institution's approach to risk management and approve changes or improvements based on best practices.
- Implement policies on risk management.
- Identify and evaluate the risks faced by the Library for consideration by the Board.
- Actively manage identified risks, create a risk management culture and report issues in a timely basis to the Board.
- Make use of external consultants when it is deemed necessary.
- Will promptly report all serious risk issues to the Kitimat Public Library Board.
- Will insure the library's assets through selected insurers and will implement site insurance with the District of Kitimat as required.

13.0 Finance

13.1 Purpose and Statements

The Board shall secure adequate funding to provide library programs and services within the library's service area.

All monies collected or received from government funding bodies and through library operations are incorporated into the general revenue fund of the Library, unless otherwise designated.

13.2 General Financial Practices

The fiscal year shall start January 1 and end December 31. Unless otherwise directed by the Board, monies remaining in the budget at the end of the fiscal year are carried over to the following year for use by the Library. All accounts shall be subject to a financial review at the end of the fiscal year

The Board shall appoint a financial review agency at the Annual General Meeting.

The Library will ensure compliance with Provincial Requirements and the submission of the annual financial statements as per the *Library Act*.

Cheque-signing parameters

All cheques shall require two signatures:

- Cheques can be signed by the Library Director and designated trustee.
- Cheques can be signed by two designated trustees.

13.3 Expenditures

Purchasing decisions are made on the basis of price, quality, and availability of the goods and services, with consideration given to local services and products.

Expenditure approval

Exceptional expenditures not provided for in the budget require the recommendation of the Library Director and the approval of the Board.

General expenditures

- Expenditures up to \$500 must be approved by the Library Director or designated senior staff.
- Expenditures of \$500 to \$5,000 must be approved by the Library Director.
- Expenditures of \$5,000 or more must be approved by the Library Director and the Board.

Expense reimbursement

Employees, trustees and volunteers will be reimbursed for reasonable expenses incurred in conducting library business.

- Travel expenditures up to \$1,000 for any one individual must be approved by the Library Director or their designate.
- Travel expenditures of \$1,000 or more for any one individual must be approved by the Library Director or their designate together with a resolution from the Board.

13.4 Building and Hardware Acquisitions, Maintenance and Disposition

The Library may dispose of library materials, equipment and furniture which are no longer required or appropriate for library use. Library materials, equipment or furniture with little or no value, or with no recognizable market, may be disposed of at the discretion of the Library Director.

14.0 Fundraising and Community Support

14.1 Purpose and Statements

The Library adopts and strives to achieve the best practice donor guidelines as outlined by the Association of Fundraising Professionals Donor Bill of Rights (see Appendix).

The Library encourages gifts which enable it to fulfill its goals and strategic priorities. Gifts may be sought from individuals, organizations, corporations and foundations. This policy establishes the acceptable parameters for solicitation and acceptance of gifts, including tangible and intangible, recognition and stewardship, fundraising, sponsorship and naming opportunities.

14.2 Policies and Procedures for Fundraising and Community Support

The Kitimat Library is responsible for all tax receipts issued under its name and number and must account for the corresponding donations. All records relating to donations and or gifts are confidential and tax receipts will be issued by the Library Director.

In accordance with Canada Revenue Agency (CRA) regulations, under no circumstances will the Kitimat Library lend its registration number to another organization for receipting purposes.

When receiving gifts, the Library will determine whether a gift has been made and if it qualifies for an official donation receipt under the Canada Revenue Agency guidelines. This includes but is not exclusive to: pledges, gift certificates, services and sponsorship funds.

According to the Canada Revenue Agency, "A registered charity is not permitted to issue an official donation receipt for a gift of service. At law, a gift is a voluntary transfer of property. Gifts of services (donated time, skills, or efforts) provided to a charity are not property, and therefore do not qualify as gifts for the purposes of issuing official donation receipts."

For in-kind donations the Library must determine the fair market value (FMV) which, according to the Canada Revenue Agency, "is normally the highest price, expressed in dollars, that property would bring in an open and unrestricted market, between a willing buyer and willing seller who are both knowledgeable, informed and prudent, and who are acting independently of each other." The Library can use such gifts in kind as match funding for grant submissions.

The Library acknowledges all donations in an appropriate and timely manner and records all donations..

The Library Board may raise money for any specific purposes that will enhance library services to the public. However:

- The Library does not participate in partisan politics.
- The Library will not allow its "in-library" customers to be canvassed or petitioned by individuals or outside organizations

The Board will authorize any fundraising program and will determine who will solicit donations. Fundraising activities may be used for facility improvements, equipment purchases, additions to the collection or for other purposes that cannot be achieved through other sources of library funding. The Board will make every effort to make certain that a minimum of money raised is spent on fundraising expenses.

Any research information on potential donors will be limited to that needed for donor cultivation and solicitation and will respect the individual's right to privacy.

All records on donors will be held confidentially.

14.3 Donated Materials and Gifts

All gifts and donations become the property of the Library. The Library encourages donors to place as few restrictions as possible on the funds in order to permit the most flexible use of the donation for the enrichment of the Library.

Donations that have conditions attached to them may require board approval before they may be accepted. The Board will make every effort to use designated gifts and donations for the stated purpose.

All gifts or donations which are not specifically designated by the donor may be used for programs and collections.

Donations of funds for the purchase of appropriate library resources may be accepted for materials in accordance with the library's donations and collections policies, being mindful of space limitations and current requirements.

Books and other library materials are generally accepted by the Library. The donation becomes the exclusive property of the Library. No tax receipt will be provided.

Due to space constraints, the Library is generally unable to accept material items. However appropriate gifts that support library fundraising opportunities may be accepted. Potential donors should leave contact information with library staff to be forwarded to the Library Director.

The Library shall maintain its charitable organization status and will issue tax receipts for cash or in-kind donations in accordance with federal regulations. Official tax receipts may be issued for donations of \$20 or more and will be signed by the Library Director or designated staff.

14.4 Participation in Community Fundraisers

The Library appreciates the fundraising efforts of other organizations. However, it will not collect money for other organizations on library premises, with the exception of the Royal Canadian Legion's annual Poppy Campaign. Organizations may post notices about their fundraising campaigns on the library bulletin board in accordance with the library's policies governing use of its bulletin boards.

Appendix

BC Public Libraries Interlibrary Loan Code

Libraries in British Columbia co-operate with one another to share library resources. Each year, British Columbia's

public library users borrow over 100,000 books from libraries outside of their communities.

The Interlibrary Loan Program of Libraries and Literacy supports province-wide public library interlibrary loan by co-funding the software (OutLook Online) with BC ELN for post secondary libraries, providing guidance for public libraries on ILL policies, and supporting and connecting the network of ILL staff. Updates in 2013 to the code were only to branch and Ministry names.

Introduction

The Interlibrary Loan Code for British Columbia Public Libraries exists to:

- provide a policy statement on interlibrary loan service;
- establish administrative guidelines and performance expectations for borrowing and lending libraries.

Interlibrary loan is defined as a transaction in which library materials, or a copy of library materials, is made available from one library to another upon request.

Policies:

Borrowing

Interlibrary loan is a basic library service available to all library users. Libraries are expected to make users aware of the availability of materials from other libraries and publish a statement of its borrowing policies. Library boards' policy on borrowing should specify the number of items that may be requested at one time.

Lending

To be full participants in an interlibrary loan network, a library must make its collection available to other institutions. The decision to lend material is always at the discretion of the lending library. Libraries' policy statements on interlibrary lending should stipulate the following:

- materials which are not available for loan;
- loan period for interlibrary loans;
- renewal period and policy;
- whether or not items currently in use may be reserved for interlibrary loan requests;
- charges for lost or damaged items;
- situations where special shipping arrangements or insurance may be required.

Types of Materials Not Available Through Interlibrary Loan

Libraries may lend any item from their collections, but the following types of material are not usually available through interlibrary loan:

Reference works: Reference books that are non-circulating are not likely to be available through interlibrary loan. However, photocopies of specified small portions of reference books, as permissible under the *Copyright Act*, may be requested.

Genealogical materials: Although genealogical source materials are not generally available through interlibrary loan, microfilm copies may be available. Requests should indicate specifically if microfilm is acceptable.

Periodicals and serials: Complete issues and bound volumes of periodicals are generally not available. Photocopies of articles or specified portions of periodical materials are usually provided for the cost of photocopying.

Best-sellers or high-demand titles: Titles in this category should be considered for purchase by the requesting library.

Recently published books: Because of high local demand, books published within the last twelve months are not normally available.

Mass-market paperbacks and in-print material: Libraries are encouraged to buy mass-market paperbacks and materials for their collections.

Audiovisual materials [phonograph records, audio and video tapes, compact disks], computer software and games: Except for talking books, audiovisual materials are not usually available on interlibrary loan. Some libraries will allow materials in these formats to be borrowed under certain circumstances and with special shipping/insurance arrangements.

Multi-volume sets: Books published in sets of more than three volumes may not be available through interlibrary loan or may be available only a few volumes at a time. Requests for photocopies of the table of contents, the index, specific pages, or particular information from a multi-volume set can be submitted, provided that the request for this material is specific.

Prescribed texts for school, college, or university courses

Appendix A: Typical Reference Works

The following is a list of items, which are typically considered reference works and are not normally available for interlibrary loan. Libraries may request that specific small portions of a reference text be photocopied.

- Almanacs
- Atlases
- Bibliographies
- Dictionaries
- Directories
- Encyclopedias
- Government publications
- Manuals (e.g., repair manuals, computer program manuals, equipment manuals, etc.)
- Manuscripts
- Maps
- Price guides for collecting and memorabilia
- Yearbooks

NOTE: Periodicals and newspapers, while not considered reference works, are often non-circulating and not usually available through interlibrary loan.

Diversity and Inclusion

Position Statement from Canadian Federation of Library Associations

Approved by Executive Council of Canadian Library Association May 25, 2008, and adopted by the Canadian Federation of Library Associations

The Canadian Federation of Library Associations believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion. Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income. Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.

<https://cfla-fcab.ca/en/guidelines-and-position-papers/position-statement-on-diversity-and-inclusion/>

Intellectual Freedom

Statement from British Columbia Library Association

1. It is in the public interest for libraries and librarians to make available the widest diversity of views and expression, including those which are unorthodox or unpopular with the majority.
 2. It would conflict with the public interest for libraries to establish their own political, moral or aesthetic views as the sole standard for determining what books and other materials should be published or circulated.
 3. It is contrary to the public interest for libraries or librarians to determine the acceptability of a book solely on the basis of the personal history or political affiliation of the author.
 4. There is no place in British Columbia for extra-legal efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of the writers to achieve artistic expression.
 5. It is not in the public interest to force a reader to accept any book with the prejudgment of a label characterizing the book or author as subversive or dangerous.
 6. It is the responsibility of library administrators and librarians, as guardians of the peoples' freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.
 7. It is the responsibility of libraries and librarians to give full meaning to intellectual freedom by providing books and other materials that enrich the quality of thought and expression. By the exercise of this affirmative responsibility, librarians can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.
 8. Non-book materials should be judged by the same criteria as books.
- <https://bclaconnect.ca/about/statement-of-intellectual-freedom/>

Intellectual Freedom and Libraries Statement

Canadian Federation of Library Associations

Approval History: CLA - June 27, 1974. Amended November 17, 1983; November 18, 1985; and September 27, 2015. CLFA-FCAB: Adopted August 26, 2016; Reviewed April 12, 2019

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy. The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups. Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

<http://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>

Travel and Expense Reimbursement

Meals

Will be reimbursed to a maximum of \$75 per day, based on receipts submitted. If meals are provided, the per diem allowance will be broken down as follows:

- **Breakfast:** \$15.00 per day
- **Lunch:** \$20.00 per day
- **Dinner:** \$40.00 per day

Transportation

The most economical mode of transportation will be used unless there is a specific reason to choose otherwise.

- **Mileage:** Will be reimbursed in accordance with the Canada Revenue Agency (CRA) rate
- **Ferry Transportation:** Will be reimbursed at cost
- **Air Transportation:** Will be reimbursed at cost of economy fare
- **Return trip to the Recycling Depot:** \$10
- **Return trip to the Garbage Dump:** \$15
- **Return trip to the Kitamaat Village:** \$25

Staff/Trustees who are asked to use their personal vehicle for NWLF meetings or conferences are asked to carpool and mileage shall be reimbursed by NWLF, according to their travel policies. This is subject to the NWLF reimbursement schedule.

Accommodation

Will be reimbursed at the rate pre-approved by the Library Director or by the Board Chairperson.

Flight Delays

Any costs incurred due to flight delays, while a Staff or Trustee is attending a Library conference will be paid by the Library at a rate agreed upon by the Library Director and Board Chair.

Policy Manual Approval

Board Chair

BRENDA FLOHOFI
Name

[Signature]
Signature

Feb 26, 2023
Date

Library Director

Jan Anderson
Name

[Signature]
Signature

Feb 26 2023
Date