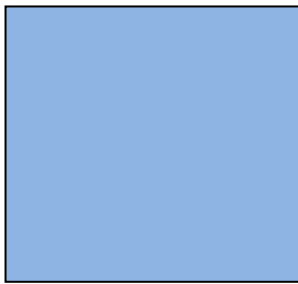
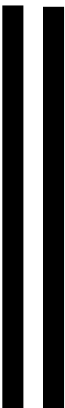
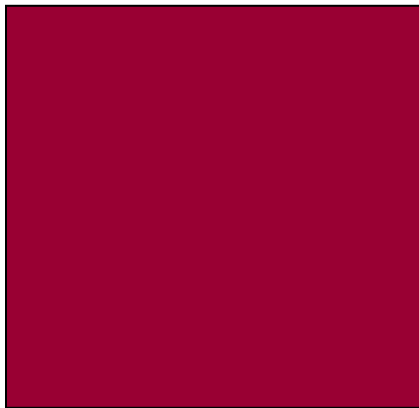


# GOVERNANCE & POLICY PROCEDURES

SECHELT  
PUBLIC  
LIBRARY  
ASSOCIATION



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

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## Definitions

### **BC OneCard**

Facilitates in-person borrowing and return of library materials at any participating public library in BC. The “card” is now a decal.

### **Board Member**

A member of the Sechelt Public Library Board of Trust

### **Governance Policy & Procedures**

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

Synergy Associates, Consultants in Governance and Organizational Development. *“Governing for Results: Governance Policies Template”*

### **InterLINK**

A co-operative federation of eighteen autonomous public libraries. It operates as a Library Federation. According to the *Library Act of British Columbia (1994) Section 49* and is governed by a library board constituted in accordance with the act.

### **Library Collection**

All library materials, from print to digital.

### **Patron**

Any person using the services of the Sechelt Public Library.

### **Personnel**

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

### **Print collection**

Printed materials including books, magazines and newspapers.

### **Public Library**

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

### **Sechelt Library Website**

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

### **Sechelt Public Library Association (SPLA)**

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

### **Sechelt Public Library Association Board of Trustees**



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

**Social Media**

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

**Staff**

Includes all individuals employed or engaged by Sechelt Public Library Association to perform services for or on behalf of SPLA and includes volunteers.

**Trustee**

Another term used for Board member.

**User**

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

**Wi-Fi**

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

# 1.0 Foundational Principles

## 1.1 Mandate, Purpose and Statements

The Sechelt Public Library operates as a Public Library Association under the provisions of the [Library Act of B.C.](#) The Sechelt Library provides library services for the District of Sechelt and areas of the Sunshine Coast Regional District inclusive of Pender Harbour, Halfmoon Bay, and Roberts Creek, as well as contiguous areas served by the shíshálh Nation (Sechelt Indian Government District). Also, in accordance with the *Library Act* by virtue of reciprocal agreements, to those eligible for library services through Gibsons and District Public Library.

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

The Sechelt Public Library Library Director/Chief Librarian is responsible for the creation and implementation of the library's operational policies and procedures. Sechelt Public Library staff are unionized under the Canadian Union of Public Employees (CUPE Local 391) and have a collective agreement.

## 1.2 Application

This policy and procedure applies to Library staff and Sechelt Public Library Board of Trustees (Board).

## 1.3 Authority

Revisions to this policy shall be authorized by the SPLA Board.

## 1.4 Legislation of Interest

*Library Act [RSBC 1996] Chapter 264, Part 4:39*

## 1.5 Strategic Priorities

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

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

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

## 1.6 Policy Distribution

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

## 1.7 Information on Policy and Procedures

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

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

## 1.8 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed

## 2.0 Sechelt Public Library Association Board of Trustees

### 2.1 Purpose and Statements

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

### 2.2 Application

This policy and procedures document applies to all members of the Board of Trustees and those affected by the Board's actions.

### 2.3 Authority

Revisions to this policy can be authorized by the Sechelt Public Library Association Board as defined by the *Library Act*.

### 2.4 Legislation of Interest

*Library Act* [RSBC 1996] Chapter 264

*Library Act* [RSBC 1996], Part 4:32 (b) and Part 5:48 (1) (a)

*Library Act* [RSBC 1996], Part 4:31(1) and (2), Part 4:32(b) and Part 5:48 (1) (a)

*Library Act* [RSBC 1996], Part 4:35 (1) and (2)

*Library Act* [RSBC 1996], Part 4:40

*Freedom of Information and Protection of Privacy Act*

### 2.5 Policies and Procedures for the Board of Trustees

#### 2.5.1 Authority and Structure of the Board

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

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

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

Currently our local funders are:

- District of Sechelt
- Sunshine Coast Regional District
- Sechelt Indian Government District (shíshálh Nation)

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

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

A trustee cannot be related to another trustee or staff member by blood, marriage, adoption or domestic partnership or have other such personal conflicts of interest with any employee of the Sechelt Public Library Association.

All board members (elected members and appointed representatives) are considered 'voting members' but are expected to refrain from voting on matters which could be considered a conflict of interest.

At the board meeting immediately following the Annual General Meeting, the Board shall elect a chairperson, a vice-chairperson, and a treasurer from among the trustees of the Board.

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

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

**Trustee Nomination and Board Development Process:**

- Nominations for trustees will be sought by an ad hoc nominating committee. The committee shall be composed of a chairperson, who is a member, and one (1) or more association members, appointed by the Board. The Nominating Committee will be established on or before October 31 of each year. The Committee shall prepare a slate of candidates at least two (2) weeks before the Annual General Meeting and post it in the Library
- Advertising shall be placed in weekly local newspapers, seeking interested, qualified candidates
- Board members will actively recruit candidates with the requisite skills and experience
- Nominations can occur up to one week before the annual general meeting. Prospective candidates must be nominated by two current library members
- Candidates with the required skills or career experience may meet informally with designated board trustees
- Candidates will be given a copy of the Strategic Plan and Trustee Orientation Fact Sheet and be referred to the library web site for documents such as the Sechelt Public Library Association Governance Policy and Procedures document
- A second meeting can be held as necessary
- The candidate can attend a board meeting as an observer and should provide a brief biography for the Board
- There will be no nominations accepted at the Annual General Meeting
- Trustees shall be elected at the Annual General Meeting
- Trustees can also be appointed by the Board during the year to fill a vacancy

- All board trustees will sign the Code of Ethics and Standards of Board Conduct Agreement at the time they join the Board

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## 2.5.2 Responsibilities of the Board

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

Board responsibilities include but are not limited to:

- oversee and manage the finances for the Sechelt Public Library Association
- set strategic direction for the Sechelt Public Library Association and ensure its implementation
- ensure policies and procedures adequately reflect the operational needs of the Sechelt Public Library Association
- form a negotiations committee responsible for the negotiation and sign-off on collective agreements
- hire the Library Director/Chief Librarian to oversee the day-to-day management and operations of the Library
- obtain legal services should the situation arise
- authorize goods and services greater than \$10,000
- develop a succession plan for the Board

### Trustees should be familiar with:

- The *Library Act*
- Sechelt Public Library Association Policies and Procedures
- Meeting minutes for the previous year
- Library history and operations
- Other trustees, staff and associates' names, positions and responsibilities
- BC Library statistics
- Sechelt Public Library Association Strategic Plan, Annual Reports, Policies and Procedures, and Budgets
- Sechelt Public Library Association Canadian Union of Public Employees, Local 391 contract

### Trustees Shall:

- Represent unconflicted loyalty to the interests of the Sechelt Public Library Association
- Recognize that this accountability supersedes the interest of any board member as an individual consumer of library services, or as a member of another governing body
- Take the Trustee Orientation Program of the BC Library Trustees Association (BCLTA) within six months of first joining the Board.
- Undergo a Criminal Records Check
- Attend meetings of the Sechelt Public Library Association Board as per the *Library Act*
- Actively participate in the work of the committees as appropriate
- Represent the Library in the community
- Represent the interests of the Library to the community and its governing bodies such as the District of Sechelt and the Sunshine Coast Regional District
- Help facilitate meeting the needs of the community or its component groups interested in library

service

- Attend library special events
- Participate in library fund-raising activities
- Stay current with activities/publications of the BC Library Trustees Association
- Take advantage of library related 'professional' development opportunities as appropriate

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### **2.5.3 Duties of the Board Chair**

The Chairperson (Chair) shall:

- Preside at all meetings of the Sechelt Public Library Association and at all general or special board meetings
- Generally, supervise the business of the Sechelt Public Library Association to ensure that its policies and objectives are carried out
- Be one of the signing officers of the Sechelt Public Library Association
- Prepare board meeting agendas in consultation with the Library Director/Chief Librarian
- Prepare and maintain 'in camera' minutes, distribute to board members
- Be an official representative of the Sechelt Public Library Association or appoint an alternate board member
- Be the official representative of the Board to the media. This role can be assumed by someone appointed by and from the Board in that Chairperson's place
- Prepare and make available a Chair's report for the Annual General Meeting
- Ensure regular evaluation of board member performance in achieving its objectives
- Ensure formal evaluation of the performance of the Library Director/Chief Librarian and meet regularly with the Library Director/Chief Librarian on matters that affect the Board of Trustees and Library
- Serve as an ex-officio non-voting member of the Friends of the Sechelt Public Library

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### **2.5.4 Duties of the Board Vice-Chair**

The Vice-Chairperson shall:

- Assist the Chairperson in carrying out the duties of the Chair
- Preside over meetings in the absence of the Chairperson
- Has the powers of the Chair and, in the absence of the Chair, would step into the role as Chair, either temporarily or until the end of term
- Carry out such other duties as determined by the Board
- Be one of the signing officers of the Association

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### **2.5.5 Duties of the Treasurer**

The Treasurer shall:

- Work directly with the Library Director/Chief Librarian in developing and implementing financial procedures, systems and internal controls
- Provide regular financial reports to the Board and advise the Board on key financial issues and events
- Be one of the signing officers of the Association
- Chair the Finance Committee

- Provide oversight and management of the Capital Reserve Fund
- Work directly with the Library Director/Chief Librarian to ensure the Board meets its financial obligations with the Canada Revenue Agency
- Work with the Finance Committee and the Library Director/Chief Librarian to develop an annual Library budget, present it to the Board and monitor the budget.

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### **2.5.6 Duties of the Secretary**

The Library Director/Chief Librarian is the Secretary of the Board under the *Library Act* and a non-voting member.

The Secretary shall:

- Be responsible for the preparation and retention of the minutes (excluding in camera minutes) of the Association
- Attend to all correspondence of the Board and Association
- Keep a file of correspondence
- Consult with the Chairperson in the preparation of meeting agendas
- Distribute upcoming agendas and material for review to each of the trustees a minimum of one week prior to a board meeting
- Provide copies of the minutes of the last meeting as soon as practicable prior to the next regularly scheduled meeting of the Board
- Give to any successor all records and pertinent information dealing with the business of the Board/Association

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### **2.5.7 Board Chair Advisor**

A past board chair, whose term on the Board has concluded, may be appointed by the Board to the position of Board Chair Advisor and act in an advisory capacity. This is a non-voting, non-quorum position and is for the period of one year.

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### **2.5.8 Board Meetings**

#### **Regular meetings**

- Regular meetings of the Board shall be held at least six times per year. A meeting schedule shall be determined at the first regular meeting the month following the Annual General Meeting
- The executive shall be elected at the Board meeting immediately following the Annual General Meeting
- Special meetings shall be called at the discretion of the Chairperson
- All board meetings of the Sechelt Public Library Board are open to the public to attend as observers, not participants
- A majority of the trustees of the Board shall constitute a quorum
- With prior arrangement with the Chair or designate, trustees may participate and vote in meetings from remote locations
- Each board member shall be entitled to one vote. A tie vote defeats the motion
- Email voting between board meetings is permitted in exceptional circumstances requiring a time sensitive decision



- Unless otherwise covered in policy, meetings of the Sechelt Public Library Association Board will adhere to Robert’s Rules of Order
- Trustees who are absent from three consecutive meetings without valid reason, or without notification to the Chairperson or Secretary, may be removed from the Board

#### **In camera meetings**

In camera sessions are not open to the public.

A motion to move “in camera” shall include the reason for holding the meeting in camera. The board Chair or designate will prepare and circulate the minutes to board members. The Board may hold an in-camera meeting only if the subject matter being considered is:

- The security of the Library
- Personal information of an individual, including an employee of the Library
- Proposed or pending property acquisition
- Labour relations, or negotiations or human resources
- Litigation, potential litigation or other legal matters
- 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

#### **Delegations**

- Any person or organization wishing to appear as a delegation before the Board shall submit a written request to the attention of the Secretary of the Board (Library Director/Chief Librarian) not less than ten (10) days prior to the board’s regular monthly meeting
- The request must indicate the subject matter and particulars upon which the delegation wishes to make the presentation
- Late submissions will not be accepted unless otherwise determined by the Chairperson of the Board
- The Board reserves the right to refuse a request for a delegation appearance
- Upon approval, the delegation shall be allotted a period of time to make a presentation, with additional time for board members to ask questions
- The allotted time shall be set by the Chairperson

#### **Annual General Meeting**

- The Annual General Meeting shall be held during the month of January or as soon after as convenient, at a time to be specified by the Board. Traditionally the Annual General Meeting has been held in February to ensure adequate time to provide accurate financial statements for the preceding year
- Notification of this meeting shall be made to the general public and association membership via the local news media a minimum of twenty-one (21) days in advance

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### **2.5.9 Code of Ethics and Board Conduct**

#### **Confidentiality**

- Board trustees must not disclose private or privileged information received during their time serving the Sechelt Library Association as trustees, or once their term of service has concluded
- Trustees are bound by and must adhere to the [BC Freedom of Information and Protection of Privacy Act \(FIPPA\)](#)
- Trustees must sign a Confidentiality Agreement upon joining the Board

### **General Conduct**

- Library property provided to trustees in order to perform their assigned duties must not be used for illegal activities or personal benefit and must be returned at the end of their term
- Trustees must conduct themselves in an ethical and respectful manner, and not use their position with the Sechelt Library Board to leverage personal agendas
- Recognize that all authority is vested in the Board as a whole when it meets in legal session and not with individual board trustees
- Statements made on behalf of the Board will be by the Chair or his/her designate. Board members shall represent, speak, or act for the Board only when formally given such authority for specific, time-limited purposes
- Listen carefully to and respect the opinion of other board members
- Board members will be free at all times to express their views and contribute vigorously to the discussion of matters brought before the Board for consideration. Once a decision has been reached, members must respect the decisions of the Board. Trustees will accurately communicate the decisions of the Board even if they disagree with the majority decision of the Board
- The Board will have the authority to interpret the application of the Code of Ethics and Standards of Conduct
- Recognize that the board trustees' job is to ensure that the Library is well-managed, not to manage the Library
- In accordance with the *Library Act*, trustees serve without remuneration but may be reimbursed travel and other expenses that are necessarily incurred in connection with their duties and have been approved by the Board
- Trustees will not engage in behaviour that is indecent, insulting or abusive. This behaviour includes unwanted physical contact, or other aggressive acts that may cause any person harm or makes them feel threatened
- Trustees may be removed from the Board for cause

### **Conflict of Interest**

- Conflict of interest arises when a trustee, either intentionally or unintentionally, may derive a direct or indirect pecuniary interest from decisions taken by the Board of Trustees
- Trustees must fully disclose, in writing, to the Board of Trustees, if they are potentially in perceived or real conflict of interest on decisions relating to contracts, transactions or situational outcomes
- Trustees shall not participate in debate, discussions or negotiations where they may be in a real or perceived conflict; however, they may be present to answer specific questions and provide clarification to other trustees

## **2.6 Board Committees**

### **Appointments to Committees**

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

locations

- Email voting between meetings is permitted in exceptional circumstances requiring a time sensitive decision
- As an Advisor to board committees, the Library Director/Chief Librarian is a non-voting member

#### **Duties of Committees**

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

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### **2.6.1 Building and Facilities Committee**

#### **Purpose:**

- To ensure the library's physical plant and facilities support the library's activities and programs

#### **Accountability:**

- The Building and Facilities Committee is a standing committee of the Board

#### **Composition:**

- The Building and Facilities Committee shall consist of at least three (3) trustees, one of whom shall act as Chairperson. The Library Director/Chief Librarian or designate shall be an advisor to the committee

#### **Responsibilities:**

- In conjunction with the Library Director/Chief Librarian, review the building facilities on an ongoing basis as to whether or not facilities are aligned with operation and current health and safety standards and practices.
- In conjunction with the Library Director/Chief Librarian, ensure the library's physical plan and facilities support the library's activities and programs.
- The Committee will bring concerns about library facilities that require input from the District of Sechelt to the Board and the District of Sechelt.
- Building emergencies must be dealt with immediately; the Board Chair and Library Director/Chief Librarian will coordinate with the library's landlord, the District of Sechelt, to resolve the situation in a timely manner.

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### **2.6.2 Finance Committee**

#### **Purpose**

- To ensure that the Board carries out its responsibilities under the *Library Act* and in accordance with the library's Finance Policy
- To direct the library's annual financial planning and budget process
- To ensure that the appropriate financial policies, procedures, processes, and internal controls are in place
-

### **Accountability**

The Finance Committee is a standing committee of the Board

### **Composition**

- The Finance Committee shall consist of the Board Chairperson, Vice-Chairperson, Treasurer, and other trustees as elected to the committee
- The Treasurer shall chair the Committee. In the absence of the Treasurer, those members of the Committee who are present shall appoint one of their number to be Chairperson
- The Committee shall designate one of its members to keep Committee records
- The Library Director/Chief Librarian will be an advisor to the Committee and attend all meetings

### **Responsibilities**

- Manages/directs the budget process and funding strategies
- Conducts an annual review of finances, year-end financial statements and all related preparations for and reporting of the annual Statements of Financial Position, Operations, and Changes in Fund Balances
- Reports regularly on the Capital and Contingency Reserve Funds
- Reviews finance policies and recommends revisions to the Board through the Policy Committee
- Consults with the Library Director/Chief Librarian on finances and related matters of concern
- Undertakes such duties as may be assigned by the Board from time to time

### **Responsibilities of Committee Chairperson**

- Provides leadership to the Finance Committee and advises the Board on key financial issues and events, including the annual budget process
- Works closely with the Library Director/Chief Librarian, as appropriate, in managing the library's financial matters

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## **2.6.3 Fundraising Committee**

### **Purpose:**

- To initiate fundraising campaigns to raise funds to support projects for the Sechelt Library

### **Accountability:**

- The Fundraising Committee is an ad hoc committee and reports to the Board

### **Composition:**

- The Fundraising Committee shall consist of at least three (3) trustees, one of whom shall act as Chairperson. The Library Director/Chief Librarian or designate shall be an advisor to the committee

### **Responsibilities:**

- Develop fundraising strategies and actively raise funds to support the library's needs and capital fundraising goals
- Ensure timely and appropriate recognition for donors
- Adhere to the [Association of Fundraising Professionals](#) best practices and ethical standards
- Coordinate activities and communication with public relations initiatives underway

The Public Relations and Fundraising Committees may combine to form one committee during times of active fundraising because of the overlapping nature of these activities and the need for consistent, clear communications.

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## 2.6.4 Human Resources Committee

### **Purpose**

- To support the Library Director/Chief Librarian on all Human Resources matters
- To advise the Board on policy related to human resources and to ensure that human resource matters are conducted in accordance with the Collective Agreement, the board's approved Human Resources Policies and the current Strategic Plan
- To review the reports from the Library Director/Chief Librarian on staffing levels and remuneration and human resources development and training, in order to support the Strategic Plan and effective management of day-to-day operations
- To coordinate support and make recommendations to the Library Director/Chief Librarian and the contract negotiator for contract negotiations

### **Accountability**

- The Human Resources Committee is a standing committee of the Board

### **Composition**

- The Human Resources Committee shall consist of at least three (3) trustees.
- A trustee shall chair the Committee.
- The Committee shall designate one of its members to keep Committee records.
- The Library Director/Chief Librarian will be an advisor to the Committee and bring the interests and concerns of the employees to the Committee.

### **Responsibilities**

- Consult with the Library Director/Chief Librarian on human resource matters of concern.
- Ensure professional development and training occurs on a regular basis for Board and staff.
- Undertake such duties as may be assigned by the Board from time to time.
- Human Resource Committee Chair will be a member of the Library Director/Chief Librarian evaluation committee.

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## 2.6.5 Policy Committee

### **Purpose**

- To ensure that the Board carries out its responsibilities under the *Library Act* and in accordance with the library's Governance Policy and Procedures Manual

### **Accountability**

- The Policy Committee is a standing committee of the Board

### **Composition**

- The Policy Committee shall consist of at least three (3) trustees, one of whom will chair the Committee. The Library Director/Chief Librarian will be an advisor to the Committee
- The Committee shall designate one of its members to keep Committee records

### **Responsibilities**

- Prepare and maintain a current Governance Policy and Procedures Manual; update and revise policies from time to time as per the revision schedule and as needed. All policies must be dated upon adoption and/or revision
- Tend to all related matters as referred to the Committee by the Board

- Engage in full consultation with the Board, all committees of the Board and the Library Director/Chief Librarian, as policies are contemplated and constructed, and before they are finalized and adopted by the Board

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## 2.6.6 Public Relations Committee

### **Purpose:**

- To promote understanding of the library's programs, services, funding and future plans amongst all stakeholders including the community at large
- To actively involve the community in defining and growing the Sechelt Library and seek broadly based participation

### **Accountability**

- The Public Relations Committee is a standing committee of the Board

### **Composition:**

- The Public Relations Committee shall consist of at least three (3) trustees, one of whom shall act as Chairperson. The Library Director/Chief Librarian or delegate shall be an advisor to the committee

### **Responsibilities:**

- Implement proactive communications in the areas of advocacy, government relations, community relations and publicity
- Assist with community surveys
- Coordinate activities and communications with fundraising initiatives underway

The Public Relations and Fundraising Committees may combine to form one committee during times of active fundraising because of the overlapping nature of these activities and the need for consistent, clear communications.

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## 2.7 Liaison Representatives

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

- Friends of the Sechelt Public Library
- InterLINK
- BC Library Trustees Association (BCLTA)
- And such others as required from time to time

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

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### 2.7.1 InterLINK

InterLINK is a consortium of lower mainland Library systems inclusive of Sechelt Public Library. The Liaison Representative will represent the Library at InterLINK board meetings and report to the Board.

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### 2.7.2 BC Library Trustees Association

The BC Library Trustees Association (BCLTA) is a province-wide association of trustees with a mandate to work with all matters of a provincial concern to trustees throughout BC.

### 2.8 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed
2.6.5	November 2016	April 2017	

## 3.0 Membership, Borrowing and Fees

### 3.1 Purpose and Statements

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

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

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

- District of Sechelt
- Sunshine Coast Regional District
- Area A - Pender Harbour, Egmont
- Area B - Halfmoon Bay
- Area D - Roberts Creek
- Sechelt Indian Government District (shíshálh Nation)
- Gibsons Public Library

### 3.2 Application

This policy and procedure applies to library staff, volunteers and board trustees as well as patrons wishing to become members, and members, of the Sechelt Public Library Association.

### 3.3 Authority

Revisions to this policy can be authorized by the Sechelt Public Library Association Board of Trustees.

### 3.4 Legislation of Interest

*Library Act* Part 4:32

*Freedom of Information and Protection of Privacy Act*

### 3.5 Policies and Procedures for Membership, Borrowing and Fees

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

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

#### 3.5.1 Membership

Membership in the Association is granted to a person who is a holder of a current Sechelt Public



Library card and is:

- A taxpayer and/or resident in the District of Sechelt, or
- A taxpayer and/or resident in the Sunshine Coast Regional District's Area A, Area B, or Area D or
- A resident in the shíshálh Nation
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### 3.5.2 Limitations of Membership in Association

- Persons qualifying for a Sechelt Public Library card on the basis of holding a card from another InterLINK library, a library with BC OneCard "status", a temporary card holder or Access Card holder will not be voting members of the Association and will not be permitted to hold elected office on the Sechelt Public Library Board.
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### 3.5.3 Library Card Entitlement

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

- A taxpayer and/or resident of the District of Sechelt, the Sunshine Coast Regional District's Area A, Area B, or Area D, or in the shíshálh Nation, or...
- A holder in good standing, of a valid InterLINK member library card or a library with BC OneCard "status", or...
- A payee for a temporary library card.

#### Temporary Card

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

#### Access Card

- Coast residents with no fixed address
- Limited borrowing of materials

#### Children's Card

- Children (12 years of age and younger) require parental permission and signature.
- The responsibility for all use of library collections, computers, programs, and services by a child rests with the child's parent or legal guardian.

#### BC OneCard

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

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

#### InterLINK

InterLINK is a co-operative federation of eighteen autonomous public libraries – Bowen, Burnaby, Coquitlam, Fraser Valley, Gibsons, Lillooet, New Westminster, North Vancouver City, North Vancouver District, Port Moody, Richmond, Sechelt, Squamish, Surrey, Vancouver, West Vancouver and Whistler.

You may use one library card to borrow library materials anywhere in the InterLINK system. You are eligible if:

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

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

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### 3.5.4 Borrowing Privileges

- Valid library card holders may borrow materials for the stated loan period. Loan and renewal periods are set to provide reasonable and equitable access to library materials and to ensure the return of items. Borrowing privileges may be suspended if the patron has not returned overdue materials.
- The number of items that may be borrowed by a patron at one time may be restricted where the size of and demand for a collection warrant it.
- Holds may be placed on catalogued items which circulate and on items which are on order. To ensure that collection resources are shared equitably, there may be a limit to the number of holds that each customer can have at one time.
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### 3.5.5 Fines, book loss and other fees

- The Library may impose fines for overdue materials and borrowing privileges may be suspended until fines are paid.
- The patron is responsible for the replacement cost of lost or damaged material checked out on his or her library card. Borrowing privileges may be suspended until costs are paid.
- The Library may charge fees for services in accordance with the provisions of the *Library Act*.
- A service charge will be levied for payments that do not clear, such as cheques marked 'Not Sufficient Funds'. The charge will be in the amount of any additional processing charges incurred by the Library.
- There are no fines for children, but they are encouraged to use the Library responsibly. When they reach 14 years of age, they will have their own youth card.
- Adults may not borrow material for their own use on a child or youth library card. Parents are responsible for activity on a card until the child is 18 years of age.

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### 3.5.6 Interlibrary Loans, Reservations and Procedures

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

- The Library follows the practices outlined in the Interlibrary Loan Code for BC Public Libraries and the Interlibrary Loan policies in Canada
- The Library does not allow interlibrary loan of items in high demand at the Sechelt Public Library, and items published within the past 12 months. This list also includes reference books, audio and visual materials, magazines, newspapers and mass market paperbacks

- Library patrons with a valid Sechelt Public Library card may request interlibrary loan for materials that are not in the library’s collection
- The Library does not charge for interlibrary loan service unless the lending library/institution requires a fee. Any fees will be charged to the patron
- The Library does not levy charges for items requested by other libraries
- Interlibrary loans lent to other libraries may be renewed providing the materials on loan are not currently in demand at the Sechelt Public Library

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**3.5.7 Gibsons and District Public Library Loan Procedure**

The Sechelt Public Library may enter into co-operative ventures with the Gibsons and District Public Library to enhance library service to the citizens of the Sunshine Coast, to acknowledge the interconnectedness of the communities on the Sunshine Coast, and to seek economic benefits to both library associations.

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**3.5.8 Digital Subscriptions and Borrowing**

Members must adhere to all copyright laws when borrowing digital materials

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

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**3.6 Table of Approval**

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed

## 4.0 Accessibility and Inclusion

### 4.1 Purpose and Statements

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

### 4.2 Application

This policy applies to all library patrons, employees, volunteers and board trustees.

### 4.3 Authority

Revisions to this policy can be authorized by the Sechelt Public Library Association Board of Trustees.

### 4.4 Legislation & External Policies of Interest

Canadian Federation of Library Associations' [Statement on Diversity and Inclusion](#)

### 4.5 Policies and Procedures for Accessibility and Inclusion

#### 4.5.1 Patrons with Disabilities and Barriers

- The Sechelt Public Library Association acknowledges that an individual's disability may be mental or physical and may not always be outwardly identifiable
- Individuals with barriers are those that do not have a disability but find limitations in the environment they are currently in, such as a language barrier
- The Sechelt Public Library Association will make reasonable efforts to establish, implement and monitor policies, services and practices to balance and integrate the needs of all patrons, including those with disabilities and barriers
- Where the Sechelt Public Library Association is unable to meet an individual's needs, they may partner with other agencies and institutions to provide programs and services
- Library staff, volunteers, board trustees and library patrons are all expected to treat individuals with mutual respect and dignity
- Within its capacity, the Sechelt Public Library Association will strive to provide an atmosphere that creates independence amongst all users
- Staff, volunteers and board trustees will understand the Legislation relevant to this policy and procedures and the obligations of the Sechelt Public Library Association within them.
- The Sechelt Public Library Association encourages patrons to identify their specific needs in order for the library to make reasonable efforts to accommodate them
  - Needs may be identified to any staff member. Staff members will enlist help from the Library Director/Chief Librarian if they are unable to accommodate the request(s)
  - The Library Director/Chief Librarian will identify reasonable requests that they are unable to accommodate to the Board of Trustees or partner libraries for consideration and solution development

- The Sechelt Public Library Association recognizes that equitable access sometimes precludes separate or specialized services. These services will be offered to patrons within the context of dignity and full participation of persons with disabilities
- Service animals are welcome in the Library. Patrons may be required to show documentation confirming the animal is a service animal. Without proper documentation removal of the animal from the Library may be requested. Service animals are expected to be supervised by their owners and kept in control at all times
- The Library welcomes persons with disabilities and their support people. In the rare event that there is a program fee, the Library will not charge support people to attend programs and services
- When discussing confidential information with a patron, the patron will be provided the option to include their support person in the conversation
- Persons with disabilities and barriers may use personal assistive devices while accessing the library, unless there is a health and safety risk
- When procuring goods, services and facilities the Library will consider the needs of all patrons, including those with disabilities
- The Sechelt Public Library Association will make best efforts to ensure facilities accommodate those with physical disabilities, such as having wheelchair ramps and automatic doors
- The Sechelt Public Library Association will make available devices for print disabled persons, including DaisyReaders

#### 4.5.2 Library Diversity

- The Sechelt Public Library Association encourages diversity in its staff, volunteers, patrons and board trustees. In order to achieve this, the Library will not tolerate unjust or prejudicial treatment of different categories of people, including on the grounds of race, age or gender, or orientation during the hiring process, the recruitment of volunteers and board trustees or against any individual wishing to become a member of the Library
- During planning and decision-making processes, the Sechelt Public Library Association will identify and consider all populations that may be patrons
- The Sechelt Public Library Association will seek to understand the various needs and diversity of its various patron groups
- Where feasible, the Library will place emphasis on communicating directly with the various patron groups during planning processes to identify the various interests, needs and unique protocols to be considered
- The Library may consider creating and acquiring culturally specific materials and signage to assist staff and members. Patrons are free to express suggestions to all library staff without discrimination. Final decisions are made by the Library Director/Chief Librarian based on feasibility and need

#### 4.6 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed

## 5.0 Library Services

### 5.1 Purpose and Statements

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

The Library commits to these values:

**Excellence in Service** – be proactive and responsive to the needs of the community

**Community Engagement** - listen to the community through communication, consultation and public participation

**Literacy** – support all aspects of an individual’s ability to learn and expand their knowledge

**Intellectual Freedom** - support expressions of knowledge, creativity and intellectual activity

**Accountability** - support responsible stewardship in all aspects of operation

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

### 5.2 Application

This policy and procedure applies to Sechelt Public Library patrons, members, staff, volunteers and Board of Trustees.

### 5.3 Authority

With notification to the Board, revisions to this policy can be authorized by the Library Director/Chief Librarian

### 5.4 Legislation of Interest

*Library Act*

### 5.5 Policies and Procedures for Library Services

#### 5.5.1 Copyright

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

#### **Disclaimer**

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

#### **Staff compliance**

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

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### **5.5.2 Library Programming**

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

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

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

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

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

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### **5.5.3 Stolen or Lost Property at Library**

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

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

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### **5.5.4 Special Closing of the Library**

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

At the discretion of the Library Director/Chief Librarian or designate

- The Library may close during inclement weather if conditions prevent the operation of public transportation
- Staff may leave early due to inclement weather if conditions will make their journey home difficult at the end of their regularly scheduled shift
- If a power outage occurs, the Library may be cleared immediately, and a notice posted on the front door stating that the Library is closed due to a power outage
- If the outage persists, the Library may close for the day and staff will be sent home

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### **5.5.5 Conduct while on Library Premises**

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

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

- Failing to cooperate with staff or other patrons
- Physical behaviour (running, jumping, pushing, etc.) or activity that may result in damage to library property and materials or harm to individuals
- Consuming or being under the influence of alcohol or drugs
- Smoking or vaping in non-designated areas
- Bringing animals other than designated guide animals on site
- Unlawful activities
- Sleeping or loitering for extended periods
- Swearing, yelling or being verbally offensive
- Disruptive noises, including excessively loud cell phone conversations and rings
- Failing to wear appropriate clothing
- Soliciting
- Taking library materials offsite without authorization
- Bringing bicycles, skateboards or scooters into the Library
- Recording or photographing individuals or materials without consent
- Causing or lending to a disruption which interferes with another patrons' ability to enjoy the library.
- Damage to library premises or materials by a patron may result in the library requesting compensation for cost-recovery to repair the damage for the future use and enjoyment of others
- Patrons are required to use authorized entrances and exits except in case of an emergency
- Patrons are not allowed in staff only areas
- Non-staff members such as maintenance and delivery personnel performing a service for the Library must have permission to access staff areas
- Strong or intrusive scents are not tolerated on library premises

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

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### **5.5.6 Advertising and Posting on Sechelt Public Library Premises**

- Notices of community events must be approved by Library staff prior to being posted on the Community Events board.

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### **5.5.7 Exam Invigilation**

- Exam invigilation is subject to qualified staff availability. The exam must not disrupt normal library activities.
- It is the responsibility of the student to contact library staff directly to ask about available times. One-week advance notice is required to book an exam. An exam is not officially booked until the student and/or institution receives confirmation from library staff
- The institution issuing the exam must provide all information relevant to the exam one week before the exam date. The exam package must be sent from the issuing institution directly to the



library staff via mail or email. The Library will not be liable for any missing documents related to the exam

- The student must arrive within 15 minutes of the start of the exam
- Library staff will monitor students during exams
- Students must show ID prior to the start of the exam
- The Library cannot invigilate online exams that need installation of special software or modification to library computers
- Rescheduling of exams is subject to approval and availability

### 5.5.8 Home Delivery Services

The Sechelt Public Library partners with Sunshine Coast Community Services Society to deliver library materials to the homebound.

The Library has the right to refuse home delivery for any reason they deem fit, including insufficient resources or a previous issue with the library patron.

### 5.5.9 Unattended Children

The behaviour of a child in the Library is the responsibility of the child’s parent or legal guardian even when the child is unaccompanied. Enforcing a parent’s or guardian’s rules governing their child’s behaviour in the library is the responsibility of the parent or guardian and must be in compliance with library policy 5.5.5 Conduct while on Library Premises.

## 5.6 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed
5.5.3	November 2016		

## 6.0 Material Acquisitions and Disposal

### 6.1 Purpose and Statements

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

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

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

### 6.2 Application

This policy and procedure applies to library staff.

### 6.3 Authority

With notification to the Board, revisions to this policy can be authorized by the Library Director/Chief Librarian.

### 6.4 Legislation of Interest

*Library Act*

Statement on Intellectual Freedom of the Canadian Federation of Library Associations (see Appendix)  
British Columbia Library Association Statement of Intellectual Freedom (see Appendix).

### 6.5 Policies and Procedures for Material Acquisitions and Disposals

#### **Formal educational materials**

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

#### **Prohibited material**

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

A patron may register a written complaint regarding library material on the form "Comment on Library Materials" for review by the Library Director/Chief Librarian. Such forms are available from staff. After reviewing the matter, the Library Director/Chief Librarian will render a decision based upon library policy. If the matter cannot be satisfied at this level, the complaint may be referred to the Board and the patron will be notified of the board's decision.

#### **6.5.1 Acquisitions**

Selection criteria are developed by the Library Director/Chief Librarian to reflect the evolving needs and interests of the community and are outlined in the Collection Development Plan.

### 6.5.2 Removal of Materials

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

#### **Disposal**

Usable materials discarded from the Library may be sent to a reseller, used for the in-library book sale, or offered to the Friends of the Sechelt Public Library for use in their book sales.

### 6.5.3 Self-Published Authors

The Library receives numerous requests from out-of-area and local authors to add their books which they have self-published or published at their own expense. Although this type of publishing is experiencing rapid growth, these books often do not meet the requirements outlined in the Materials Selection Policy to be candidates for the library's permanent collection. They typically have not received reviews in standard published sources and may not meet the criteria that the Library normally sets for inclusion in its collections.

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

## 6.6 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed

## 7.0 Computer and Internet Use

### 7.1 Purpose and Statements

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

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

### 7.2 Application

This policy applies to all library patrons, employees, volunteers and board trustees

### 7.3 Authority

With notification to the Board, revisions to this policy can be authorized by the Library Director/Chief Librarian

### 7.4 Legislation of Interest

*Canadian Personal Information Protection and Electronic Documents Act*  
*Criminal Code of Canada*  
*Canadian Copyright Act*  
*BC Freedom of Information and Protection of Privacy Act*  
*BC Personal Information Protection Act*

### 7.5 Policies for Computer and Internet Use

The Sechelt Public Library provides computers for patron use.

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

#### 7.5.1 General

- Failure of users to comply with this policy may result in a loss of Wi-Fi, computer use or library privileges
- The Sechelt Public Library will not be held responsible for the content or accuracy of the information that is found on the internet
- The Sechelt Public Library will not require a patron to have a membership in order to utilize Wi-Fi, computer or internet services
- Certain copying or distribution of material found on the Internet may infringe on copyright or other intellectual property rights. Responsibility for such infringements lies with the user, not the

## Sechelt Public Library

- Sechelt Public Library computers are provided on a first come first served basis
- Sechelt Public Library reserves the right to terminate a connection or limit the time allowed without prior notice. Normally, each patron will be allowed sixty (60) minutes of use on a computer terminal, longer on a library laptop
- Sechelt Public Library computers' connections automatically time out at the end of a patron's session and remove any saved documents at that time
- Sechelt Public Library is not responsible for any loss of data or documentation resulting from this automation
- Patrons are advised to save data to a portable device or in online data storage accounts
- Due to space and privacy limitations, there shall be no more than two patrons present at a computer station at a time

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### 7.5.2 Security and Appropriate Use

An appropriate use policy is posted on the Sechelt Public Library website within the Policy & Procedures Manual document.

- The Library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. The Internet may contain inaccurate material or material of a controversial nature
- The Library does not censor access to material nor protect users from inaccurate or offensive information
- The Library does not censor internet content however users are required to respect other library patrons and staff and filter their own content appropriately:
  - Internet and workstation rules are posted on the Sechelt Public Library website and in the Library
  - Use of library computers, internet or Wi-Fi implies acceptance of all rules as well as all related policies and procedures
  - Failure to abide by these rules can result in being dismissed from a workstation
- Patrons may be asked to leave the Library, have computer use privileges and/or general library privileges suspended or cancelled for due cause. They also may be prosecuted and/or financially liable for:
  - Misusing or damaging a computer or other equipment
  - Reprogramming a library computer
  - Tampering with equipment or software
  - Using the Internet for illegal purposes (as determined by the Library Director/Chief Librarian or designate)
- Patrons are subject to federal, provincial and municipal legislation. Utilizing Sechelt Public Library computers, Internet or Wi-Fi for illegal purposes is strictly prohibited:
  - Illegal use will be reported in writing to the Library Director/Chief Librarian and if deemed necessary, the RCMP
  - The patron may be banned from computer, internet and Wi-Fi use in the Library for a defined period or an indefinite period, as determined by the Library Director/Chief Librarian, depending on the type and number of times there has been an infraction

- A library staff member may intervene with computer or Wi-Fi use should they be notified that a patron is conducting illegal activity or viewing materials inappropriate for a public space
- Hardware and software must only be added, removed or altered by authorized library staff
- Staff may restrict or discontinue the use of a patron's hardware or portable device if they suspect the connection is causing library computers or network to crash or freeze
- Materials containing computer and internet security threats must not be spread through library computers or Wi-Fi. Patrons are responsible for damages from such harms
- The Library is not responsible for any viruses, worms, Trojan horses or other harmful components that a patron may encounter and receive damage from, while utilizing the library computers or Wi-Fi
- The Library is not responsible for the security and confidentiality of any transactions, including financial transactions
- Spamming or phishing from library computers or Wi-Fi is prohibited
- Patrons must log-out of each station once they have completed their session
  - Library staff will log patrons out remotely if a station is left prior to log-out
  - Patron history, saved files, documents and changed settings are deleted at log-out
  - The Library is not responsible for stations left open by patrons
- Patrons must not intentionally violate the privacy of another library patron
- The Library is not responsible for any fees incurred by the patron's internet or Wi-Fi use
- The Library is not responsible for any damage to CDs, DVDs, memory sticks, external hard drives or other such items that a patron has connected to a library computer
- Patrons are required to abide by all Sechelt Public Library policies and procedures and at no time is it acceptable to use library computers or Wi-Fi to:
  - Post or share personal insults or to harass individuals or businesses
  - Troll or spread offensive content or images that are not suitable for all ages, including racial or religious slurs, sexually offensive material, information related to illegal activities, or defamatory, indecent, misleading or unlawful content
  - Gamble or wagering for monetary gain
  - Spam, phish or solicit illegal funds from businesses or individuals
  - Share copyrighted images, programs, music or other materials that they do not own the rights for
  - View or distribute material that is fraudulent, harassing, sexually explicit, profane, obscene, intimidating, defamatory or unlawful

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### **7.5.3 Public Computer Use by Children**

- All children, regardless of age, may use the library's public computers and must comply with all policies of the Library
- It is the responsibility of parents and guardians to limit their children's use of library computers and enforce those limits if they wish. The Library assumes that all children who use library computers have their parent's or guardian's permission, if required
- Parents and legal guardians are solely responsible for how their children use computers at the Library even when their children are unaccompanied

## 7.6 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed

## 8.0 Communications - Public Relations, Website, Social Media

### 8.1 Purpose and Statements

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

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

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

### 8.2 Application

This policy and procedure applies to library staff, volunteers and board trustees as well as individuals accessing the Sechelt Public Library Association webpage and social media sites.

### 8.3 Authority

Revisions to this policy can be authorized by the Sechelt Public Library Association Board of Trustees in consultation with the Library Director/Chief Librarian.

### 8.4 Legislation of Interest

*Personal Information Protection and Electronic Documents Act (PIPEDA)*

*Canadian Charter of Rights and Freedoms*

*BC's Freedom of Information and Protection of Privacy Act (FIPPA)*

### 8.5 Public Relations

Goals are to gain input from patrons and the community, to extend public knowledge and understanding of the library's strategic objectives, projects, and programs.

The Library believes in the value of timely, transparent communications. Communications should be

ongoing as appropriate and necessary, and opportunities should be capitalized on to further advance the library's goals.

Communications and public relations initiatives must be coordinated for consistency of message and clarity of communication. During active periods of fundraising, the public relations and fundraising committees may be combined.

The Sechelt Public Library will never sell or rent any mailing list to third parties.

### **Library Spokespersons**

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

## **8.6 Policies and Procedures for Social Media and Sechelt Public Library Association Website**

### **8.6.1 Sechelt Public Library Association Website**

- The Sechelt Public Library Association will maintain a [Website Privacy Policy](#) available to all viewers to of the site
- Viewers have the responsibility to review the [Website Privacy Policy](#) and have implied consent if using the library website
- The Library may collect information around what individual library webpages are accessed and the length of the visit per page
- If the library website viewer has accessed the webpage via another webpage, this linkage may be tracked
- Upon registration for membership, information collected through the library website is: name, address, phone number, email address and for child memberships parent/guardian name and contact information
- Sechelt Public Library Association policies and procedures do not apply to third party websites
- The Library does not endorse any third-party websites that link out to or any effects that results of clicking on a third-party website from the library's website

### **8.6.2 Sechelt Public Library Association Social Media Use**

- The Sechelt Public Library maintains information about the library on social media
- The Library Director/Chief Librarian designates those responsible for the maintenance of and monitoring of the library social media sites
- Principles of integrity, respect, and honesty should be applied to all those posting on library social media
- Social media users in the Library must respect privacy and copyright laws
- The Library is not responsible for third party postings or information shared through social media

### **8.6.3 Posters, Free Materials and Community Information Materials**

This policy is in conformance with the Canadian Federation of Library Association's Statement on Intellectual Freedom and does not imply the approval or endorsement of any of the material distributed. The library provides access to information about community activities and events and priority is given to displaying or distributing material from the Sechelt Public Library.



Limiting the distribution of material will be based on practical issues of space and time and not on the philosophy or content of the material, other than outlined in this policy.

Material NOT Acceptable for posting or distribution includes:

- Advertising or endorsements of private or corporate business whose main purpose is profit
- Material so large in size as to exclude posting of other items
- Material which omits essential information such as date, time, place, or fee
- Materials which would violate the [BC Human Rights Code](#) and other legislation
- Political poster for individual political parties or candidates

## 8.7 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed

## 9.0 Access to Information and Protection of Privacy

### 9.1 Purpose and Statements

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

### 9.2 Application

This policy applies to all library patrons, employees, volunteers and board trustees.

### 9.3 Authority

Revisions to this policy can be authorized by the Sechelt Public Library Association Board of Trustees

### 9.4 Legislation of Interest

*Personal Information Protection and Electronic Documents Act (PIPEDA)*

*BC's Freedom of Information and Protection of Privacy Act (FIPPA)*

Its legal authority to collect personal information flows from the *Library Act* and Section 26 of the *Freedom of Information and Protection of Privacy Act (FIPPA)*. Other acts are involved at various levels, including *Personal Information Protection Act (PIPA)*, *Canada's Privacy Act* and *Canada's Personal Information Protection and Electronic Documents Act (PIPEDA)*.

### 9.5 Policies and Procedures for Access to Information and Protection of Privacy

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

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

Contact information for the library's Privacy Officer is:

Library Director/Chief Librarian - Sechelt Public Library

5797 Cowrie Street

Sechelt, BC V0N 3A0 604-885-3260

Email: [info@secheltlibrary.ca](mailto:info@secheltlibrary.ca) or contact Library for current Library Director/Chief Librarian email address

Children have the same rights as adults with respect to their Personal Information under *Freedom of Information and Protection of Privacy Act (FIPPA)*. Where a child is "incapable" of exercising his/her right to access, correct or consent to the disclosure of his/her personal information, the child's parent/guardian may do so on the child's behalf.

The Library assumes that children of twelve (12) years and older are generally capable of exercising their own rights. However, the Library will honour the request of a child or parent/guardian wherein they do not believe the guideline age is appropriate in their circumstances.

The Library maintains a website and will endeavour to protect the privacy of all its patrons online in the same way as in all other mediums. Any personal information collected, used or disclosed is in

accordance with FIPPA and other relevant legislation as are processes and procedures regarding such things as web forms and email. Personal information will be secure when within the library’s system and control of same.

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

**9.6 Table of Approval**

<b>Section/ Sub-Section</b>	<b>Policy Created or Reviewed</b>	<b>Adopted by Board</b>	<b>To Be Reviewed</b>

## 10.0 Human Resources

### 10.1 Purpose and Statements

The Sechelt Public Library Association values its employees and volunteers

### 10.2 Application

This policy and procedure applies to all employees, board trustees, and volunteers of the Sechelt Public Library Association.

### 10.3 Authority

The Board delegates to the Library Director/Chief Librarian the responsibility for implementing the terms and conditions of the Collective Agreement. Library Director/Chief Librarian will report annually to the Board on Collective Agreement matters.

### 10.4 Legislation of Interest

The *Library Act* provides the authority for the Board to establish and maintain policies with respect to personnel.

[B.C. Criminal Records Review Act](#)

### 10.5 Policies and Procedures

All staff and personnel matters related to items covered in the Collective Agreement with CUPE Local 391 will be dealt with under the provisions of the Collective Agreement. Other matters of staff and personnel will be covered in the Policy & Procedures Manual.

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

#### 10.5.1 Duties of the Library Director/Chief Librarian

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

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

The Board may from time-to-time delegate specific authority to the Library Director/Chief Librarian. The Library Director/Chief Librarian may delegate tasks to qualified library staff members and/or qualified library volunteers.

#### 10.5.2 Policy on Long Term Employee Recognition

The Board will recognize full and part-time staff with ten or more years of service to the Library with awards for ten, 20 and 30 years of service, calculated from the original start date of the employee.

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### 10.5.3 Criminal Record Check

The Library supports the purpose of the [B.C. Criminal Records Review Act](#) which is to help prevent (a) the physical and sexual abuse of children; and (b) the physical, sexual and financial abuse of vulnerable adults by requiring individuals to whom the Act applies to undergo regular criminal record checks.

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

All non-board volunteers are required to have a CRRP criminal record check every four years. All board members upon appointment, and at four-year point of term are required to undergo a RCMP criminal record check.

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

Any cost will be absorbed by the Sechelt Library.

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### 10.5.4 Hiring Relatives

Relatives of employees and board members will not be considered for employment.

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### 10.5.5 Operating Motor Vehicles

When on Sechelt Library business, all employees are expected to operate motor vehicles in a safe and legal manner. Employees using their vehicle for library business must provide a valid copy of their vehicle insurance to the Library Director/Chief Librarian. Any traffic violations that are incurred by an employee are the responsibility of said employee.

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### 10.5.6 Volunteers

The Board values the contribution made by volunteers in helping to deliver library services to our community. Volunteer activities support and complement staff activities to help enhance the quality of services and programs provided by the Library. Members of the public are encouraged to offer their time and energy to support the Library as volunteers.

The Board recognizes job security as fundamental to the success of the Library. For this reason, no employee will be displaced in favour of an unpaid volunteer, as determined by the CUPE Union contract, Local 391. Guidelines for volunteers are found in the Collective Agreement.

Volunteers are eligible to apply for paid positions as outside applicants.

Board trustees are not eligible to do the work of in-library volunteers as defined by the union contract.

Library staff will provide supervision and direction for volunteers. The maximum number of volunteers depends upon the capacity of staff to support these activities within the context of their regular duties.

Generally, volunteers are expected to provide service excellence through regular and consistent

participation.

- A volunteer shall not act in any way that might negatively affect or obligate the Library
- Volunteers must undergo a criminal record check in compliance with the [B.C. Criminal Records Review Act](#).

Volunteers must perform their tasks to the standards set by the Library; those who do not do so are subject to having their names removed from the library's volunteer roster.

Volunteers perform the following duties:

- Daily shelving of books
- Book repairs, gluing broken spines, taping torn pages and covers
- Processing new materials: stamping library name and date, taping spines and covers, attaching jackets
- Any other duties of a similar nature agreed to by the Union, which agreement shall not be unreasonably denied

The Library shall formally highlight and recognize the contribution of volunteers annually.

## 10.6 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed
10.5.2	May 2002		

## 11.0 Safety

### 11.1 Purpose and Statements

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

### 11.2 Application

This policy and procedure applies to all board trustees, employees, contractors, volunteers and patrons of the Sechelt Public Library Association.

### 11.3 Authority

Revisions to this policy can be authorized by the Sechelt Public Library Association Board of Trustees.

### 11.4 Legislation of Interest

*BC Workers Compensation Act*

*BC Occupational Health and Safety Regulation*

*BC Safety Standards Act*

*Canada Workplace Hazardous Materials Information System (WHIMIS)*

*Criminal Code of Canada*

*BC Human Rights Code*

### 11.5 Policies and Procedures for a Respectful, Safe, and Harassment Free Library

The Sechelt Public Library seeks to provide a warm and welcoming environment to all patrons, an inviting and safe place that encourages discovery and connection. Patrons will be treated equally and with respect and will, in turn, treat others in the same way in compliance with library policies 5.5.5 Conduct while on Library Premises, 7.5.2 Security and Appropriate Use (of computers and internet), and 11.5.1 Harassment and Bullying.

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

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

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

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

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### 11.5.1 Harassment and Bullying

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

#### **Purpose**

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

#### **Responsibility**

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

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

#### **Other Remedies**

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

#### **Definitions**

An action or behaviour may constitute harassment if it is reasonably perceived by the recipient as harassment, regardless of the intention of the initiator.

Harassment is any verbal or physical conduct by a person who knows or ought to reasonably know that the conduct is unwelcome to the recipient(s). It can be a single incident or a repeated series of incidents, having the effect of:

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

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

- verbal or physical abuse
- derogatory remarks
- written or visual materials or degrading pictures
- unwelcome or persistent invitations or requests
- sexual harassment
- innuendoes or taunts
- unnecessary physical contact
- threats, bullying, coercion



- malicious gestures or actions
- leering; physical assault
- intimidation
- practical jokes
- or refusal to converse or work with an individual because of their background, age, disability or gender.

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

- sexual advances or attention such as remarks about appearance, conduct or personal life
- display of offensive or pornographic pictures, objects or written material
- expression of hatred or contempt by one gender of the other
- requests for sexual favours
- persistent unwelcome invitations
- or other conduct, comment, gesture or unwelcome behaviour of a sexual nature that is likely to cause offense or humiliation

Harassment, including sexual harassment, may take place at work or away from work where there is a sufficient link between the conduct or comment complained of and the operation of the workplace.

This also includes harassment by any employee, patron, funder, board member or volunteer which has the effect of “poisoning” the work environment. It arises when words or conduct create an unpleasant or objectionable work environment for others in the workplace. It is essential that employees not feel subject to reprisals as a result of being harassed.

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

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

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

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

## **11.6 Policies and Procedures for Library Operational Safety**

### **11.6.1 Staff Responsibilities for Safety**

To identify workplace safety issues and present them in a timely manner to the Library Director/Chief Librarian

- To report workplace incidents, hazards or injuries immediately
- To ensure the safety of patrons and fellow staff and volunteers while on-site of the Sechelt Public Library or while participating in library related functions
- To know the location of first aid supplies, emergency exits and evacuation procedures

- To participate in fire drills and other emergency evacuation procedures
- To remove themselves from dangerous or unsafe situations and immediately contact the responsible authority to assist
- To conduct themselves in a respectful manner, keeping the Library safe from bullying and harassment

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### **11.6.2 Board Responsibilities for Safety**

- To allocate adequate resources and training to ensure a respectful safe workplace
- To ensure that incident investigations are carried out and the results reported to the Board and, when required, to the appropriate authorities, in a timely manner to support the Library Director/Chief Librarian
  - in designing and implementing changes where an investigation has indicated the need
  - To focus on injury prevention
  - To ensure participation in District of Sechelt Municipal Hall and Library building fire drills and other emergency evacuation practices
  - To ensure that a minimum of two employees will be on Sechelt Public Library premises during operating hours
  - To fully consider all reports of safety issues

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### **11.6.3 Occupational Health and Safety (OHS)**

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

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### **11.6.4 Safety Protocols on Library Premises**

- The Library Director/Chief Librarian is responsible to provide direction at their discretion during emergencies. Should the Library Director/Chief Librarian not be on the premises, the designated employee in charge fulfills the Library Director/Chief Librarian role
- Incident reports should be filled out for non-threatening and threatening emergencies
- Threatening emergencies require immediate action with incident reports filed within twenty-four (24) hours
- Non-threatening emergencies should be tended to and reports filed within forty-eight (48) hours
- Incidents or issues with the building should be reported to the Library Director/Chief Librarian immediately, who will notify the landlord, the District of Sechelt
- Patrons conducting themselves in a manner that is dangerous to themselves or other individuals shall be asked to leave the Library by the staff member in charge
  - Should the individual refuse to leave or become threatening, or if there is an immediate threat of harm or danger, staff can contact the RCMP and must report the incident as soon as possible to the Library Director/Chief Librarian or their designate
- The Library Director/Chief Librarian or their designate of the Sechelt Public Library has the discretion to ask that a patron remove themselves from the premises and determine if/when the patron is welcome to return

- The Library Director/Chief Librarian or designate should have a second staff member present when dealing with the patron
- The Library Director/Chief Librarian or designate must state clearly why the patron is being asked to leave
- The Library Director/Chief Librarian or designate will indicate the duration of the expulsion from the Library
- Expulsions exceeding one week are made at the discretion of the Library Director/Chief Librarian or designate
- Should the patron disagree with the expulsion, they can contact the Sechelt Public Library Board in writing for reconsideration

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### **11.6.5 Hazardous Materials and Objects**

- It is acknowledged that not all hazardous materials and objects can be removed from Sechelt Public Library premises
- Individuals must make best efforts to be aware of and minimize risk of hazardous materials and limit chances of individual interaction with them
- Workplace Hazardous Materials Information System (WHMIS) principles will be applied and Material Safety Data Sheets (MSDS) posted when necessary
- If a suspicious package or object is identified, staff must contact the RCMP. Staff must exercise caution and follow evacuation procedures

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### **11.6.6 Evacuation of Library Premises**

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

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### **11.6.7 First Aid and Emergencies**

- Patrons are responsible for their own safety while on Sechelt Public Library premises
- In the event of a medical emergency, staff are directed to call 911
- Sechelt Public Library Association staff have a First Aid kit available
- If a First Aid incident occurs, staff will fill out an incident form to be signed off by the Library Director/Chief Librarian

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### **11.6.8 Posting of Safety Materials**

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

## 11.7 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed

## 12.0 Risk Management

### 12.1 Purpose and Statements

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

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

### 12.2 Application

This policy and procedure applies to all board trustees, employees, contractors, volunteers and patrons of the Sechelt Public Library Association.

### 12.3 Authority

Revisions to this policy can be authorized by the Sechelt Public Library Association Board of Trustees.

### 12.4 Legislation of Interest

*Library Act*, section 54

### 12.5 Policies and Procedures

The Library Board will:

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

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

- identify methods by which risks can be avoided, eliminated, prevented, reduced, mitigated, transferred or insured determine the appropriate level of exposure for Sechelt Public Library
- approve major decisions affecting the institution's risk profile or exposure
- monitor the management of risks annually, review the institution's approach to risk management and approve changes or improvements based on best practices

- implement policies on risk management
- identify and evaluate the risks faced by the Library for consideration by the Board
- actively manage identified risks, create a risk management culture and report issues in a timely basis to the Board
- make use of external consultants when it is deemed necessary
- undertake an annual review of effectiveness of the system of risk management and provide a report to the Board. The Library Director/Chief Librarian will report to the Board on the risk and insurance management programs on a periodic basis but not less than once in every two years. This report will include information regarding the current insurance program including a description of lines of coverage, limits of liability, deductibles and the current premium
- will promptly report all serious risk issues to the Sechelt Public Library Board
- will insure the library’s assets through selected insurers and will implement site insurance with the District of Sechelt as required

## 12.6 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed

## 13.0 Finance

### 13.1 Purpose and Statements

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

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

### 13.2 Application

This policy and procedure applies to Sechelt Public Library Association staff, volunteers and board trustees.

### 13.3 Authority

Revisions to this policy can be authorized by the Sechelt Public Library Association Board of Trustees.

### 13.4 Legislation of Interest

*Canada Revenue Agency Acts*  
*Library Act*

### 13.5 Policies and Procedures for Financial Activities

#### 13.5.1 General Financial Practices

- The Finance Committee is a standing committee of the Board
- The fiscal year shall start January 1 and end December 31
- Unless otherwise directed by the Board, monies remaining in the budget at the end of the fiscal year are carried over to the following year for use by the Library
- All accounts shall be subject to a financial review at the end of the fiscal year
- The Board shall review the appointment of a financial review agency at least every five years
- The Board shall appoint a financial review agency at the Annual General Meeting
- The Library will ensure compliance with Provincial Requirements and the submission of the annual financial statements as per the *Library Act*

#### **Cheque-signing parameters**

All cheques shall require two signatures:

- Cheques in amounts up to \$1,000 may be signed by the Library Director/Chief Librarian and designated senior staff
- Cheques in amounts of \$1,000 but less than \$25,000 must be signed by either
  - (a) a designated trustee and the Library Director/Chief Librarian or designated senior staff or
  - (b) two designated trusteesWith written permission of the Finance Committee such cheques may be signed by the Library Director/Chief Librarian and designated senior staff
- Cheques in amounts of \$25,000 or more must be signed by two designated trustees  
With written permission of the Finance Committee such cheques may be signed by
  - (a) a designated trustee and the Library Director/Chief Librarian or designated senior staff or
  - (b) by the Library Director/Chief Librarian and designated senior staff

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### 13.5.2 Expenditures

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

#### **Petty Cash**

- Petty cash is used to pay for small incidental expenses that occur in day-to-day library business.
- Personal employee expenses incurred in library business may be reimbursed through petty cash up to a limit of \$50.
- All cash reimbursements from petty cash are reviewed and approved by the Library Director/Chief Librarian or his/her designate.

#### **Expenditure approval**

Exceptional expenditures not provided for in the budget require the recommendation of the Finance Committee and the approval of the Board.

#### **General expenditures**

- Expenditures up to \$25,000 must be approved by the Library Director/Chief Librarian or designated senior staff
- Expenditures of \$25,000 or more must be approved by the Library Director/Chief Librarian or designated senior staff together with the Finance Committee

#### **Expense reimbursement**

Employees, trustees and volunteers will be reimbursed for reasonable expenses incurred in conducting library business (*Travel and Expense Reimbursement Sechelt Public Library*)

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

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### 13.5.3 Building and Hardware Acquisitions, Maintenance and Disposition

- The Library may dispose of library materials, equipment and furniture which are no longer required or appropriate for library use.
- Library materials, equipment or furniture with little or no value, or with no recognizable market, may be disposed of at the discretion of the Library Director/Chief Librarian.
- The Library Director/Chief Librarian may dispose of marketable property with an estimated value of less than \$1,000.
- Marketable property with an estimated value of \$1,000 or more may be disposed of with Board approval.

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### 13.5.4 Capital Reserve Fund – Capital Campaign

A Capital Reserve Fund – Capital Campaign will be maintained in a separate bank account (Capital Reserve Fund - Capital Campaign) and used by the Board for purchases designated as major improvements to the Library not deemed to be operating expenses.

- All gifts or donations \$1,000 or over which are not specifically designated by the donor will be placed in the Capital Reserve Fund – Capital Campaign
- Donations of \$20 or over are eligible for a charitable tax receipt

- Access to these funds will be through a request from the Library Director to the Board detailing the planned uses. The Board may also allocate funds to support and administer fundraising campaigns to increase the Capital Reserve Fund – Capital Campaign
- The Capital Reserve Fund – Capital Campaign will be managed by the Capital Reserve Fund – Capital Campaign Management Committee
- The Capital Reserve Fund – Capital Campaign will be documented and reported on separately from the budget

**Capital Reserve Fund – Capital Campaign Management Committee**

- The Capital Reserve Fund – Capital Campaign Management Committee will comprise the Finance Committee, the Board Chair, and other persons as deemed appropriate
- The Capital Reserve Fund – Capital Campaign Management Committee will report regularly on inflows and outflows, cash position, and outstanding expenses and receipts
- The Capital Reserve Fund – Capital Campaign Management Committee will oversee investment of the Capital Reserve Fund – Capital Campaign in order to obtain some growth, but in ways that make the fund available for use as needed. Funds may be invested conservatively

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**13.5.5 Capital Reserve Fund – Library Assets**

A Capital Reserve Fund – Library Assets will be maintained in a separate bank account (Capital Reserve Fund – Library Assets) and used by the Board for purchase of capital assets (e.g. computers, furniture) that do not fall within the operating budget.

- Some portion of any operating surplus may be transferred to the Capital Reserve Fund – Library Assets
- Access to these funds will be through a request from the Library Director to the Board detailing the planned uses, as per the capital budget. The Board may also allocate funds to support and administer fundraising campaigns to increase the Capital Reserve Fund - Library Assets
- The Capital Reserve Fund – Library Assets will be managed by the Capital Reserve Fund – Library Assets Management Committee
- The Capital Reserve Fund – Library Assets will be documented and reported on separately from the budget

**Capital Reserve Fund – Library Assets Management Committee**

- The Capital Reserve Fund – Library Assets Management Committee will comprise the Finance Committee, the Board Chair, and other persons as deemed appropriate
- The Capital Reserve Fund - Library Assets Management Committee will report regularly on inflows and outflows, cash position, and outstanding expenses and receipts
- The Capital Reserve Fund – Library Assets Management Committee will oversee investment of the Capital Reserve Fund – Library Assets in order to obtain some growth, but in ways that make the fund available for use as needed. Funds may be invested conservatively

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**13.5.6 Contingency Reserve Fund – Operating**

A Contingency Reserve Fund - Operating will be maintained in a separate bank account (Contingency Reserve Fund - Operating) and used by the Board for purchases designated as unexpected operating expenses.

- Access to these funds will be through a request from the Library Director to the Board detailing the planned uses



- Some portion of any operating surplus may be transferred to the Contingency Reserve Fund – Operating
- The Contingency Reserve Fund - Operating will be managed by the Contingency Reserve Fund – Operating Management Committee
- The Contingency Reserve Fund - Operating will be documented and reported on separately from the budget

**Contingency Reserve Fund – Operating Management Committee**

- The Contingency Reserve Fund – Operating Management Committee will comprise the Finance Committee, the Board Chair, and other persons as deemed appropriate
- The Contingency Reserve Fund – Operating Management Committee will report regularly on inflows and outflows, cash position, and outstanding expenses and receipts
- The Contingency Reserve Fund – Operating Management Committee will oversee investment of the Contingency Reserve Fund - Operating in order to obtain some growth, but in ways that make the fund available for use as needed. Funds may be invested conservatively

**13.6 Table of Approval**

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed
13.5.4		January 30, 2021	
13.5.5		January 30, 2021	
13.5.6		January 30, 2021	

## 14.0 Fundraising and Community Support

### 14.1 Purpose and Statements

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

The Library encourages gifts which enable it to fulfill its goals and strategic priorities. Gifts may be sought from individuals, organizations, corporations and foundations. This policy establishes the acceptable parameters for solicitation and acceptance of gifts, including tangible and intangible, recognition and stewardship, fundraising, sponsorship and naming opportunities. The library's Fundraising Policy is informed by, and we strive to uphold, the Association of Fundraising Professionals Code of Ethical Standards (see Appendix)

### 14.2 Application

This policy applies to all library employees, volunteers and board trustees and all private persons and businesses providing donations and entering into financial agreements with the Sechelt Public Library Association.

### 14.3 Authority

Revisions to this policy can be authorized by the Sechelt Public Library Association Board of Trustees. The Library adheres to the Canada Revenue Agency (CRA) requirements.

### 14.4 Legislation of Interest

*Canada Revenue Agency Acts and Regulations*  
*Canada's Anti-Spam Legislation*  
*BC Freedom of Information and Protection of Privacy Act*  
*Library Act Part 4:39(e)*

### 14.5 Policies and Procedures for Fundraising and Community Support

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

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

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

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

For in-kind donations the Library must determine the fair market value (FMV) which, according to the

Canada Revenue Agency, “is normally the highest price, expressed in dollars, that property would bring in an open and unrestricted market, between a willing buyer and willing seller who are both knowledgeable, informed and prudent, and who are acting independently of each other.” The Library can use such gifts in kind as match funding for grant submissions.

The Library is responsible to ensure receipts issued for gifts in kind reflect the fair market value of the gift and cannot issue a receipt if the fair market value cannot be determined. Canada Revenue Agency also notes that the Library “must usually deduct the FMV for any advantages from the FMV of the gifts to determine if there is an eligible amount of a gift for receipting.” (*Canada Revenue Act*) Certain advantages are of nominal value and are considered too minimal to affect the value of a gift.

Advantages that have a combined fair market value that is not more than \$75 or 10% of the fair market value of the gift, whichever is less, are considered too minimal to affect the amount of the gift. A charity does not have to subtract these advantages from the fair market value of the gift when issuing receipts. \*before issuing a receipt the Library should refer to the Canada Revenue Agency site on issuing receipts and understand how to determine the fair market value of an advantage.

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

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

- The Library does not participate in partisan politics
- The Library will not participate in charity drives or other such functions involving fundraising for any other organization (The Library has historically supported the annual poppy sales for Remembrance Day and the Sechelt Food Bank and may continue to do so)
- The Library will not allow its “in-library” customers to be canvassed or petitioned by individuals or outside organizations

The Fundraising Committee will authorize any fundraising program and will determine who will solicit donations. Fundraising activities may be used for facility improvements, equipment purchases, additions to the collection or for other purposes that cannot be achieved through other sources of library funding.

The Board will make every effort to make certain that a minimum of money raised is spent on fundraising expenses.

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

All records on donors will be held confidentially.

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### **14.5.1 Friends of the Library**

The Friends of the Sechelt Public Library Association supports the Library through fundraising and volunteer efforts to provide funds for programs and purchases that are not in the library’s operating budget.

The Sechelt Public Library Board acknowledges the importance of the Friends of the Sechelt Library who are a volunteer group of individuals with a common interest in supporting the Library. The Friends of the Library is an independent non-profit Society under the BC *Societies Act* with its own constitution. The Board, the library staff, and Friends of the Library have important and separate roles to play in the achievement of the library’s goals and objectives. Purchases for the Library that the Friends of the Library choose to undertake will be in response to requests made by the Sechelt

Library Director/Chief Librarian.

The Sechelt Public Library Association supports the Friends of the Library volunteers who:

- Support the mission, vision, values, strategic directions, purpose, goals, and objectives of Sechelt Public Library Association
- Provide financial assistance that helps supplement materials, programs, and special needs not covered by the library's regular budget
- Encourage gifts, endowments, and bequests to the Library
- Build goodwill and mutually beneficial relationships between Sechelt Public Library Association and the public
- Foster public support and informed community interest in Sechelt Public Library Association functions, resources, services and needs

The Library will support the activities of Friends of the Library by providing the following:

- Meeting space for Friends' meetings and special events, subject to space availability
- Access to photocopier service for duplicating minutes, official documents and publicity materials
- Information about the Friends of the Library on the library website
- A board liaison to communicate between the Board and the Friends of the Library

The Library Board Chair and the Library Director/Chief Librarian shall be ex-officio members of the Friends of the Library without privilege of vote.

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#### **14.5.2 Naming Library-owned and Related Assets**

The Board of Trustees welcomes opportunities to name library-owned and related assets after founders, benefactors and others who have made exceptional contributions to the Library and its mission or to the wider community. Naming provides a meaningful opportunity to recognize outstanding and exceptional contributions to the Library. By recognizing such contributions, we inspire future members of our community to participate in the continual improvement and development of the Library and its services. This board policy applies to naming opportunities for either contributions of monetary value or contributions of service.

Recognizing a benefactor by naming an asset is an important board decision. It reflects how the Library perceives itself, its mission and its values. Library assets, available for naming, are limited while individuals who could potentially be honored by naming is greater, so naming opportunities are scarce. The Board may opt to limit the time that the naming rights will be in effect partly based, but not exclusively determined, by the level of the donation received. The Board needs to make naming decisions fairly and consistently.

Authority to name library-owned and library-related assets rests with the Board of Trustees. The Board recognizes that, as the building owner, the District of Sechelt may also have a role in naming decisions for District-owned library-related assets.

All naming opportunities are kept confidential by library staff and board until they are announced publicly.

Whenever the Board is considering a naming opportunity it may direct the Chair to appoint an ad hoc committee to consider the opportunity and make a recommendation.

Information that the Board may consider before making its decision includes the following:

- A description of the naming opportunity being proposed

- A summary of the life, career and meritorious activity of the person to be recognized
- In the case of a benefactor, the nature and impact of the gift and how it qualifies for a naming opportunity according to criteria in the library's Naming policy
- The reason the naming is important to the Library
- The proposed duration of the naming
- The effect on other naming opportunities for the Library
- Any special adverse or advantageous effects of the naming

The Board does not commit to a naming beyond the useful life or existence of the asset that is named. It may revoke a naming if in its opinion retaining the name would be prejudicial to the library's reputation. The decision to revoke a naming is based on a similar level of due diligence as should appropriately be used to make a naming decision.

If the Board deems it necessary, it may prepare a memorandum of agreement outlining the terms of the naming.

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### 14.5.3 Donated Materials and Gifts

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

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

All gifts or donations \$1,000 or over which are not specifically designated by the donor may be placed in the Capital Reserve Fund. All gifts or donations under \$1,000 which are not specifically designated by the donor may be used for programs and collections.

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

Books and other library materials are generally not accepted by the Library. In exceptional circumstances, when material is accepted, the donation becomes the exclusive property of the Library. No tax receipt will be provided.

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

The Library shall maintain its charitable organization status and will issue tax receipts for cash or in-kind donations in accordance with federal regulations.

Official tax receipts may be issued for donations of \$20 or more and will be signed by the Treasurer or the Library Director/Chief Librarian

**The Iris Loewen Endowment** has been established by the Sechelt Public Library Association Board through the Sunshine Coast Community Foundation. Donations to the Endowment provide funds to be used by the Library Director/Chief Librarian for programs encouraging early literacy.

#### 14.5.4 Participation in Lotteries and Community Fundraisers

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

#### 14.6 Table of Approval

Section/ Sub-Section	Policy Created or Reviewed	Adopted by Board	To Be Reviewed

# APPENDIX

## Appendix



### BC OneCard

You can use your library card to access and borrow material from any participating public library in the province. Any B.C. library cardholder can get a free BC OneCard decal by visiting another public library in the province. You only need to provide your valid public library card and a current ID with proof of your current address.

Each individual library sets out which resources and services are accessible using your BC OneCard. You can obtain full service by paying a non-resident fee at that specific library. Contact a specific library for more information about their services.

#### Returning Materials

Be sure to return materials by the due date assigned. You can return items to:

- The library you borrowed them from; or
- Any participating BC OneCard library in the province, including your home library location.

Please note that you must pay any overdue fees to the library from whom you borrowed the items from. Libraries are unable to take payment or charges that accumulate on items borrowed from other libraries

**Information from:** <https://www2.gov.bc.ca/gov/content/sports-culture/arts-culture/public-libraries/bc-onecard>

## FREQUENTLY ASKED QUESTIONS

#### **WHO is entitled to BC OneCard service?**

Any BC resident who can show a valid public library card.

#### **HOW do I get BC OneCard?**

Take your home public library card and current ID into any other public library in BC and ask for a BC OneCard decal. BC OneCards are not used in your home library.

#### **WHAT if I don't have my home library card with me?**

You need it to sign up for a BC OneCard, so don't leave home without it.

#### **WHERE can I use it?**

Use your BC OneCard at any public library in the province. At each library you will also need to provide current ID with proof of your contact information.

#### **WHAT does the BC OneCard service include?**

It allows you to check out materials and use services determined by each individual public library. Sechelt Public Library's policy is to serve BC OneCard customers on the same basis as its local Library customers.

#### **WHAT if I need services/materials that a specific public library does not allow me to use?**

If you want more than the library offers BC OneCard customers, you may obtain full service by paying a non-resident fee (at a rate set by each library).



## BC Public Libraries Interlibrary Loan Code

Libraries in British Columbia co-operate with one another to share library resources. Each year, British Columbia's public library users borrow over 100,000 books from libraries outside of their communities.

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

### ***Introduction***

[The Interlibrary Loan Code for British Columbia Public Libraries](#) exists to:

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

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

### **Policies:**

#### **Borrowing**

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

#### **Lending**

1. To be full participants in an interlibrary loan network, a library must make its collection available to other institutions.
2. The decision to lend material is always at the discretion of the lending library.
3. Libraries' policy statements on interlibrary lending should stipulate the following:
  - materials which are not available for loan;
  - loan period for interlibrary loans;
  - renewal period and policy;
  - whether or not items currently in use may be reserved for interlibrary loan requests;
  - charges for lost or damaged items;
  - situations where special shipping arrangements or insurance may be required.

## ***Types of Materials Not Available Through Interlibrary Loan***

1. Libraries may lend any item from their collections, but the following types of material are not usually available through interlibrary loan:
  - a. **Reference works:** Reference books that are non-circulating are not likely to be available through interlibrary loan. However, photocopies of specified small portions of reference books, as permissible under the *Copyright Act*, may be requested. (See *Appendix A* for examples of typical reference works).
  - b. **Genealogical materials:** Although genealogical source materials are not generally available through interlibrary loan, microfilm copies may be available. Requests should indicate specifically if microfilm is acceptable.
  - c. **Periodicals and serials:** Complete issues and bound volumes of periodicals are generally not available. Photocopies of articles or specified portions of periodical materials are usually provided for the cost of photocopying.
  - d. **Best-sellers or high-demand titles:** Titles in this category should be considered for purchase by the requesting library.
  - e. **Recently published books:** Because of high local demand, books published within the last twelve months are not normally available.
  - f. **Mass-market paperbacks and in-print material priced under \$15:** Libraries are encouraged to buy mass-market paperbacks and materials priced at under \$15 for their collections.
  - g. **Audiovisual materials [phonograph records, audio and video tapes, compact disks], computer software and games:** Except for talking books, audiovisual materials are not usually available on interlibrary loan. Some libraries will allow materials in these formats to be borrowed under certain circumstances and with special shipping/insurance arrangements.
  - h. **Multi-volume sets:** Books published in sets of more than three volumes may not be available through interlibrary loan or may be available only a few volumes at a time. Requests for photocopies of the table of contents, the index, specific pages, or particular information from a multi-volume set can be submitted, provided that the request for this material is specific.
  - i. **Theses and dissertations:** Dissertations listed in *Dissertation Abstracts* are not normally available through interlibrary loan. These should be requested from the issuing university or from University Microfilms International.
  - j. **Prescribed texts for school, college, or university courses**
  - k. **Rare books**
  - l. **Ephemeral materials**

## ***Appendix A: Typical Reference Works***

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

- Almanacs
- Atlases
- Bibliographies
- Dictionaries
- Directories
- Encyclopaedias
- Government publications
- Manuals (e.g., repair manuals, computer program manuals, equipment manuals, etc.)

- Manuscripts
- Maps
- Price guides for collecting and memorabilia
- Yearbooks

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

## Code of Ethical Standards

*Association of Fundraising Professionals (permission to reprint, September 2, 2016)*

### **ETHICAL STANDARDS** (Adopted 1964; amended Oct 2014)

The Association of Fundraising Professionals believes that ethical behavior fosters the development and growth of fundraising professionals and the fundraising profession and enhances philanthropy and volunteerism. AFP Members recognize their responsibility to ethically generate or support ethical generation of philanthropic support. Violation of the standards may subject the member to disciplinary sanctions as provided in the AFP Ethics Enforcement Procedures. AFP members, both individual and business, agree to abide (and ensure, to the best of their ability, that all members of their staff abide) by the AFP standards.

### **PUBLIC TRUST, TRANSPARENCY & CONFLICTS OF INTEREST**

Members shall:

1. not engage in activities that harm the members' organizations, clients or profession or knowingly bring the profession into disrepute.
2. not engage in activities that conflict with their fiduciary, ethical and legal obligations to their organizations, clients or profession.
3. effectively disclose all potential and actual conflicts of interest; such disclosure does not preclude or imply ethical impropriety.
4. not exploit any relationship with a donor, prospect, volunteer, client or employee for the benefit of the members or the members' organizations.
5. comply with all applicable local, state, provincial and federal civil and criminal laws.
6. recognize their individual boundaries of professional competence.
7. present and supply products and/or services honestly and without misrepresentation.
8. establish the nature and purpose of any contractual relationship at the outset and be responsive and available to parties before, during and after any sale of materials and/or services.
9. never knowingly infringe the intellectual property rights of other parties.
10. protect the confidentiality of all privileged information relating to the provider/client relationships.
11. never disparage competitors untruthfully.

### **SOLICITATION & STEWARDSHIP OF PHILANTHROPIC FUNDS**

Members shall:

12. ensure that all solicitation and communication materials are accurate and correctly reflect their organization's mission and use of solicited funds.
13. ensure that donors receive informed, accurate and ethical advice about the value and tax implications of contributions.
14. ensure that contributions are used in accordance with donors' intentions.
15. ensure proper stewardship of all revenue sources, including timely reports on the use and management of such funds.

16. obtain explicit consent by donors before altering the conditions of financial transactions.

#### **TREATMENT OF CONFIDENTIAL & PROPRIETARY INFORMATION**

Members shall:

17. not disclose privileged or confidential information to unauthorized parties.
18. adhere to the principle that all donor and prospect information created by, or on behalf of, an organization or a client is the property of that organization or client.
19. give donors and clients the opportunity to have their names removed from lists that are sold to, rented to or exchanged with other organizations.
20. when stating fundraising results, use accurate and consistent accounting methods that conform to the relevant guidelines adopted by the appropriate authority.

#### **COMPENSATION, BONUSSES & FINDER'S FEES**

Members shall:

21. not accept compensation or enter into a contract that is based on a percentage of contributions; nor shall members accept finder's fees or contingent fees.
22. be permitted to accept performance-based compensation, such as bonuses, only if such bonuses are in accord with prevailing practices within the members' own organizations and are not based on a percentage of contributions.
23. neither offer nor accept payments or special considerations for the purpose of influencing the selection of products or services.
24. not pay finder's fees, commissions or percentage compensation based on contributions.
25. meet the legal requirements for the disbursement of funds if they receive funds on behalf of a donor or client.

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<https://afpglobal.org/ethicsmain/code-ethical-standards>

## Copying Print Information

The Sechelt Public Library has signed a licence with Access Copyright, which gives permission to photocopy from a vast repertoire of published books, magazines and newspapers. Under this licence, library patrons may make copies on a self-serve basis. This licence also covers copying done by library staff for internal and administrative use, as well as for a patron if the library does not offer self-serve copiers or if a patron has a physical disability. However, there are limits to how much of a work you may copy under the licence.

### Here are some general guidelines for copying:

You can photocopy up to 10% of a published work or the following, whichever is greater:

- an entire chapter which is no more than 20% of a book
- an entire newspaper article or page
- one short story, play, poem, essay or article from a book or periodical containing other published works
- one entire entry from an encyclopedia, dictionary, or reference book
- one published photograph or illustration
- an entire report of a legal case from a periodical issue or volume containing other reports

This licence does NOT allow you to copy:

- publications containing a notice expressly prohibiting copying under licence from a reproduction rights organization
- sheet music
- works published by Her Majesty the Queen in Right of Canada or any province or territory, other than the province of Quebec, and works published by foreign governments, other than Australia and Norway

Search our repertoire and request permission to copy beyond your licence limits through our lookup tool:

<https://www.accesscopyright.ca/>

Works protected by copyright may be copied on a Sechelt Public Library photocopier only if authorized by:

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### **Position Statement from Canadian Federation of Library Associations**

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

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

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

## Donor Bill of Rights

### Association of Fundraising Professionals

<https://afpglobal.org/donor-bill-rights>

(permission to reprint, September 2, 2016)

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the nonprofit organizations and causes they are asked to support, we declare that all donors have these rights:

- I. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- II. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
- III. To have access to the organization's most recent financial statements.
- IV. To be assured their gifts will be used for the purposes for which they were given.
- V. To receive appropriate acknowledgement and recognition.
- VI. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
- VII. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- VIII. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
- IX. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
- X. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

## Intellectual Freedom

### Statement from British Columbia Library Association

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

<https://bclaconnect.ca/about/statement-of-intellectual-freedom/>



## Intellectual Freedom and Libraries Statement

### Canadian Federation of Library Associations

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

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

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers. In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

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

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

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

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

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



## InterLINK

### History

InterLINK is built upon the foundations of the Greater Vancouver Library Federation, which operated from 1975-1994. Public Library InterLINK is the business name of the InterLINK Federated Public Library System which was established April 1st, 1994 after operating for 19 months as a pilot project funded by the Ministry of Municipal Affairs and its twelve member public library boards - **Bowen; Burnaby; Coquitlam; Fraser Valley; New Westminster; North Vancouver City; North Vancouver District; Port Moody; Richmond; Surrey; Vancouver and West Vancouver.**

In January 1997, both **Squamish** and **Whistler** joined the federation bringing the membership up to fourteen public libraries. The Pemberton Public Library Association joined in May 1998 and in January 1999, **Gibsons** and **Sechelt** joined the federation. The most recent addition to the federation was the **Lillooet** Area Library Association, which joined the federation on May 1, 2007.

Today Public Library InterLINK is a successful co-operative federation of eighteen autonomous public libraries. It operates as a Library Federation according to the Library Act of British Columbia (1994) Section 49 and is governed by a library board constituted in accordance with that act.

<https://www.interlinklibraries.ca/about-interlink/history/>

### Frequently Asked Questions

How can I use InterLINK?

You may use one library card to borrow library materials anywhere in the InterLINK system. You are eligible if:

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

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

What if I already have several Library Cards?

You can choose to use any one of these cards at all InterLINK libraries. Most people choose to use the card from their home town/city. You may return the cards you no longer need and have staff register the card number you prefer to use in other InterLINK library databases.

Is there a charge for using InterLINK?

No. InterLINK is funded by member libraries and a grant from the Ministry of Education.

How much can I borrow and for how long?

The number of items and the length of time you can borrow them varies between libraries. You will need to follow the policies of the lending library.

Where should I return the material I have borrowed?

You may return all InterLINK materials to any InterLINK library, but they are not cleared from your record until they reach the lending library. InterLINK operates a delivery network moving materials among the 18 member libraries.

How do I pay for late, lost or damaged materials?

The costs are paid at the lending library.

**What if I can't get to the other libraries to borrow the material I want?**

If you can't visit other libraries directly, you may ask for materials to be sent from one library to another.

How is the InterLINK service different from BC OneCARD?

As a resident of the InterLINK area, you have full borrowing privileges at all our member libraries. Some libraries participating in BC OneCARD have restrictions on the number or type of items you may borrow.

How do I obtain more information about BC OneCard?

The BC OneCard service allows you to register for library service at any public library in the province if you can show a library card from another B.C. public library.

For more information ask at your home library or check their website, or go to the following link and click on BC OneCard: <https://www2.gov.bc.ca/gov/content/sports-culture/arts-culture/public-libraries>

Information from: <https://www.interlinklibraries.ca>

## Travel and Expense Reimbursement

### Sechelt Public Library

#### Meals

Will be reimbursed to a maximum of \$60 per day, based on receipts submitted

#### Transportation

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

- Mileage: Will be reimbursed in accordance with the Canada Revenue Agency (CRA) rate
- Ferry Transportation: Will be reimbursed at cost
- Air Transportation: Will be reimbursed at cost of economy fare

#### Accommodation

Will be reimbursed at the rate pre-approved by the Library Director/Chief Librarian, or by the board Chairperson in the case of the Library Director/Chief Librarian