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Cranbrook Public Library
Policy Manual
Section 1
Governance & Finance

GF1 Vision, Mission and Value Statements
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1. **Vision**
   
   The Cranbrook Public Library is the dynamic centre of our community, welcoming everyone, inspiring creativity and enhancing quality of life.

2. **Mission**
   
   The Cranbrook Public Library reaches out to support the needs and aspirations of everyone in our community by promoting literacy and providing access to the world’s information, ideas and culture through a diverse range of services in a welcoming, respectful environment.

3. **Values**
   
   The Cranbrook Public Library values:
   
   - Openness and inclusion
   - Intellectual freedom
   - Universal access to information
   - A literate society
   - Curiosity, creativity and lifelong learning
   - Collaborating with other organizations
   - Excellence in staff and services
   - Accountability
1. **Structure**
   i. The Library operates according to the *British Columbia Library Act*.
   ii. The Library is a municipal library as defined by the *BC Library Act*, established by the Corporation of the City of Cranbrook (City) Bylaw 3418.
   iii. The Library provides services to residents and electors of Regional District of East Kootenay (RDEK) Area C as per a memorandum of agreement between the City and the RDEK.
   iv. The Library Board, constituted according to the terms of the *BC Library Act* and consisting of members appointed by City Council and the RDEK, governs the Library.
   v. The Library Board is an employer separate from the City under the *Labour Code of BC*.

2. **Library Board**
   i. The Board follows local, provincial and federal laws; municipal and regional bylaws relating to library service; understands and adheres to the *BC Library Act*; understands and fulfills its legal responsibilities.
   ii. Board trustees adhere to the *Library Board Code of Ethics*.
   iii. The Board’s officers are the Chair and Vice-Chair.
   iv. The Chief Librarian is Secretary to the Board. These duties, with the exception of minutes taken in in-camera meetings, may be delegated to a staff member.
   v. The Board sets policies to define the scope and limits within which the Cranbrook Public Library operates, and provide direction for decisions and actions undertaken by the Board, Chief Librarian and staff.
      a. Policies are reviewed a minimum of once every 5 years. Policies may be reviewed more frequently if deemed necessary.
      b. Policies must be approved at a regular Board meeting by a formal motion.
      c. Procedures are operational documents developed by staff to consistently implement policies within the Library’s operations. They do not require Board approval.
   vi. The Board prepares and presents an annual budget containing a detailed estimate of sums required to meet the ordinary expenses of operating the Library to City Council.
   vii. The Board implements the approved budget and has exclusive financial control over the Library’s operations.
   viii. The Board prepares an annual report, which it provides to City Council, the RDEK and the Libraries and Literacy branch of the Ministry of Education, and the public.
   ix. The Board promotes public library services to the community.
   x. The Board appoints the Chief Librarian. The Board’s officers conduct an annual performance review of the Chief Librarian.
   xi. The Board confirms appointments of support staff made by the Chief Librarian; prescribes rules for conducts, fixes compensation and has the power to remove any appointee.
   xii. A list of Board members is posted within the Library and on its website.
1. In accordance with the BC Freedom of Information and Protection of Privacy Act, all library users have a right to privacy and confidentiality regarding the collection of personal information and the use they make of the Cranbrook Public Library facilities, collections and web sites.

2. The same standards for protection of privacy apply to staff as to patrons of the Library.

3. The Library will not collect, use or disclose personal information unless patrons have provided consent in accordance with the Library’s privacy policy, or where required or permitted by law.

4. Personal information about a child will be released only with the written approval from the parent or legal guardian.

5. The Library will honour a court subpoena requesting release of personal information of a patron.

6. All information related to a patron may only be used by Library employees working within the scope of their duties.

7. The Library may store information in the patron database where, in its opinion, the information is required to answer patron questions or to monitor possible abuse of the Library’s policies.

8. The Library is free to release relevant information to other libraries or companies acting on the Library’s behalf for the collection of library property, unpaid fees, fines or other charges.

9. The Library collects the names and contact information of individuals for the purposes of:
   - issuing library cards and identifying materials the cardholder currently has out on loan
   - identifying and recording overdue material
   - placing and tracking hold requests
   - tracking recommendations for purchase
   - tracking interlibrary loan transactions
   - providing reference services
   - informing people about Library programs and services
   - fundraising
   - the administration and operation of library activities in accordance with its mandate

10. This policy is interpreted to include, but not restricted to, maintenance of privacy of the following information and transactions:
   - all records identifying the names or identification numbers of patrons
   - all records identifying material a patron currently has out
   - all records identifying a patron’s overdue material can be used only for the retrieval of that material
   - all reference questions
   - all interlibrary loan transactions
   - all holds placed, trapped, or held
   - all online searches and their results
   - all website visits and public computer usage
   - all items photocopied
   - all suggested purchases of library material submitted by patrons
• all information pertaining to the identity of anyone conducting research on a particular subject
• any information pertaining to the borrowers of reference material

11. The Library does not sell, rent or lease personal contact information stored in the Library’s database to outside parties. This information may only be used for Library purposes when appropriate.

12. Inactive membership accounts with no outstanding issues will be deleted after three years of inactivity.
1. All Library Board trustees shall:
   i. listen carefully to, and respect the opinion of, other Board trustees;
   ii. respect the decisions of the Board;
   iii. recognize that all authority is vested in the Board as a whole when it meets in legal session and not with individual Board trustees;
   iv. be well-informed of developments that are relevant to issues that may come before the Board;
   v. participate actively in Board meetings and actions;
   vi. call to the attention of the Board any issues that may have an effect on the Library;
   vii. attempt to interpret the needs of the community to the Library and interpret the action of the Library to the community;
   viii. represent the whole community to the Library and not a particular area or group;
   ix. refer complaints about the Library to the proper level in the chain of command;
   x. recognize that the Board trustee’s job is to ensure that the Library is well-managed, not to manage the Library;
   xi. vote to hire the best possible person to manage the Library;
   xii. ensure that the Library is well maintained, financially secure, growing and always operating in the best interest of the community;
   xiii. work to learn more about the Board trustee’s job and how to do the job better;
   xiv. declare any personal conflicts of interest;

2. No Library Board trustee shall:
   i. be critical outside the Board meeting of fellow Board trustees or staff;
   ii. use any part of the Library for personal advantage or the personal advantage of friends or relatives;
   iii. discuss confidential proceedings of the Board outside the Board meeting, except with other trustees in a private setting;
   iv. promise prior to the meeting how the trustee will vote on any issue in the meeting;
   v. interfere with the duties of the Chief Librarian or undermine the Chief Librarian’s authority.
1. Appointments are normally made each December at the first regular meetings of the Cranbrook City Council and the RDEK Board of Directors.
   i. The Library Board consists of nine trustees appointed as follows:
      ii. a member of City Council
      iii. two residents of Area C appointed by the RDEK Area C Director
2. the remainder from residents or electors of the City who are not serving on City Council, or are employees of the City or Library Board
3. Trustees are appointed for, and must abide by, the terms set out in Part 2 Paragraph 6 of the BC Library Act.
4. The term of office for a trustee continues until a successor is appointed, unless the member is removed for cause.
5. Any vacancy on the Library Board arising from any cause other than the expiration of the term for which the member was appointed, is filled only for the un-expired portion of the term by an appointment made at the first meeting of the City Council or the RDEK Board of Directors subsequent to the vacancy, or as soon as is convenient.
6. Upon their appointment to the Library Board, trustees will receive material relating to the policies and administration of the Library together with background material concerning library trusteeship.
7. Trustees receive reports, minutes and policy statements.
8. Upon termination of office, trustees must return items of a confidential nature, unpublished plans and policy manuals.
9. Chair and Vice-Chair
   i. The Chair shall vote, have the same rights, and be subject to the same rules for participation and debate as other Library Board members.
   ii. The Vice Chair will chair any Library Board meeting where the Chair is not present.
   iii. The Chair may vacate the chair only for the purposes of debate. In this case, the Vice Chair or, if absent, another Library Board member, shall take the chair.
   iv. The Chair is an ex-officio member of all Committees.
   v. In the event that the Chair resigns, or is absent for three consecutive regular Board meetings, the position shall be declared vacant and the Vice Chair shall be declared Chair.
   vi. In the event that the office of Vice Chair is declared vacant, the Library Board shall elect a new Vice Chair from among its members by majority vote or by acclamation if there is only one nominee. The person shall serve the remainder of the term and shall be eligible for re-election.
1. General  
   i. A majority of all the trustees of the Board constitutes a quorum. A trustee is considered present if they are attending in person or via a real-time electronic medium.  
   ii. If there is a quorum present, the meeting shall be called to order. If there is no quorum present after fifteen minutes from the appointed meeting time, the Chair may convene a meeting of the Committee of the Whole. This Committee shall follow the agenda and shall ratify any decisions made at the next meeting of the Board.  
   iii. If neither the Chair nor Vice Chair is present, the Chief Librarian shall call the meeting to order and the members present shall elect an Acting Chair who has, during the meeting, all the powers of the Chair and is subject to all rules applicable to the Chair.  
   iv. The current edition of Robert’s Rules of Order shall be the procedural authority for governing meetings of the Board.  
   v. Should a Board decision be required and it is not possible to call a meeting, the Chair may conduct a poll of the Board by telephone or electronic mail in order to arrive at a decision. The decision shall be ratified at the next Library Board meeting.  
   vi. If a trustee is unable to be present, the trustee may submit a written submission regarding any item on the agenda in advance of the meeting to the Chair to be read at the meeting.  
   vii. Decision shall be by majority vote of those members present and voting.  

2. Inaugural Meeting  
   i. The Inaugural Meeting normally occurs at the first scheduled Board meeting of the year.  
   ii. The Chief Librarian calls the meeting to order and conducts the meeting until the election of the Chair.  
   iii. Nominations will be taken from the floor for the election of the Chair and Vice Chair. Consent of the nominee, in person or in writing, is required.  
   iv. Elections will be by majority vote of the Board trustees present. If there is only one nominee, the individual will be declared elected by acclamation.  
   v. The Board trustees present shall first elect the Chair then the Vice Chair. The Chair and Vice Chair serve until the next Inaugural Meeting and are eligible for re-election.  

3. Regular Meetings  
   i. Regular meetings of the Board will be once per month except during July and August. The dates and times of the meetings will be set at the December meeting of the Board for the following year.  
   ii. The Board shall hold its meetings openly and no person shall be excluded except for improper conduct or for creating a disturbance.  
   iii. Reports, petitions and other submissions by the public to the Board must be submitted to the Chief Librarian in writing not less than ten calendar days prior to a regularly scheduled meeting.  
   iv. Any person or organization wishing to appear as a delegation before the Board must make a written application to the Chief Librarian indicating the subject matter and particulars of their
presentation not less than ten calendar days prior to a regularly scheduled meeting. The Board reserves the right to refuse a request for delegation appearance. Delegations shall be limited to fifteen minutes. The Library Board may extend this time limit.

v. Minutes of regular meetings will be made available for public viewing in the Library.

4. **In Camera Meetings**
   i. The Board may hold an in camera meeting if the subject matter being considered is related to:
      a. the security of the Library;
      b. personal information of an individual, including an employee of the Library;
      c. proposed or pending property acquisition;
      d. labour relations or negotiations;
      e. litigation, potential litigation or other legal matters;
      f. any matter that would cause financial or economic harm to the Library, or to the relationship between the Library and the government or other public bodies;
      g. any requests related to the BC Freedom of Information and Privacy Protection Act.
   ii. In camera meetings will normally be scheduled to coincide with regular meetings. When this is the case, the Chair will call the regular meeting to order and then move to go into an in camera meeting. The regular meeting will reconvene once the in camera meeting is adjourned.
   iii. Minutes of in camera meetings shall be available only to the Chief Librarian and members of the Board.

5. **Special Meetings**
   i. The Chair, or two Board trustees, may call a special meeting.
   ii. There shall be a minimum notice, in writing, of at least 48 hours. The notice will specify the purpose of the meeting.
1. **General**
   i. No later than the second regular meeting following the Inaugural Meeting, the Chair shall appoint Board trustees for the following positions:
      - British Columbia Library Trustees Association Liaison;
      - Friends of the Library liaison;
      - Personnel liaison;
      - Kootenay Library Federation representative;
      - Planning and Policy Development Committee Chair and members;
      - Community Relations and Resource Development Committee Chair and members.
   ii. The Chair shall consider the preferences of individual Board trustees when making appointments.
   iii. The Board Chair and Chief Librarian are ex-officio members of all committees.
   iv. All committee recommendations will be brought to a meeting of the full Board for discussion and approval.
   v. The Library Board has two standing committees: Planning & Policy Development and Community Relations & Resource Development. Issues outside the mandate of the Standing Committees will be dealt with by the Library Board as a committee of the whole or through the appointment of an ad hoc committee. The exception is the Chief Librarian's annual performance review, which is the responsibility of the Library Board’s officers.

2. **Standing Committee: Planning & Policy Development Committee**
   i. This committee ensures that the Library Board has a short and long term plan for library service development, and that community needs are regularly assessed.
   ii. This committee is responsible for the coordination, implementation and communication of the Library’s strategic planning and development process.
   iii. This committee initiates, receives and reviews policy proposals, and makes recommendations to the Library Board as to their dispositions.
   iv. Responsibilities
      a. Assess and identify community needs for library service.
      b. Develop goals and objectives to meet expressed community needs.
      c. Ensure optimum community access to library services and resources.
      d. Develop and maintain plans for short and long term growth of library service. This includes ongoing coordination and development of the Library’s Strategic Plan and Five Year Financial Plan.
      e. Identify areas and reviews proposals for new policy development.
      f. Revise existing Library Board policies to reflect changing circumstances and new Library Board directions.
3. **Standing Committee: Community Relations & Resource Development Committee**

   i. This committee aims to strengthen community and government support and awareness of the services and value of the Library through initiatives related to public relations, advocacy, partnerships, cooperation and revenue generation.

   ii. This committee establishes and maintains effective relationships with all levels of government, external agencies and the general public in order to promote a positive image of the Library.

   iii. This committee acts as an advisory committee to the Library Board and Chief Librarian regarding all matters of revenue generation.

   iv. This committee initiates, receives and reviews policy proposals directly related to community relations and resource development, and makes recommendations to the Library Board as to their disposition.

   v. **Responsibilities**

      a. Develop strategies for increasing public awareness of, and support for, the Library’s vision, mission and values, its strategic plan, and its services and resources.

      b. Prepare and present advocacy plans and revenue generating initiatives to the Library Board for review.

      c. Implement approved advocacy plans and revenue generating initiatives and evaluate the effectiveness of the fundraising program.

      d. Work with the Friends of the Library to align their fundraising activities with identified Library needs.

      e. Develop strategies for partnering or cooperating with other agencies.

      f. Recommend policies related to community relations and resource development.
1. The Library Board recognizes that informed trustees are vital for the Library’s responsible governance.

2. The Library Board will maintain active membership in the British Columbia Library Trustees Association and other trustee related associations at the discretion of the Chair.

3. All trustees will receive an in-house orientation at the start of their term.

4. Library Board members are encouraged to pursue activities that will enhance their ability to perform their duties, and bring to the Library information and ideas gained from programs and contacts, such as the BC Libraries Conference and BCLTA Trustee Orientation Program sessions.

5. Expenses incurred while a trustee is engaged in approved development activities are reimbursed per the expense claim policy.

6. When a subsidy from another agency is available for the attendance of meetings, seminars, conventions, conferences and other events, the Library Board shall reimburse the trustee the difference between the subsidy and actual expenses.

7. Regular Board meetings will contain an educational component.

8. **Evaluation**

   i. The Library Board shall perform an annual evaluation that may include a review of:

      a. the Library’s strategic plan
      b. the Library Board’s activities
1. The Library is financed according to the provisions of the *BC Library Act*.

2. The Board has exclusive control of funds provided for Library purposes from the City and the RDEK; of all money granted, donated or bequeathed to the Library Board from any source; of the revenue derived from fines or money recovered for detention, damage or loss of material belonging to or in custody of the Library; of revenue generated from the sale of surplus material; and of all money received under agreement for library services.

3. The fiscal year for the Library runs from 1 January to 31 December.

4. Unless otherwise directed by the Board, monies remaining in the budget as surplus at year-end are transferred into a reserve. Deficits at year-end are normally funded out of the subsequent year’s budget.

5. **Accounts & Audits**
   i. The Library maintains distinct and regular accounts of its receipts, payments, credits and liabilities.
   
   ii. All funds collected during regular operations are rung into the cash register and reconciled on a daily basis. Petty cash is reconciled against receipts on a monthly basis.
   
   iii. All invoices are reviewed and initialled by the Chief Librarian or Deputy Librarian before being processed for payment.
   
   iv. The Board Chair and Chief Librarian review and initial month-end financial reports each month. Financial reports are presented to the Board on a quarterly basis.
   
   v. The Library submits its accounts to be audited by the City auditors in the same manner and at the same time as the accounts of the City are audited.
   
   vi. The audited financial statement is the sole financial document used to present the Library’s financial standing for the previous year to any outside agency.
   
   vii. Copies of the audited financial statements will be provided to City Council, the RDEK, and the Libraries and Literacy Branch of the Ministry of Education; and will be available to the public.

6. **Signing Authority**
   i. The Chair, Vice Chair, Chief Librarian and Deputy Librarian are authorized signing officers for the Library.
   
   ii. All cheques issued by the Library require the signature of one of the Chair or Vice Chair, and one of the Chief Librarian or Deputy Librarian.
   
   iii. By motion of the Board, the Library may enter into arrangements to make payments by electronic transfer.

7. **Agreements**
   i. The Chief Librarian and Deputy Librarian are authorized signing officers of the Library and may enter into agreements and contracts for the supply of goods and/or services on behalf of the Library, subject to expenditure limits set in policy by the Board.
1. **Revenue**
   i. All monies received by the Library are incorporated into the general revenue fund unless otherwise specified.
   
   ii. **Customer Charges**
       a. Charges levied against a customer must be paid in the following tenders: cash, cheque, debit card or credit card.
       b. The Library will not accept donations of books or other materials in lieu of payment, but may accept in lieu of payment for a lost or damaged item another new copy of that same item or an item of equal value with the approval of a librarian.
       c. Upon arrangement with the Chief Librarian, a person may be allowed to work off the charges levied against their account as a volunteer.
       d. A service charge will be levied for payments that do not clear. The charge will be the amount of any additional processing charges incurred by the Library.
   
   iii. **Disposition of Surplus Property**
       a. The Library may dispose of Library materials, equipment or furniture which are no longer required or appropriate for Library use. Methods of disposal may include: sale at a fixed price, sale by sealed bid, sale by open bid, or transfer of property to the City for sale at a public auction.
       b. Property with an estimated value of less than $500 may be disposed of at the discretion of the Chief Librarian.
       c. Property with an estimated value of $500 or more may be disposed of by a method determined by the Board.

2. **Expenditure**
   i. All purchases and expenditures are subject to the annual budget approved by the Library Board, the limits set in this policy and the terms of the *New West Partnership Trade Agreement*. The Library Board must approve by formal resolution any purchase not in the budget, regardless of amount.
   
   ii. No indebtedness may be incurred without permission of the Board.
   
   iii. Purchasing decisions are made on the basis of price, quality and availability of the goods or services.
   
   iv. The Chief Librarian, or the Deputy Librarian when the Chief Librarian is absent, must approve single purchases of $10,000 or lower. The Board must approve by a motion purchases greater than $10,000.
   
   v. A competitive bid process is not required for purchases $10,000 or lower. The Library may, in its judgment, utilize current vendors meeting requirements with proven performance history with the Library. If no current supplier is available, written quotations will be sought from new vendors meeting requirements.
   
   vi. Written quotations will be sought from a minimum of three vendors meeting requirements, unless three are not available, for purchases of $10,001 to $50,000.
vii. Formal competitive bids will be sought from a minimum of three vendors meeting requirements, unless three are not available, for purchases over $50,000. A pre-qualification tendering process will be used unless the Board specifies an open tender process. In the pre-qualification tendering process, the following documents will usually be used:

- covering letter
- instructions to tenderer detailing administrative procedures relating to the tender (dates and times, method of tender return, evaluation criteria and contact information for queries);
- invitation to tender, including the specification of requirement and service level agreement.

viii. Purchases of goods and services over $75,000 and construction purchases over $200,000 will be posted on a public system.

ix. Library staff will seek the City’s aid to prepare the documentation required for purchases over $10,000.

3. **Cash on Hand**

i. The Library maintains a petty cash fund to cover expenditures under $20. Expenditures from the petty cash fund must be approved by the Chief Librarian, Deputy Librarian or a designate.

ii. The Library maintains a cash float in copying devices and cash registers/boxes for making change.
1. Travel

   i. In order to effectively conduct their duties, trustees and employees will from time to time need to travel to attend library-related business such as meetings and conferences, or professional development activities.

   ii. Expenses incurred while a trustee or employee is engaged in approved library-related business will get reimbursed.

   iii. Expenses covered include:

      a. The most economical and time-effective form of travel to and from the event (airfare, kilometre rate, public transit, taxi, shuttle, parking, car rental).

      b. A daily allowance for any meals not provided at the event.

      c. The cost of accommodations.

      d. Long distance charges for one personal telephone call during a 24-hour period.

   iv. Trustees and employees shall seek out the most economical forms of travel and accommodations.

   v. The Board reviews and adjusts kilometre and per diem rates annually based on the rates used by the City.

   vi. When a subsidy from another agency is available for the attendance of library-related business, the Board shall reimburse the difference between the subsidy and actual expenses.

   vii. Travel associated with routine Library operations, such as mail deliveries, will be compensated through a flat rate set annually by the Board during the budget process.

2. Other Expenses

   i. Whenever possible, expenses incurred while purchasing goods or services for the Library should be invoiced directly to the Library.

   ii. At times, it may be more efficient for employees to purchase goods or services directly. These purchases must be approved by the Chief Librarian or Deputy Librarian prior to procurement and be covered within the approved budget.

   iii. Receipts must be provided for all purchases.

   iv. Reimbursement for purchases under $20 will come out of petty cash.

   v. A cheque will be issued to reimburse purchases over $20 upon submission of an expense claim form with receipts attached.
1. Liability
   i. Under the *BC Library Act* Part 5 section 54 (1): “no action for damages may be brought against an existing or former member, officer or employee of the Board or against a person acting under the direction of the Board for anything said or done or omitted to be said or done in the performance or purported performance of a duty or the exercise of a power, or any alleged neglect or default in the performance or purported performance of a duty or exercise of a power.”
   
   ii. No action for the debts or obligations of the Board may be brought against an existing or former member, officer or employee of the Board or a person acting under the direction of the Board.
   
   iii. The preceding paragraphs do not provide a defence if the member, officer, employee or person acting under the direction of the Board has, in relation to the conduct that is the subject of the action, been guilty of dishonesty, gross negligence or malicious or wilful misconduct, or the cause of action is libel or slander.
   
   iv. This section of the *BC Library Act* does not absolve the Board from vicarious liability for anything said or done or omitted to be said or done by, or for any neglect or default of, an individual referred to in the first paragraph, for which the Board would have been vicariously liable had this section not been in force.

2. Insurance
   i. The Board ensures the security of the Library’s assets and maintains public liability coverage through the City’s insurance program.
   
   ii. The Library has directors’ liability insurance through the City’s comprehensive insurance program.
   
   iii. Insurance coverage remains in place at all times, and is reviewed on an annual basis by the City to ensure that needs are appropriately met and to secure the best value for money.
1. Risk is inherent in all situations, can take many forms and cannot be avoided entirely.

2. The Board shall make every prudent and reasonable effort to safeguard the Library’s assets, operations, employees and patrons against risk.

3. The Board will introduce systematic processes for identifying, evaluating and managing risk in the most cost effective and efficient manner.
1. The Library Board welcomes gifts of money and in-kind material that assist in the delivery of quality service to the community.

2. Any conditions attached to donations to the Library of money or other assets are subject to established policy and procedures, or are approved by the Library Board on a case-by-case basis.

3. Donated material becomes the exclusive property of the Library. The Library reserves the right to refuse the donation of any unsolicited gift.

4. Upon acceptance of a gift, the Chief Librarian or designate exercises final authority over the inclusion, placement, location, circulation, display and withdrawal of any donated item.

5. Donors will be issued tax-deductible receipts for gifts that fall within Canada Revenue Agency’s guidelines.

6. Tax receipts for in-kind gifts of books or other donations will be provided upon request if the material is in excellent condition, meets selection criteria, and is less than two years old. Older materials must be accompanied by a valuation in writing (at the donor’s expense) by a recognized authority.

7. Donations to the Collection
   i. Donations of material for the collection will be evaluated in accordance with the criteria that govern the acquisition of purchased material.
   
   ii. Acceptance of donated material does not mean the Library will add the material to the collection. The Library will give books and materials not selected for addition to the Friends of the Library or dispose of it as it sees fit.
   
   iii. Donations of material that are accepted for addition to the collection will be interfiled with regular collection material.

8. Recognition
   i. The purpose of the recognition program is to thank donors, to encourage others to give, and to build positive long-term relationships between the Library and its donors.
   
   ii. Recognition may take one or more of the following forms:
   
   - A verbal ‘Thank you’
   - A personalized letter of thanks with a receipt
   - Upon request, bookplates will be placed in bequests, memorials, gifts of new collection material, or in collection material purchased with a monetary donation
   - Donations exceeding $100 will be recognized in print material such as the annual report
   - On the donor recognition wall
1. The Board may undertake specific fundraising activities to enhance the services and facilities of the Library. Such fundraising shall normally focus on applying for grants but does not preclude other activities.

2. All funds raised will be used for the stated purposes and established priorities of the fundraising program as determined by the Board. Funds will be used as designated by the donor, subject to Board approval.

3. Use of funds raised for funding operating expenses will be used in accordance with the Canada Revenue Agency’s guidelines. Every effort will be made to maximize funds raised in relationship to dollars spent.

4. Tax receipts will be issued for money received through fundraising in accordance with Canada Revenue Agency’s guidelines.

5. Donations raised through fundraising will be recognized as per the Recognition section of the Donations policy.

6. All research on established and potential donors will be confined to information relative to the cultivation and solicitation process. Research methods will respect the individual’s right to privacy.

7. All records pertaining to established and potential donors will be held confidentially in accordance with the Protection of Information and Privacy policy.

8. **Friends of the Cranbrook Public Library**
   i. The Friends of the Cranbrook Public Library (Friends) is a separate volunteer organization established to financially support library services.
   ii. The Friends actively engage in regular fundraising activities to enhance the programs and services of the Library.
   iii. When possible, the Board will communicate their fundraising plans to the Friends of the Library to maximize cooperation and minimize duplication of activities.
   iv. Volunteers are required to assist with various Friends fundraising initiatives, and donations of time are gratefully received.
   v. The Chief Librarian will work with the Friends to identify and prioritize projects or services requiring funding.
   vi. The Friends’ contributions will be recognized as per the Recognition section of the Donations policy, through media releases and at the Board’s annual employee and volunteer recognition event.
1. Sponsorship
   i. The Library welcomes and encourages the support of the business community and other organizations in helping deliver library service to the public.
   
   ii. A sponsorship is a mutually beneficial business arrangement between the Library and an outside organization, in which the external party contributes funds, goods or services to the Library in return for recognition, acknowledgement or other considerations.
   
   iii. The Board will evaluate potential sponsorships on an individual basis based on:
       a. compatibility with the Library’s vision, mission, values, policies and priorities;
       b. the significance of the proposed financial contribution in relation to the project;
       c. the urgency of the need for the project, or of funding for the project;
       d. the reputation and integrity of the individual or organization making the contribution;
       e. the history of the individual's or organization’s support of libraries and literacy.
   
   iv. The potential impact on the Library’s reputation will be considered in any agreement.
   
   v. The Library acknowledges sponsorship as per the Recognition section of the Donations policy and on promotional material related to the sponsored project. The Board must approve any additional forms of acknowledgement.
   
   vi. A sponsor’s name or logo shall not have prominence over the Library’s name or logo in any promotional material.
   
   vii. An agreement with the sponsor does not imply an endorsement by the Library and/or its trustees and employees.
   
   viii. The Library retains the right to withdraw from any agreement at any time. A previous or existing agreement does not indicate an ongoing relationship with the Library, nor does it imply that an agreement will be renewed.
   
   ix. The acceptance of any sponsorship remains the decision of the Board.
   
   x. Tax receipts are not issued for funds, products or in-kind services made to the Library as part of the sponsorship agreement.

2. Naming
   
   i. Naming a library facility for a person or entity is unusual, but may be considered at the discretion of the Board to recognize the rare, unique and substantial contributions of an individual or organization to the Library or the community.
   
   ii. To respect the City and RDEK’s leadership roles in funding the Library, the Board will consult with City Council and the RDEK before approving any naming rights agreement for the library facility.
   
   iii. The Board may consider naming opportunities within the Library, such as the designation of rooms, discrete areas, special furniture or equipment. The Board will determine appropriate contributions for such naming opportunities.
1. The Board recognizes that, in addition to managing the physical facility, maintaining its human resources is vital for the ability of the Library to fulfill its vision and mission in accordance with its stated values.

2. All human resource policies are formulated with full regard to the *British Columbia Employment Standards Act* and associated regulations.

3. The Board is the legal employer of all employees of the Library.

4. While the Board is ultimately responsible for all human resource functions, it designates its authority to the Chief Librarian for the day-to-day management of the Library’s human resources.
1. **Types of Appointments**
   
i. The supervisor is the Chief Librarian, the Deputy Librarian in the absence of the Chief Librarian, or a designate.
   
ii. **Full-Time Employee**: An employee engaged to work on an established regular schedule of thirty-five (35) hours per week, for an indefinite period of time.
   
iii. **Part-Time Employee**: An employee engaged to work on an established regular schedule of less than thirty-five (35) hours per week, for an indefinite period of time.
   
iv. **Temporary Employee**: An employee engaged to work for a definite and limited period of time, which may be extended or curtailed by circumstances unforeseen at the time of hiring, and is so advised at time of hire. This includes positions funded through grants.
   
v. **Auxiliary Employee**: An employee who has no regular scheduled hours but is called in to work periodically at the request of the supervisor.

2. **Job Descriptions**
   
i. The Board ensures job descriptions exist for all positions at the Library.
   
ii. Job descriptions shall be revised and updated as required to ensure they reflect the nature of the work, or when new positions are created.
   
iii. Job descriptions are accessible to all employees.

3. **Hours of Work**
   
i. Full-time employees work thirty-five (35) hours per week.
   
ii. At times employees may be requested by the supervisor to work in excess of their regularly scheduled hours. These hours, when total hours worked remain less than forty (40) hours per week, shall go into a time bank at straight-time to be used within the calendar year.
   
iii. Overtime, at the request of the supervisor, begins after forty (40) hours per week or eight (8) hours per day. It is calculated at time-and-a-half and, at the employee’s discretion, is either added to the time bank or paid out.
   
iv. Employees are required to notify the supervisor in case of absence or lateness.
1. **Hiring**
   
i. Positions will be filled internally whenever an existing staff member can meet qualifications.

   ii. Relatives of employees or Board members can be appointed to positions providing there is no real or perceived potential for one family member to exercise influence or direct administrative control in the working relationship over their relative. A relative is defined as being a: biological or legal parent, step-parent, sibling, child, grandparent, grandchild, cousin, uncle, aunt, niece, nephew, guardian, ward, spouse or in-law.

   iii. Applicants’ references will be checked before hiring.

   iv. Appointments will be made in writing.

   v. New employees are required to read the policy manual and procedure manual in order to acquaint themselves with Library policies.

   vi. New employees shall sign a letter to acknowledge the receipt of the policy manual and procedure manual, and the requirement that reading these documents is a condition of employment.

2. **Criminal Record Check**
   
i. All new employees are required to apply for a criminal record check as a condition of employment with the Library.

   ii. All employees are to undergo a criminal record check every five (5) years as required by the British Columbia Criminal Records Review Act.

   iii. The Library shall determine the relevancy of a confirmed criminal record and reserve the right to subsequently deny the applicant employment.

   iv. The Library will incur the cost of obtaining a criminal record check.

3. **Probationary Period**
   
i. The first three (3) months of employment will be a probationary period for full-time employees. The first six (6) months of employment will be a probationary period for part-time employees. A performance review will be completed between the employee and the supervisor prior to the end of the employee’s probationary period.

   ii. An unsatisfactory review will result in either termination or an extension of the probationary period for up to three (3) months, as determined by the supervisor.

   iii. Upon promotion, the probationary period will be the same as the initial appointment. A performance appraisal will also be completed prior to the end of the period. An unsatisfactory appraisal will result in either an extension of the probationary period for up to three (3) months or a return of the employee to their former classification as determined by the supervisor.

4. **Performance Reviews**
   
i. The performance of each employee will be reviewed annually, unless a performance review is required at the end of a probationary period.

   ii. Performance reviews are placed in the employee’s file.
1. The Board recognizes that it is through the commitment and effort of each employee that the high quality of the Library’s services is achieved and public trust is maintained. Trustees and employees have a shared responsibility to exercise the basic principles of respect and dignity in all working relationships.

2. All employees have the right to work in a positive and respectful environment free of harassment, bullying, threats, intimidation, violence or malicious comments in connection with job skills, character or reputation.

3. All trustees, employees and volunteers acting on behalf of the Library share certain ethical and legal responsibilities and shall:
   i. Conduct Library business in a fair, honest and appropriate manner in compliance with applicable legislation and regulations;
   ii. Be familiar with and conduct themselves in accordance with the Library’s policies, procedures and guidelines;
   iii. Treat all trustees, employees, volunteers, users, suppliers, and community and business partners with respect, dignity, fairness and honesty;
   iv. Act with reasonable care, integrity and diligence in the performance of their duties and responsibilities to provide courteous, competent and responsive service to Library users;
   v. Seek and achieve a team approach with other employees in an environment of mutual respect, trust and acceptance of each person’s roles and responsibilities, work areas and property;
   vi. Communicate in a civil and respectful manner using socially acceptable standards of language;
   vii. Safeguard and properly use the Library’s proprietary and confidential information;
   viii. Be aware they represent the Library while carrying out their job duties and responsibilities, whether they are in the Library or at a work-related event;
   ix. Declare situations where personal interests are, or may be perceived to be, in conflict with the Library’s interests, and/or may result in either their own personal gain or the direct personal gain of a relative. Such situations may include, but are not limited to:
      a. membership in an interest group seeking to influence Board policy;
      b. representing or participating in decision-making in situations where the employee has financial interests in a contract, sale or other business transaction, or has family members, friends or business associates with such interests;
      c. acceptance of gifts, accommodation, equipment or travel from a company which has or seeks to establish a close working relationship with the Board unless such items have a nominal monetary value;
      d. engaging in activities outside of work that conflict with their duties as employees, use their knowledge of confidential Library information, or may negatively influence their ability to carry out their duties in the Library.
      e. Use of Board property, equipment or resources for personal interests or profit without express permission from the Board.
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<td>David Clark, Cranbrook Public Library Board Chair</td>
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5. In the event that one employee feels another employee has not acted in accordance with these standards, he or she should first attempt to discuss the matter with that employee in an open and respectful manner. The purpose of this discussion is to ensure the employee is aware of the effect of his or her behaviour and has the opportunity to address it. If this approach is not successful the employee should seek the assistance of the supervisor.

6. **Responsibilities**
   
   i. The Board is responsible for communicating this code to all employees.

   ii. Employees are responsible for conducting themselves in accordance with the terms of this code while carrying out their duties and responsibilities and interacting with other employees and members of the public.

   iii. The Chief Librarian or designate ensures each reported incident of alleged contraventions of this code are investigated in a timely manner. The Board is responsible for investigating a reported alleged breach by the Chief Librarian.
1. The Board recognizes that employees require training and opportunities for continuing development to perform their duties to the best of their abilities.

2. The Board shall ensure, within the limits of the budget and in accordance with organizational priorities, employees have the opportunity to engage in professional development activities.

3. **Training**
   i. New employees will receive a formal general workplace orientation at the beginning of their employment term.
   ii. Existing staff will provide on-the-job training to new employees related to specific work duties.

4. **Continuing Development**
   i. Each employee will be provided with the opportunity to engage in at least one professional development activity per year. The employee has the primary responsibility for identifying the activities of most relevance to her/his continued professional growth.
   
   ii. Professional development activities include seminars, workshops and library-related conferences. These may be provided in-person, online or via the telephone. The Library will grant leave with pay to attend approved activities.
   
   iii. The Library will assume costs of these approved activities within the professional development budget.
   
   iv. The Library will reimburse tuition fees and book costs for courses approved by the supervisor as library-work related. To be eligible, employees must apply for this financial support before enrolment. Reimbursement will be made only after proof of successful completion is provided to the supervisor.

   v. The Board encourages employees who may wish to engage in library-related professional development activities beyond the scope of her/his regular work, such as pursuing a Library Technician diploma or Master of Library and Information Science degree. The Library may provide non-financial support for such activities upon approval of the Chief Librarian.
1. **Disciplinary Action**

   i. Supervisors and employees are encouraged to openly discuss any problems that may arise so that unsatisfactory performance or poor morale does not have a chance to develop, and so that each understands what the other expects.

   ii. In the event of unsatisfactory performance the following progressive steps will normally apply to all staff:

      a. The employee’s performance and the job requirements will be discussed between the employee and the supervisor to ensure that all concerned are fully aware of any problems.

      b. The employee shall be informed in writing of the nature of the unsatisfactory performance and the corrective action required if unsatisfactory performance continues. A copy of the letter will be placed in the employee’s file.

      c. Failure to improve after a written warning will result in the employee being placed on probation for up to three (3) months. A performance review will be conducted at the end of the probationary period. If the review is unsatisfactory, the employee’s contract of employment may be terminated.

2. **Termination**

   i. In a situation where the actions of the employee can be considered grounds for dismissal with just cause, progressive disciplinary action steps may be circumvented. Examples of what may constitute just cause include, but are not limited to: theft, fraud or dishonesty, assault or harassment of co-workers, breach of duty, serious wilful misconduct, conflict of interest, serious breach of Library policies.

   ii. The Library is not required to give written notice or compensation for length of service for employees dismissed for just cause.

   iii. The employer, in the event of dismissal for other than just cause, will give the following notice in writing:

      a. two (2) weeks for employees with at least six (6) months consecutive service.

      b. three (3) weeks after completion of three consecutive years of employment, increasing by one week for each completed year of work, up to a maximum of eight (8) weeks. An equivalent amount of severance pay may be given in lieu of notice at the discretion of the Board.

   iv. Employees are requested to provide two weeks notice of resignation whenever possible.
1. Members of the public are encouraged to apply to offer their time and energy to support the Library.

2. Volunteer activities support and complement staff activities to help enhance the quality of service and programs provided by the Library.

3. No employee shall be removed or displaced in favour of an unpaid volunteer.

4. Library staff will provide supervision and direction for volunteers. The maximum number of volunteers will depend on the ability of staff to support these activities within the context of their other duties and availability of volunteer tasks.

5. Volunteers must perform their functions to the standard set by the Library. Those who do not do so are subject to having their names removed from the Library’s volunteer list.

6. Volunteers will be informed of volunteer opportunities available with the Friends of the Cranbrook Public Library.

7. Volunteers are eligible to apply for paid positions.

8. The Board shall provide annual recognition for volunteers.
1. All employees of the Library have a right to work in a safe and healthy environment and to promote positive attitudes towards health and safety.

2. The Board is committed to providing and maintaining the necessary resources and will work with employees to promote awareness of health and safety in the Library.

3. The Library will comply with regulatory requirements set out in the *Workers Compensation Act* and will regularly review processes to ensure ongoing effectiveness. The Board and staff will take a proactive approach to identify hazards and be responsive to implement preventive actions.

4. The Chief Librarian has overall responsibility for the development of safe work practices and the provision of a safe work environment, equipment, training and supervision.

5. Employees are responsible for learning and following safe work practices, reporting hazards to their supervisor and only performing work when it is safe to do so.
# Section 3

## Library Use

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1. The Library abides by federal and provincial legislation, and municipal bylaws which govern public conduct.

2. **Welcoming Environment**
   The Library endeavours to provide a welcoming and safe environment for the enjoyment of the public and staff so that all persons may partake of the benefits of the Library.
   i. All library users and staff are expected to act with respect and consideration for others.
   ii. The Library is a scent-free environment.
   iii. Smoking is permitted outside the Library a minimum of three (3) metres beyond any entrance to the facility, including access ramps.
   iv. Registered service dogs assisting individuals with disabilities and animals in approved library programming are welcome in the Library provided they are on a lead or under control at all times.
   v. Individuals using mobile phones should move to an area that will minimize disturbance for other library users.
   vi. Library users wishing to use audio or multimedia devices should keep the volume at a low level so as not to disturb other library users.
   vii. Cameras or other recording devices are used by Library staff to record library programs, presentations or interviews. Anyone else must receive permission from library staff prior to using a recording device.

3. **Safety of Children**
   i. Sole responsibility for the control and safety of children in the Library rests with the parent or legal guardian.
   ii. The Library respects parental authority. It will not restrict materials or services available to children or youth, with the exception of videos rated Restricted, which cannot be loaned to those under the age of 18 in accordance with the *Motion Picture Act of British Columbia*.
   iii. It is the prerogative of the parent or legal guardian to develop, interpret and apply their code of acceptable conduct in their own families.

4. **Library Property Use**
   Library users and staff are expected to treat library property, including collections, computers, furniture, equipment and facilities with respect and care to ensure that all people may enjoy equitable access to all resources.
   i. Library users shall use the authorized entrance to the facility. Emergency exits shall only be used in the event of an emergency.
   ii. Library users may borrow materials in accordance with the Library’s borrowing policies and shall return them on time and in good condition.
   iii. It is an offence under the *Criminal Code of Canada* to steal or vandalise Library property. To protect its property, the Library may use electronic security devices and staff may require library users to make all bags, purses, carrying cases and briefcases available for inspection upon leaving the Library.
iv. Individuals may consume non-alcoholic beverages in covered containers and light snacks in the Library. However, they are responsible for any damage that may occur.

v. Individuals may not canvas, solicit, distribute or post unauthorized material on Library property.

vi. In the case of an emergency, all library users must comply with all instructions given by staff.

5. Personal Effects
   i. Library users are responsible for all personal effects they bring into the Library.
   ii. In the event an item is inadvertently left in the Library, staff will attempt to contact the owner.
   iii. Unidentified items will be placed in the lost and found bin unless they are judged to be of value or contain personal information, in which case they will be secured in the staff work area.
   iv. Any items not claimed after three (3) months will either be disposed of or donated to a charity organization.
   v. Items judged to be of value or containing personal information are delivered to the police within one (1) month.

6. Intellectual Content Access
   Library users and staff are expected to abide by federal and provincial legislation when using library resources to access and use intellectual content.
   i. Library users are expected to abide by the provisions of the Canadian Copyright Act, the Public Library Copying License Agreement with Access Copyright and other intellectual property rights. All reproduction of material is the sole responsibility of the individual.
   ii. Library users must abide by the Criminal Code of Canada, specifically Part V pertaining to sexual offences, public morals and disorderly conduct, and Part VIII pertaining to offences against the person, including hate propaganda.

7. Application
   i. Library staff is entrusted with the obligation to ensure that the Library’s policies are followed and will apply these policies in a fair, dignified and positive manner.
   ii. Library staff will advise library users of appropriate conduct as required and state the consequences should the unacceptable behaviour continue or be repeated.
   iii. Any person who violates Library policies risks suspension of Library privileges, exclusion from the Library, cost-recovery of damages and prosecution.
   iv. In a situation where there is a threat or perceived threat of verbal abuse or bodily harm to another person, including staff, Library staff will contact the police.
   v. In a situation where there is a contravention or perceived contravention of federal or provincial legislation, Library staff will contact the police.
1. The Library Board establishes hours of service for the Library, within available resources, to respond to customer expectations.

2. Hours of service are posted at the Library, and will be communicated through other channels where appropriate.

3. The Library Board will review hours of service on a regular basis.

4. Library users shall have access to the Library’s collections and services during the hours of service.
1. The Library maintains a program of public relations activities to promote community awareness of the Library’s services and resources, to stimulate public interest in and usage of the Library, and to ensure that the Library’s role in the community is perceived as a prominent one.

2. Library Board members and staff are encouraged to participate in community activities and to make public appearances as representatives of the Library. Staff members must obtain approval for such activity from the Chief Librarian; Board members should consult with the Board Chair.

3. **Media Relations**
   
i. The Library Board is the source of information for the media on matters under discussion, such as budget, service expansion or reduction, policy or personnel. The Chair usually speaks on behalf of the Board.
   
   ii. The Chief Librarian, or designate, may respond to requests for information about matters of established Board policy, service or procedure.
   
   iii. All media contacts to the staff will be cleared with the Chief Librarian, who will refer appropriate requests to the Board Chair or designate.
   
   iv. Media will be allowed to make recordings at the library when requested by the Library Board or staff.
Effective 2006, Next Review 2016
Revised 2009, 2011
Approved

1. As per the agreement between the City and the Library Board, library staff manages all aspects of the Manual Training School, located in the same facility as the Library.

2. The meeting room is primarily intended for Library and City purposes, including programs conducted, initiated or co-sponsored by the Library.

3. When the Library or City does not require the room, it may be used by community organizations for meetings and programs of an informational, educational or cultural nature.

4. Hours of availability for rental are set by the Library Board.

5. Renters agree that they will comply with applicable federal, provincial and municipal laws in their use of the meeting room.

6. Rental fees for use of the meeting room will be charged to all users, including the Library and City.

7. Activities that are likely to result in more than normal wear and tear on the meeting room, or that will cause disruption to other Library services, are not permitted.

8. Rental of the meeting room does not imply endorsement of the group, its beliefs and activities.

9. The Library reserves the right to revoke meeting room privileges if renters fail to comply with this policy or the terms of the rental agreement.
1. The Board recognizes the Library's role as an institutional member of the community that can provide access to community information. Therefore, space is made available to display such material.

2. The Library will accept material that deals with cultural, recreational, informational and educational events or activities.

3. The Board may approve the placement of petitions pertaining to library-related issues. Other petitions shall not be accepted.

4. All material posted or displayed are subject to prior permission from the library staff. The Library becomes the owner of these materials and reserves the right to remove them at any time.

5. Materials may represent a range of viewpoints. The Library does not promote particular beliefs or views, nor is the acceptance of any item for this space equivalent to endorsement of the viewpoint expressed therein. The Library may refuse to accept any material submitted.

6. The Library does not participate in partisan politics nor take an advocacy role on issues outside the library world.

7. Material whose primary purpose is to promote products, items or services will generally not be accepted. At the discretion of Library staff, exceptions may be made for material from a registered charitable organization or in connection with an art display.

8. The Library will respond to each request by a group or individual to provide space for informational, recreational, cultural or educational displays, on an individual basis, taking into consideration:

   i. Availability, location and set up of space required;
   ii. Relevancy of the issue to the Library;
   iii. Degree of library staff assistance required; and
   iv. Impact on normal library operations.
1. The Library provides space for exhibits that direct the public’s attention to the materials and services of the library, provide exposure to the work of artisans and artists, or provide information on subjects of general public interest.

2. Works of art may be accepted for display in the Library on the condition that the Library is not held responsible for any loss or damage. A signed release form will be required.

3. Items may not include sale prices. However, the Library may make price lists supplied by the exhibitor available when a customer requests it.

4. Transactions for the purchase of items exhibited must be directly between the purchaser and the exhibitor or his/her official agent.

5. The Library reserves the right to reject any part of an exhibit or to revise displays.

6. Displays that contravene applicable federal, provincial or municipal laws will not be accepted.

7. The sale of books or related material by authors or other guest speakers invited by staff to speak at the Library is permitted. Such sales must be conducted at the event only by the speaker or by a local bookseller selected by the publisher or author.

8. The Library or the Friends of the Library may sell books or other material on Library premises.

9. Board approval is required prior to any items being sold for charitable or other purposes in the Library, other than exceptions listed above.
1. The Library may make various types of equipment available for rental to the public.
2. The Library Board will determine what types of equipment will be available and may set rental fees.
3. Individuals wanting to rent equipment must complete a rental agreement and pay any fees prior to taking possession of the equipment.
4. Customers are responsible for all damages or losses which may occur to equipment they rent.
5. While the Library will attempt to assure all rental equipment is in working order, the Library does not guarantee that the equipment will meet the specific needs of the customer.
6. The Library is not liable for any damage that may occur to other equipment that the customer may use in conjunction with the rented equipment.
1. The Library believes in enabling all people to learn, read and share ideas in an atmosphere of intellectual freedom and universal access to information.


3. The Library Board recognizes that collection development practices are carried out with due regard for, and in compliance of, all applicable federal, provincial and municipal laws.

4. The goals of the collection are to support the diverse informational, recreational and educational needs of the community; to emphasize general and popular treatments of subject areas; and to complement and supplement resources offered by other community institutions.

5. The Library endeavours to ensure both breadth and depth of its collections through staff familiarity with existing collections, their awareness of the needs of library users, and their knowledge of retrospective, current and future trends in informational and recreational materials suitable for public library use.

6. The ultimate right or responsibility for the choice and use of materials made available through the Library rests with the individual. The Library will not restrict access to material for any person, except where required by law.

7. **Non-Endorsement of Content**

   i. The Library does not advocate any particular beliefs, philosophies, ideas or viewpoints found in its collections. The presence of an item in the collection does not constitute endorsement of its contents by the Library.

   ii. This policy applies to all formats including print, non-print, audio-visual and electronic materials.

8. **Access**

   i. Except where limited by law, children are entitled to borrowing privileges and open and ready access to materials and facilities provided by the Library.

   ii. Parents and legal guardians are responsible for monitoring and limiting the use of library materials by their children. The Library believes in the freedom of the individual, and the right and obligation of a parent or legal guardian to guide, develop, interpret and maintain their own code of values in their family.

   iii. The classification, organization and labeling of the Library’s collections are designed to minimize barriers and enhance access to the collection.

   iv. The Library does not mark selected materials in order to indicate approval or disapproval of item contents or attempt to expurgate information contained in selected items.

   v. The Library may control use of any collection material in order to protect items deemed susceptible to theft or damage by users or to ensure the widest possible use of materials by library users.
1. While overall responsibility for library collections rests with the Library Board, the responsibility for selection of materials rests with the Chief Librarian.

2. The Chief Librarian may delegate this professional activity to qualified and knowledgeable staff.

3. Library staff exercise their professional judgment and make use of tools such as reviews, bibliographies, collection knowledge, authoritative discussions of genres or subject areas, consultation with the publishing industry, and recommendations from library users.

4. The Library considers electronic information resources as an extension of its physical collections.

5. All acquisition of collection material is responsibly exercised within the context of the budget.

6. **Selection Criteria**
   - Authority, comprehensiveness, accuracy, clarity, quality
   - Currency, date of publication
   - Suitability and durability of format for library use
   - Present and potential relevance to community needs and interests
   - Suitability of subject and style for the intended audience
   - Representative of notable trends and genres
   - Relationship to the existing collection and to other material on the subject
   - The uniqueness of the item’s content
   - Representative of varying points of view
   - Reputation, skill, competence and purpose of the originator of the work
   - Budget and space priorities

7. An item need not meet all of the above criteria in order to be added to the collection.

8. Material that has been adjudged illegal by the courts will not be acquired or retained.

9. In addition to applying the selection criteria, the Library will attempt to acquire material:
   - in both official languages, and possibly other languages which reflect the linguistic and cultural heritage of the community
   - that presents Canadian and/or local perspectives, experiences, way of life
   - with treatments of the lives and works of Canadians.

10. The Library welcomes suggestions from the public for the purchase of library material. These suggestions are considered according to the same criteria as other purchased material.

11. The Library accepts donations of material in accordance to the *Donations* policy. Such material is subject to the same criteria as purchased material.

12. **New Formats**
   - Qualified staff will evaluate new technology and formats in regards to budget considerations, community need, impact on existing resources, notable trends, and suitability for library use.
   - The selection of material in a new format may result in the Library deciding to retire specific items or material formats from its collections to responsibly accommodate trends in user demands and/or changes in technology.
1. Regular management of the Library’s collections is necessary to maintain collection vitality, size and scope. As such, this process entails the same care, thought and judgment as selection.

2. Materials will be regularly assessed as to their condition, accuracy, currency, performance within the context of the particular Library collection, and relevance to library users. Other selection guidelines and criteria may also be applied.

3. Materials that are lost or damaged will be replaced depending on availability, cost and demand for the item.

4. Last copies of important works may be retained or another copy purchased, if possible, to replace a last copy.

5. Material withdrawn from the Library’s collections will be sold in the Library, given to the Friends of the Library or discarded.

6. **Reconsideration of Material**

   i. The Library believes that a vital society encourages members of its community to actively participate in an open exchange of ideas and opinions. Thus the Library strives to provide the widest possible range of resources within its collections.

   ii. Library users may, on occasion, consider the content or manner of expressing ideas in material that is purposely selected to fill the needs of some users offensive. The Library recognizes the right of any individual or group to reject library material for personal use, but does not accord to any individual or group the right to restrict the freedom of others to make use of that same material.

   iii. Library users who object to materials located in a Library collection are asked to complete a written request for the reconsideration of the materials. Request forms are available for this purpose at the Library.

   iv. The Chief Librarian will communicate decisions made about challenged materials to the originators of the requests upon the completion of a formal review.

   v. If the individual or group disagrees, or is not satisfied with the decision of the Chief Librarian, they may make a further request for reconsideration to the Board. The Board’s decision will be final.
1. The Library provides access to its resources and services to any individual who wishes to use them within the facility. To borrow material, the individual must be a current member.

2. Membership is free for residents of Cranbrook and Area C upon proof of residency and reciprocal borrowers who present a valid library card from another BC public library and for a non-refundable fee for non-residents.

3. An individual is deemed to be a member in good standing if they possess a current membership with no issues or outstanding fees above the thresholds set by the Board.

4. **Registration Requirements**
   i. Residents of Cranbrook and Area C can join the Library for free when they present a piece of photographic identification showing their current address or a piece of non-photographic identification along with proof of current address.
   
      ii. Acceptable types of identification and proof of address are in the appendix under *Acceptable Membership Identification*.
   
   iii. A non-resident can pay a fee to join as non-resident and get full borrowing privileges or join for free as a reciprocal borrower to get limited borrowing privileges.
   
   iv. Individuals wishing to register as reciprocal borrowers must show their home library’s membership card in addition to the identification.

5. **Membership Types**
   i. Resident – a person who can establish permanent residency in the City or Area C, or who is a taxpayer for property owned within these areas.
   
   ii. Non-Resident – a person who is not a resident within the City or Area C.
   
   iii. Reciprocal (BC One Card) – a non-resident person who is a member in good standing at another public library within British Columbia.
   
      a. The above membership types are subdivided into four categories:
         - Child – 0 to 12 years of age
         - Youth – 13 to 18 years of age
         - Adult – 19 to 64 years of age
         - Senior – 65 years of age or over
   
   iv. Other – these may be set for institutions, trustees, staff, volunteers or other groups of people.

6. **Membership Period**
   - Resident – 24 months
   - Non-Resident – 3 months or 12 months
   - Reciprocal (BC One Card) – 12 months
   - Other – 24 months

7. Membership may be renewed for another period upon verification of the member’s information and the payment of all outstanding fines and fees.

8. **Members Under 19 Years**
i. Parents or guardians must provide contact information to enable a child or youth to get a membership. If the child or youth does not have a piece of identification, the parent or guardian’s identification shall be used.

ii. The preceding requirement is waived for a youth from 16 to 18 years of age with proof that the youth no longer resides with the parent or guardian.

9. **Suspension of Privileges**

i. Library privileges may be suspended when a member exceeds the prescribed limits for fines, overdue items, claimed returned items, days with outstanding fees, or violates Library policies.

ii. A suspended member may be reinstated when the account is cleared, or the terms of the suspension are fulfilled.
1. The Library makes available a wide range of material for library users. The Board determines which material can be circulated and which is for in-house use, and the duration of the loan periods for different types of material.

2. To ensure the fair and responsible use of Library material, individuals wishing to borrow material must be a library member in good standing.

3. **Card Use**
   
i. Library cards are non-transferable. Members present their own card at each transaction to borrow materials and access some services at the Library.
   
ii. Existing members who do not have their card with them may borrow materials by presenting a piece of identification confirming their name, and also confirming a piece of information on their account. A fee may be levied for this transaction. Library staff retains the right to refuse this type of transaction.
   
iii. Upon signing a consent form, a member may designate one other member to act as a proxy to borrow material on their behalf. The member is responsible for all material borrowed on their behalf by the proxy.
   
iv. Library cards are the property of the Cranbrook Public Library and must be returned upon request.
   
v. Lost or stolen cards must be reported immediately. Borrowers are responsible for all material borrowed with their card until it is reported.
   
vi. Lost or damaged cards may be replaced for a fee.

4. **Definition of Borrowing**
   
i. Borrowing includes the loan of circulating material, access to public use computers and use of online subscription databases.

5. **Types of Material**
   
i. Circulating – material that can be loaned for use outside the Library.
   
ii. Non-Circulating – material that is intended for in-Library use only because of their nature, format, condition, value and rarity. They may only be borrowed if an exception is made by the Chief Librarian or Deputy Librarian.
   
iii. Interlibrary Loan – an item borrowed from another library through the Cranbrook Public Library whose loan period is set by the lending library.
   
iv. Public Computers – computers within the Library with office productivity software and Internet access made available free of charge to members for two (2) hours per day.
   
v. Online Resources – subscription databases that require member authentication to grant access to their resources. Remote access to online resources may be restricted by licensing agreements.

6. **Borrowing Material**
   
i. The Board sets the maximum number of circulating items a member may have on loan.
ii. The standard loan period for circulating material is twenty-one (21) days. Special loan periods may be established for certain material, and this loan period will be labelled on their covers.

iii. An extended loan period may be granted by Library staff taking into consideration the type of material, the number of items or the type of member.

iv. Circulating material, except those from specially designated collections or requested by another member, can be renewed for two (2) additional loan periods.

v. Resident and non-resident members may request that circulating material currently on loan, except specially designated material, be held for them upon its return to the Library. The Board sets the maximum number of active hold requests a member may have at any one time.

7. Overdue Material

i. It is the responsibility of the member to ensure borrowed material is returned on time so that others may use the material. The Library may impose fines or other penalties for overdue materials to encourage the return of borrowed material. Fine rates are set by the Board. At the discretion of the Library Board, certain types of borrowers may be exempted from fine payments.

ii. Library staff will use provided contact information to attempt to contact members with overdue material to remind them to return the material. It is the member’s responsibility to ensure contact information is accurate.

iii. The Library may charge an administration fee for overdue material that is not returned over and above any fines and other fees that accrue. This fee will be charged whether the items are returned or not.

iv. Library staff will consider requests to make arrangements for alternate ways to waive fines on a case-by-case basis and reserves the right to refuse such requests.

8. Damaged or Lost Material

i. Members are responsible for all material borrowed on their account.

ii. Members use the Library’s materials at their own risk. The Library is not liable for any damages that may occur to non-Library material used in conjunction with Library material.

iii. Members have to pay for damaged or lost material at the cost of the item plus a processing fee.

iv. A member may request to keep damaged material after the payment receipt is issued.

v. A member who returns lost material previously paid for within one (1) month of the date on the payment receipt will be reimbursed the payment amount less the processing fee and overdue fines accrued between the original due date and payment date of the item as long as these fines do not exceed the original payment amount.

vi. The Library may take further action, including but not limited to referring the account to a collection agency, if a member does not pay for damaged or lost material.

vii. The Library does not accept substitute items for damaged or lost material. In-kind material may be accepted if it is the same title and edition, and is in excellent condition. If such an item is accepted, the member must pay the processing fee. Library staff reserves the right to refuse in-kind material and request full payment for the material.
<table>
<thead>
<tr>
<th>CS6</th>
<th>Resource Sharing</th>
<th>Effective</th>
<th>Next Review</th>
<th>Revised</th>
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<tr>
<td>Approved</td>
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<td>David Clark, Cranbrook Public Library Board Chair</td>
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</table>

1. **Borrowing Material from Other Libraries**
   i. The Library recognizes that library users may at times have special needs for material that cannot be accommodated by the Library’s collections. The Library provides an Interlibrary Loan service to help meet these needs.
   ii. The Library may enter into arrangements with other library organizations to share resources that would otherwise not be feasible to provide due to budget or other considerations, but may meet other selection guidelines and criteria.
   iii. The Library reserves the right to withdraw from such arrangements at any time.
   iv. This service is provided under the general guidance of the Canadian Library Association's *Interlibrary Loan Code*.
   v. Borrowing rules conform to the *Interlibrary Loan Code for British Columbia Public Libraries*.
   vi. The basic service is provided free to all resident and 12-month non-resident members.
   vii. Library staff will attempt to fill requests in a timely manner. However, a specific item or material type may be unavailable, or cannot be brought in during a specific period of time.
   viii. The lending library may levy charges which will be passed onto the borrower. Library staff will inform the borrower of any such charges to get their approval prior to filling the request.
   ix. A processing fee may be charged for any interlibrary loan material brought in from another library but not picked up by the member who requested the material.
   x. The loan period of interlibrary loan material is determined by the lending library.
   xi. The member is responsible for all interlibrary loan material they borrow.

2. **Lending Material to Other Libraries**
   i. The Library loans materials from our collections to other accredited institutions under the guidance of the Canadian Library Association's *Interlibrary Loan Code*.
   ii. Lending rules conform to the *Interlibrary Loan Code for British Columbia Libraries*. 
1. The Library offers a wide range of public programs as part of its normal service to the community. The programs are designed to fulfill one or more of the following functions:
   i. Actively encourage the benefits of reading and promote literacy;
   ii. Provide an alternate format for communicating information and ideas;
   iii. Highlight and encourage the use of particular parts of the collection or promote the Library as a resource centre for further exploration of issues;
   iv. Actively assist the public in discovering the resources that pertain to their needs and interests;
   v. Meet the needs and interests of the community;
   vi. Provide effective publicity so that potential users are attracted to the Library and so that community awareness of, support for and awareness of the Library is increased.

2. The Library utilizes staff expertise, collections, services and facilities in developing and delivering programming. As part of this development, the Library may draw upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Presenters do not usually receive a fee or travel expenses, but exceptions may be made with the approval of the Chief Librarian or Deputy Librarian prior to the program.

3. Programs may be delivered within the Library building or, as part of outreach initiatives or partnerships, in other suitable locations within the community.

4. Programs are not used for solicitation, recruitment or any activity that contravenes municipal, provincial or federal laws. Any sales of products at Library programs must be approved by the Library and benefit the Library.

5. External organizations or individuals partnering with the Library on programs must coordinate marketing efforts with the Library. The Library determines how logos and other branding items from partner organizations appear on information presented during a program.

6. Programs will be selected by Library staff. The public is encouraged to suggest topics for future programming or changes to existing programs. These suggestions will be considered in light of the programming criteria, library resources and funding.

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

8. The Library may charge fees to recover costs associated with planning and implementing programs.

9. Programs will be evaluated to determine their effectiveness in fulfilling the listed functions.

10. Reference made in programs to any specific products or services does not necessarily constitute or imply its endorsement or recommendation by the Library. The activities, beliefs or opinions of the speakers expressed in the program do not necessarily state or reflect those of the Library.

11. The Library endorses the Canadian Library Association’s *Position Statement on Intellectual Freedom* and recognizes that some programs may have controversial content in order to ensure public access to all sides of an issue. The Board takes no position on the views, ideas, or opinions of program content.
1. The Library’s homebound service is available to residents of the City and Area C who are confined to a private residence or institution as a result of ill health or a physical, visual or age related disability.

2. An individual who wishes to register for this service must complete a *Homebound Service Application*.

3. An individual reverts to their regular membership type when they cease being homebound.

4. Frequency and availability of the service is subject to the availability of the necessary Library resources.

5. **Process**
   
i. When an individual registers as a homebound member Library staff will conduct an interview to determine the member’s reading and format preferences.
   
   ii. On a regular schedule Library staff or volunteers will select items from the Library shelves based upon the identified interests of the member.
   
   iii. Items loaned to homebound members will have an extended loan period to accommodate the delivery schedule and can be renewed if not requested by another member.
   
   iv. Users of this service are exempt from paying overdue fines as the Library takes responsibility for making deliveries and picking up returns. However, the Library’s policies apply to all other aspects of the use of this material.
1. The Library provides public computer and Internet access as a complement to its material collections, other information resources, and to enhance access to electronic services, for informational, educational and recreational purposes.

2. The Library endorses the Canadian Library Association’s *Statement on Intellectual Freedom* and believes that the freedom of access to information is vital to the health and development of a democratic environment.

3. The Internet is an unregulated, worldwide network of computers to which information is uploaded from a vast variety of sources. As such, it contains information and opinions that range in scope from reliable and authoritative to controversial or extremely offensive. Some information found on the Internet may not be accurate, complete or current. Users must assess for themselves the validity of the information found.

4. **Access to Computer Resources**
   
i. Computer resources encompass all components of computer workstation equipment, software and software licenses, connectivity to the Internet, including wireless access, and related equipment such as printers and copiers.
   
ii. The Library will provide access to computer resources and the Internet to Library resident and non-resident members in good standing. Other individuals may acquire sessional access upon payment of a fee.
   
iii. To ensure equitable access for all users of computer resources, the Board may set limits such as the amount of free access time per day, fees for non-members or members wanting additional time, and designating computers in certain areas for use by specific user groups.
   
iv. Computer workstations will have office productivity software so users can create, edit and save personal documents to an external storage device, and software to access the Internet and various online resources.
   
v. Access to the computer resources is provided on an as is and as available basis. The Library cannot guarantee the performance, security, confidentiality or availability of these resources, or that they will meet the specific requirements of a user.
   
vi. In keeping with the Library’s commitment to provide age-appropriate material for children in a safe and welcoming environment, public computers designated for use by children are equipped with commercial filters. The Library cannot guarantee that the filters will block all objectionable sites. The Library respects the parent or guardian’s responsibility to determine which resources their child will access.
   
vii. Staff will support users in the effective, efficient and responsible use of public access computers, particularly in cases where mechanical or network problems arise. Workshops and training sessions on computer and Internet use may be offered from time to time.
   
viii. Photocopying and printing from public access computers are available for a fee. All photocopying and printing is the sole responsibility of the user.
   
ix. The Library will not be liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use of this service.
5. **User Responsibilities**

i. Public computer users are responsible for obeying the laws of Canada and the Library’s policies. They must respect copyright law and intellectual property rights, and not use computers for illegal, actionable or criminal purposes.

ii. Public computers are situated in public areas shared by library users of all ages, backgrounds and sensibilities who may see content being viewed by users. Users should respect and consider others when accessing the Internet in accordance with this environment.

iii. Users must use their library card to access a public computer. They may not use another person’s card, even with their permission, or permit others to use their card.

iv. Users are responsible for treating computer resources with respect and care to ensure that all individuals can enjoy equitable access to all Library resources.

v. Public computers will only contain software owned by or licensed to the Library. Users may not alter, tamper with or damage the Library’s computer resources.

vi. Users are responsible for all their activities on the Internet, recognizing that it is not a secure medium and that third parties may be able to obtain information about users’ activities. The Library assumes no responsibility for the security and privacy of on-line transactions.

vii. Users are responsible for the correct use of computer resources to maintain their own privacy and security. Users are responsible for any losses or damage sustained either directly or indirectly as a result of their use of computer resources.

6. **Consequences of Misusing Resources**

i. Library staff is entrusted with the obligation to ensure that all rules of public computer access, and other policies, are followed. Staff will advise users of appropriate conduct as required and state the consequences of continuing or repeating the inappropriate behaviour.

ii. Library staff may call the police for assistance in situations where there is a contravention or perceived contravention of the law.

iii. Any person violating the Library’s public computer access policy, or other policies, risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.
1. Information service at the Library is one of the most vital and visible expressions of its mission and is key to the Library’s service roles.

2. The goal of Information Services is to provide consistent high quality assistance to all library users seeking information.


4. All information collected as part of a reference transaction is treated as confidential and is subject to the Library’s Protection of Information and Privacy Policy.

5. Users of all ages and circumstances are treated with equal attention and with sensitivity to their particular needs.

6. All requests by users for information are considered legitimate and handled as such. In-person requests will take precedence over requests received remotely.

7. It is the responsibility of staff to provide information in an impartial and businesslike manner. Staff will advise about, and refer users to, information resources but will not interpret information.

8. A reference question is defined as an informational contact which involves the knowledge, recommendations, guidance or instruction in the use of one of more information sources by a member of the Library staff.

9. Reference includes providing help with the catalogue and library computers, reader’s advisory service, database and online assistance, bibliographic verification, interlibrary loan assistance, referral services, research assistance, school assignments, consumer information, and individual and group instruction.

10. Staff will conduct a reference interview to clarify the user’s needs in order to answer a question accurately and fully. A reference interview may be repeated if the information gathered does not meet the needs of the user.

11. The Library will maintain an up-to-date, relevant and readily accessible working collection of reference print and electronic materials. A membership may be required for the user to access certain resources, such as online databases and public use computers.

12. Library staff attempt to answer all questions. However, some types of questions and services may be beyond the scope and expertise of the public library and shall be redirected when possible.
1. The Cranbrook Public Library Board supports people’s ability access and share information in a variety of formats. To facilitate this ability, the Library may provide reproduction and repair services for a fee, as approved by the Board.

2. Users of reproductive and repair services are responsible for obeying the laws of Canada and the Library’s policies. They must respect copyright law and intellectual property rights, and not use these services for illegal, actionable or criminal purposes.

3. The Library provides reproduction and repair services on an as is and as available basis. The Library cannot guarantee the performance, security, confidentiality or availability of these services, or that they will meet the specific requirements of a user.

4. Under no circumstances is the Library liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use of these services including the loss of, or damage to, the user’s records or data.

5. **Reproduction Services**
   i. The Library offers the following reproduction services for a fee:
      a. Photocopying
      b. Printing from the public access and catalogue computers
      c. Faxing
   ii. All photocopying, printing and faxing is the sole responsibility of the user.

6. **Repair Services**
   i. The Library offers limited disc repair services for a fee. The specific disc types eligible for resurfacing are determined by staff based on manufacturer’s specifications and experience from other organizations offering disc repair services.
   ii. The repair fee is based on a per-side rate.
   iii. Staff will undertake the repairs in a timely manner but cannot guarantee the work will be completed during a specific period of time.
   iv. Staff will conduct a visual inspection of each disc to ensure the resurfacing took place. However, the Library cannot guarantee the playability of any disc as a result of the repair work. Some discs may not be repairable due to the nature of the damage or the format of the disc.
   v. The user must pay for all repair work undertaken on their behalf by the Library, regardless of whether or not the repair is successful.
   vi. The user must drop off and pick up discs in person. The Library will not ship discs.
1. The Cranbrook Public Library recognizes that individuals value the ability to connect with it through online, interactive venues. The Library will assess social media platforms on a regular basis to decide whether to integrate a particular platform into its virtual presence.

2. Social media is any web application, site or account that provides an environment in which library staff and users can share opinions and information about library-related topics.

3. The purpose of the social media policy is to ensure respectful use of the Library’s social media sites for the education and enjoyment of all users.

4. The social media platforms are provided by third-party vendors. Users are governed by these vendors’ terms of use and end-user agreements, and the laws of the country where these vendors reside. The Library has no control over the collection and use of personal information by these vendors and cannot be held liable for such use.

5. Users are responsible for the protection of their privacy when participating on the Library’s social media sites.

6. The Library recognizes and supports the free exchange of ideas promoted by social media. However, posts to the Library’s social media platforms, including any made by staff and public users, must be made in accordance with the laws of Canada and the Library’s policies. They must respect copyright law and intellectual property rights, and not use the Library’s social media sites for illegal, actionable or criminal purposes.

7. By posting content, the user agrees to indemnify the Library and its officers and employees from and against all liabilities, judgments, damages and costs incurred by any of them which arise out of or are related to the posted content.

8. The Library does not act in place of, or in the absence of, a parent. The Library is not responsible for enforcing any restrictions that a parent or guardian may place on a minor’s use of social media.

9. The Chief Librarian or designate will be the moderator for each social media site and will implement policy to ensure compliance.

10. The Library makes a commitment to:
   i. Respond to questions or concerns as quickly as possible;
   ii. Maintain the highest levels of accuracy, objectivity and impartiality in the information it posts;
   iii. Respect the privacy and anonymity of those with whom we communicate;
   iv. Respect freedom of speech and difference of opinion while protecting staff and users from offensive, abusive or otherwise inappropriate speech;
   v. Provide accessible and inclusive services.

11. Social media forums and messaging may not be used to post:
   i. Obscene or racist content;
   ii. Personal attacks, insults or threatening language;
   iii. Potentially libelous statements;
   iv. Plagiarized material;
   v. Private, personal information published without consent;
   vi. Comments unrelated to the content of the forum;
   vii. Commercial promotions or spam;
   viii. Organized political activity.
12. The Library reserves the right to edit or modify submissions when reposting or providing comment. The Library is not responsible for the reliability of content provided via links that are posted to our social media sites.

13. Being followed by the Library on any social media platform or having messages or content created by other parties shared on the Library’s social media sites does not imply endorsement.
Cranbrook Public Library
Policy Manual
Appendices

A1  Library Organizational Chart
A2  Library Board of Trustees Guidelines
A3  Roles in a Public Library
A4  Acceptable Identification for Membership
A5  Fee Schedule
A6  Public Use Copier Copyright Notice
1. The Library Board reports to City Council through the Council Representative and/or the Chief Librarian prepares administrative updates for inclusion in Council meeting packages.

2. The Chief Librarian implements Board directives and manages day-to-day operations. In the course of these duties, the Chief Librarian may liaise with City staff.

3. The Chief Librarian is the main point of contact between Board and staff.
1. As a Cranbrook Public Library trustee you have been entrusted to care for the well being of the Library in Cranbrook. This appointment by the Cranbrook City Council or Regional District of East Kootenay implies a challenge, an obligation and an opportunity. It is through the Library Board that an interchange of ideas among the community, local government and library staff will be ensured. As a library trustee you will ensure that the Library provides relevant, comprehensive and efficient service to the communities that support it. You act with other Library Board members to fulfill a variety of responsibilities.

2. As a trustee you will be asked to give freely of your time, talents and energy. It will involve establishing effective working relationships with local government, library staff and fellow trustees. It will require becoming part of a team. The demands are high and so too are the rewards, for your contribution can make a difference to library services in both our community and province.

3. As a valued trustee you will:
   - attend Board and Committee meetings with regularity and punctuality;
   - read the material in the Board meeting packages before the meeting, and take the time to make note of any comments or concerns you have about matters which will be discussed at the meetings;
   - as a committee chair provide written reports in a timely manner so as to allow staff to include them in the meeting packages for your fellow trustees;
   - participate in discussions and decisions at the time they are taking place rather than waiting to state your opinions after action has been taken;
   - ask questions or request additional information about any issue you do not understand;
   - vote with a clear understanding of that which is being voted upon;
   - abide by decisions duly made by the Library Board and observe the confidentiality of information provided from time to time;
   - raise any library related concerns that you have observed or which community members have brought to your attention;
   - know and understand the mission and policies of the Library;
   - become familiar with the Library Act and other relevant legislation and information provided to you when appointed;
   - be informed and knowledgeable about the Library;
   - commit yourself to learning how to be an effective trustee by taking the Trustee Orientation Program provided by the British Columbia Library Trustees Association;
   - Maintain an objective and unbiased approach free of conflict of interest.
4. If you have been elected as Chair of the Board or a Committee, you have additional responsibility to:

- review or prepare an agenda, in consultation with the Chief Librarian, and ensure that this agenda, along with any necessary supporting material is sent out ahead of the meeting to each Board member or Committee member;
- understand each agenda item and its purpose on the agenda;
- call the meeting to order when a quorum is present at the appointed start time;
- introduce and welcome any visiting staff, community members, delegations, guests or others;
- facilitate the meeting’s discussion and decision-making process by:
  - allowing all members full and equal opportunity to participate;
  - acting as a neutral party while ensuring the discussion stays on topic and when sufficient debate has taken place on any topic, repeat the motion and call for a vote;
- sign the minutes of the previous meeting at which you presided, after the Board or Committee has approved them.
## ROLES IN A PUBLIC LIBRARY

<table>
<thead>
<tr>
<th>Responsibilities of…</th>
<th>Trustees</th>
<th>Chief Librarian</th>
<th>Library Staff</th>
<th>Friends’ Members</th>
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</thead>
<tbody>
<tr>
<td><strong>General Administrative</strong></td>
<td>Recruit and employ a qualified chief librarian; maintain an ongoing performance review process for the librarian.</td>
<td>Administers the daily operation of the library; including personnel, collection development, fiscal, physical plant and programming functions. Acts as technical advisor to the board and ensures staff representation at all friends’ meetings.</td>
<td>Carries out the day-to-day work of the library. Maintains necessary records and reports of program implementation. Provides feedback on program impact.</td>
<td>Support quality library services in the community through fundraising, volunteerism and serving as advocates for the library’s program.</td>
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<tr>
<td><strong>Policy</strong></td>
<td>Identify and adopt written policies to govern the operation and program of the library including personnel, general operating, and collection development policies.</td>
<td>Apprises board of need for new policies, and policy revisions. Implements the library’s policies as adopted by the board. Keeps friends apprised of all library policies.</td>
<td>Makes decisions within policy guidelines and established procedures. Suggests changes to policies and procedures to the chief librarian.</td>
<td>Support the policies of the library as adopted by the library board. Adopt a constitution and by-laws for the friends.</td>
</tr>
<tr>
<td><strong>Planning</strong></td>
<td>Ensure that the library has a long range planning process with implementation and evaluation components. The process should include input from friends, community and staff. Support the librarian, staff and friends in carrying out the library's services.</td>
<td>Coordinates and implements the long range planning process with board, friends, staff and community. Prepares status reports and other information required to coordinate the long range plan.</td>
<td>Provides input into the library’s long range planning process. Works to implement the goals and objectives identified in the long range plan.</td>
<td>Provide input into the library’s long range planning process and remain knowledgeable of the status of the plan’s goals and objectives.</td>
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<tr>
<td><strong>Marketing</strong></td>
<td>Ensure that the library has an active marketing program. Represent and promote the library in the community. Seek community support of the library.</td>
<td>Coordinates and implements an ongoing marketing program. Represents the library in the community. Seeks community understanding of the library.</td>
<td>Carries out work related to implementing the marketing program. Represents the library in the community.</td>
<td>Promote the library’s services and programs to the public.</td>
</tr>
<tr>
<td>Responsibilities of…</td>
<td>Trustees</td>
<td>Chief Librarian</td>
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<tr>
<td>Fiscal</td>
<td>Secure adequate funds to carry out the library's program. Assist in the preparation and presentation of the annual budget. Approve the annual budget.</td>
<td>Prepares an annual budget for the library, in consultation with the board, friends and staff, for the board's consideration. Present current report of expenditures against the budget at each board meeting. Make the friends aware of the special financial needs of the library.</td>
<td>Provides input on library services and programs to the chief librarian for the budget process.</td>
<td>Conduct fundraising which complements the library's mission, and provides funding for special library projects.</td>
</tr>
<tr>
<td>Legislative</td>
<td>Are familiar with local, provincial and federal library and library-related legislation; and pending library-related legislation.</td>
<td>Educates board, friends and staff regarding current local, provincial and federal library and library-related legislation; and any pending library-related legislation.</td>
<td>Is aware of, and abides by, local, provincial and federal library and library-related legislation.</td>
<td>Serve as advocates for local, provincial and national library issues.</td>
</tr>
<tr>
<td>Meetings</td>
<td>Attend and participate in all board meetings and see that accurate records are kept on file at the library; appoint a liaison to the friends' board meetings.</td>
<td>Provides written reports at, and participates in, all board and friends' meetings. Ensures there is a staff liaison to the friends.</td>
<td>Attends and participates in staff meetings to remain apprised of library operations.</td>
<td>Friends' directors should attend and participate in all friends' board meetings.</td>
</tr>
<tr>
<td>Networking</td>
<td>Attend regional, provincial and national trustee meetings and workshops, and affiliate with the appropriate professional organizations. Make use of the services of the British Columbia Library Trustees' Association.</td>
<td>Affiliates with regional, provincial and national professional organizations and attend professional meetings and workshops. Makes use of the services and consultants of the Public Library Services Branch, the British Columbia Library Association and other professional organizations.</td>
<td>Uses available means of communication to interact with co-workers, colleagues, the public, friends and others. Participates in available continuing education opportunities when possible.</td>
<td>Affiliate with provincial and national friends' organizations and attend their meetings and workshops when possible. Make use of the services of the Friends of Canadian Libraries.</td>
</tr>
</tbody>
</table>
1. All identification must be provided in its original form, reproductions will not be accepted.

2. Identification is provided for staff to confirm the identity of the prospective member. Identification numbers are not recorded.

3. Whenever possible, a prospective member should produce a piece of identification showing the person’s name, signature and current address.
   - BC Driver’s License
   - BCID
   - BC Services Card

4. If this identification does not have the current address, then the prospective member has to provide one of the proof of residential address documents from the list below along with the identification.

5. If the preferred identification is not available, the prospective member must provide one piece of documentation from each of the following two lists, one of which must show the prospective member’s signature and one of which must show the current residential address.

6. **Other Acceptable Personal Identification**
   - BC Care Card
   - Credit card
   - Bank card (debit card)
   - Passport
   - Permanent resident card
   - Student card (secondary and post-secondary institutions)
   - Out of province driver’s license
   - Out of province health card
   - Aboriginal status card

7. **Proof of Residential Address**
   A prospective member may present one of the following proofs of residency along with a piece of identification if that does not show their current address. Items received through the mail must be dated and not more than one month old.
   - Automobile registration
   - Rental agreement (officially signed)
   - Bank statement or personalized cheque
   - Utility bill (print or electronic)
   - Personal mail with current postmark
   - Hotel receipt(s) (must be stamped by hotel and show a stay of at least one month)

8. A prospective member who has a piece of identification but no proof of residency, or has proof of residency but no piece of identification with a signature, may apply for a short-term membership with limited privileges so they can begin using the Library immediately. Identification requirements must be met before full privileges are granted.
### A5 Fee Schedule

<table>
<thead>
<tr>
<th>Membership</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents of Cranbrook and RDEK Area ‘C’</td>
<td>Free</td>
<td></td>
</tr>
<tr>
<td>BC OneCard Borrower (limited privileges)</td>
<td>Free</td>
<td></td>
</tr>
<tr>
<td>Three-Month Non-Resident (full privileges, except ILL)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual</td>
<td>$ 8.00</td>
<td></td>
</tr>
<tr>
<td>Family</td>
<td>$ 12.00</td>
<td></td>
</tr>
<tr>
<td>Annual Non-Resident (full privileges)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual</td>
<td>$ 25.00</td>
<td></td>
</tr>
<tr>
<td>Family</td>
<td>$ 40.00</td>
<td></td>
</tr>
<tr>
<td>Replacement Card</td>
<td>$ 2.00</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fines</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Item per Day</td>
<td>$ 0.20</td>
<td></td>
</tr>
<tr>
<td>Maximum Fines per Item</td>
<td>$ 5.00</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account Limits for Borrowing Privileges</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowing without a Card</td>
<td>Identification required</td>
<td></td>
</tr>
<tr>
<td>Unpaid Fine Threshold</td>
<td>$ 10.00</td>
<td></td>
</tr>
<tr>
<td>More than 180 Days Outstanding Balance on Any Amount</td>
<td>Must clear account</td>
<td></td>
</tr>
<tr>
<td>Reinstatement after Suspension</td>
<td>Must clear account</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lost or Damaged Material</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost or Damaged Material</td>
<td>Item cost plus processing</td>
<td></td>
</tr>
<tr>
<td>Magazines and Other Periodicals Processing</td>
<td>$ 1.00</td>
<td></td>
</tr>
<tr>
<td>Audio/Visual Material Processing</td>
<td>$ 5.00</td>
<td></td>
</tr>
<tr>
<td>Books and All Other Material Processing</td>
<td>$ 3.00</td>
<td></td>
</tr>
<tr>
<td>CD Envelopes Only</td>
<td>$ 1.00</td>
<td></td>
</tr>
<tr>
<td>Audio/Visual Cases, Kit Bags and Liner Notes Only</td>
<td>$ 2.00</td>
<td></td>
</tr>
<tr>
<td>Long Overdue Material Administration Charge</td>
<td>50% of total value of items</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public Computer and Printing Services</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Members – two hours per day</td>
<td>Free</td>
<td></td>
</tr>
<tr>
<td>Non-Members – per hour</td>
<td>$ 1.00</td>
<td></td>
</tr>
<tr>
<td>Additional Time – per hour</td>
<td>$ 1.00</td>
<td></td>
</tr>
<tr>
<td>Printing - per page</td>
<td>$ 0.10</td>
<td></td>
</tr>
<tr>
<td>Photocopying - per page</td>
<td>$ 0.10</td>
<td></td>
</tr>
</tbody>
</table>
**Fee Schedule**

**Effective**: 2003  
**Next Review**: 2016  
**Approved**: 12 March 2015  

Denine Milner, Cranbrook Public Library Board Chair

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### Equipment Rental

<table>
<thead>
<tr>
<th></th>
<th>Per Day</th>
<th>Per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital Projector</td>
<td>$75.00</td>
<td>$175.00</td>
</tr>
<tr>
<td>TV / DVD Player (for use in MTS only)</td>
<td>$30.00</td>
<td>$70.00</td>
</tr>
<tr>
<td>Flip Chart with Markers (for use in MTS only)</td>
<td>$5.00</td>
<td>$15.00</td>
</tr>
</tbody>
</table>

### Manual Training School Rental

<table>
<thead>
<tr>
<th></th>
<th>Per Hour</th>
<th>Per Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Profit - Adult</td>
<td>$16.00</td>
<td>$80.00</td>
</tr>
<tr>
<td>Non-Profit - Youth</td>
<td>$13.50</td>
<td>$53.00</td>
</tr>
<tr>
<td>Business - Adult</td>
<td>$27.00</td>
<td>$160.00</td>
</tr>
<tr>
<td>Business - Youth</td>
<td>$16.00</td>
<td>$107.00</td>
</tr>
<tr>
<td>Library/City/RDEK</td>
<td>$6.75</td>
<td>$33.50</td>
</tr>
</tbody>
</table>
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<thead>
<tr>
<th>A6</th>
<th>Public Use Copier Copyright Notice</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Effective</strong></td>
<td>2003</td>
</tr>
<tr>
<td><strong>Next Review</strong></td>
<td>2016</td>
</tr>
<tr>
<td>Revised</td>
<td>2006, 2011</td>
</tr>
<tr>
<td>Approved</td>
<td>David Clark, Cranbrook Public Library Board Chair</td>
</tr>
</tbody>
</table>

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