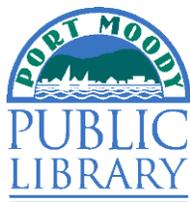


PORT MOODY PUBLIC LIBRARY BOARD Policy Manual



Port Moody Public Library Board Policy Manual

Table of Contents

Section A Foundation Policies

- A1 Mission, vision and values
- A2 Strategic priorities
- A3 Intellectual freedom
- A4 Statement and guidelines on user fees

Section B Board governance & operation

- B1 Board organization and structure
- B2 Board appointments
- B3 Term of office
- B4 Board meetings
- B5 Board committees and representatives
- B6 Board allowances and reimbursements
- B7 Policy development process

Section C Customer regulations

- C1 Library membership
- C2 Suspension of library privileges
- C3 Rules of conduct
- C4 Public Internet access
- C5 Copyright infringements

Section D Services and collections

- D1 Collection development
- D2 Display and distribution of materials
- D3 Interlibrary loans
- D4 Art displays
- D5 Library programs
- D6 Public relations and media
- D7 Social Media Policy

Section E Human resources

- E1 Human resources - general
- E2 Achievement planning review – Library Director
- E3 Acting Library Director
- E4 Overtime – Library Director and Deputy Director
- E5 Criminal record checks
- E6 Respectful workplace
- E7 Student practicum
- E8 Health and safety
- E9 Training and development

Section F Finance

- F1 Fees and charges
- F2 Finance - general
- F3 Donations and gifts
- F4 Fundraising



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section A Foundation Policies	Approval date:	July 23, 2002
A1 Mission, vision and values	Revision date:	Jan 1, 2009 Sept 16, 2010 June 20, 2013

Mission

To connect people with ideas and information, to inspire imagination and a love of reading, and to facilitate lifelong learning and discovery.

Vision

To be a welcoming, open and free community gathering place where all can reflect, learn, create, share and debate.

Values

- ❖ Openness and inclusion
- ❖ Intellectual freedom
- ❖ Literacy and lifelong learning
- ❖ Creativity and innovation
- ❖ Collaboration
- ❖ Sustainability
- ❖ Service excellence



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section A Foundation Policies	Approval date:	July 23, 2002
A2 Strategic priorities	Revision date:	Jan 1, 2009 Sept 16, 2010 June 20, 2013

The strategic priority areas for the Port Moody Public Library, as outlined in the Strategic Plan 2013-2017 are as follows:

- 1. Ignite the imagination of the community**
We will proactively seek out opportunities to place the library “everywhere” – as far reaching as the imagination. We will experiment with innovative and exciting new services and programs that support our strategic direction and foster 21st century literacies. We will work to increase the library’s visibility in the community and improve awareness of services provided and their enduring value.
- 2. Inspire a generation of young readers and learners**
We will support the early literacy needs of preschoolers, and connect with their parents and caregivers. We will engage school-age children and teens in ways that are meaningful to them.
- 3. Invest in new technologies and digital collections**
We will invest in new technologies that increase efficiency, improve services and extend access to resources. Our services will increasingly be offered in virtual spaces and focus on access to expanded digital collections and content.
- 4. Infuse library space with new energy and purpose**
We will reconfigure and use existing space creatively, while exploring options and advocating for expanded facilities.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section A Foundation Policies	Approval date:	Feb 20, 1987
A3 Intellectual freedom	Revision date:	Sept 16, 2010

1. The Port Moody Public Library Board affirms its support of the principles embodied in the Statement on Intellectual Freedom adopted by the Canadian Library Association (November 18, 1985).
 - All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.
 - Libraries have a basic responsibility for the development and maintenance of intellectual freedom.
 - It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.
 - It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.
 - Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.
 - Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section A Foundation Policies	Approval date:	Apr 3, 1996
A4 Statement and guidelines on user fees	Revision date:	Mar 20, 2003 Sept 16, 2010

1. The Board of the Port Moody Public Library endorses the "British Columbia Library Association Statement and Guidelines on Public Library User Fees", as stated below:

BRITISH COLUMBIA LIBRARY ASSOCIATION STATEMENT AND GUIDELINES ON PUBLIC LIBRARY USER FEES

"The public's ability to access information is essential to a democratic society. Free access to the public library and its core services is a central value in Canadian Society and contributes to a culture that supports informed decision-making and life-long learning.

Public libraries provide balanced information on issues of concern to the public. Public libraries' services are provided on the basis of equity of access for all.

The development of human resources for a productive society requires knowledge, skills and motivation by individuals in society -- a learning culture. It is literacy that forms the basis of life-long learning, reading, writing and numeracy skills.

The UNESCO Public Library Manifesto (1994) calls public libraries "a living force for education." Indeed, public libraries as local centres of information can strengthen reading habits, stimulate and inform the imagination of all ages, and promote cultural awareness.

Public libraries belong to their communities. As public institutions, they are funded from taxes and can thus ensure that a wide range of information, education and recreation resources are provided for all residents. Libraries that become dependent on user fees can feel pressured to cater to their users and not represent the needs of the greater community. These libraries would then cease to be "public."

Library user fees disenfranchise and marginalize people who can not afford to pay for information. The British Columbia Library Association urges public library Boards and administrators to uphold the principle of free access to core library services across British Columbia.

Core library services as defined in the B.C. Library Act must remain free for the public good (see Appendix). These core services include membership and borrowing. There must be no charge for entry or membership to a library by the community. Regular library materials should be available for free borrowing. These are minimum library service levels.

In addition, there are other library services which BCLA believes must be considered vital and remain free:

- *Access to information including advice and assistance to information which falls within the prescribed categories must be free no matter how or in which format it is accessed.*
- *Literacy reading readiness: Service to new readers and children, story-telling, and support materials for parents, must be free. Literacy and learning to read are essential skills for an informed society.*

BCLA recognizes that public libraries face continued budget constraints, rising costs of materials, and increasing pressure from the public for access and use of new technologies. BCLA encourages public libraries and their Boards to seek partnerships with other libraries, to network for cost-effective services and resource-sharing, and to lobby all levels of government for realistic funding to maintain services, staff, hours and access to new technologies.

APPENDIX

As legislated in the Library Act: Section 46, these library services are mandated:

46.

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

Prescribed categories (Library Act, Library Materials Regulation)

1. *For the purpose of section 46 (2) (a) of the Library Act, the following categories of library materials are prescribed to be lent free of charge:*

- Art prints*
- Audio cassettes*
- Audio compact discs*
- Books with hard, soft or paper covers*
- Braille books and periodicals*
- CD-ROMs*
- Computer diskettes*
- Maps and charts*
- Microforms*
- Motion Picture films*
- Music scores*
- Newspapers*
- Pamphlets*
- Periodicals*
- Photographs*
- Video cassettes*
- Video laser discs*
- Vinyl records*



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section B Board governance & operation	Approval date:	Mar 12, 1987
B1 Board organization and structure	Revision date:	Jan 21, 2010 Sept 16, 2010

1. The Port Moody Public Library operates according to the Library Act of British Columbia. The Board has certain powers and duties as per Part 2 Section 9 of this Act.
2. The Port Moody Public Library is governed by a Library Board constituted according to the terms of the Library Act of British Columbia.
3. The Port Moody Public Library Board determines and adopts policies governing the services and operation of the Library.
4. The Port Moody Public Library Board determines the role of the Library and secures adequate funding to carry out approved goals and objectives.
5. The Port Moody Public Library Board has exclusive control of funds provided for Library purposes from the City's general revenue, and of all money granted, donated or bequeathed to the Board. The board has control over revenue derived from fees (including non-resident fees), fines and charges due to the damage or loss of books belonging to or in the custody of the Library. Revenue generated from fundraising efforts remains with the Port Moody Public Library board.
6. The Library Director is appointed by and reports to the Port Moody Public Library Board.
7. The Library Director is accountable to the Port Moody Public Library Board for planning and recommending effective and efficient ways to meet community needs for library service and for directing the activities of all departments to ensure that library service is provided in accordance with Library Board policies and directives.
8. The Library Director shall be designated as the Head for the purposes of the Freedom of Information Privacy Act. He/she will work in consultation with the City Clerk.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section B Board governance & operation	Approval date:	Mar 12, 1987
B2 Board appointments	Revision date:	Jan 21, 2010 Sept 16, 2010

1. Board appointments are in accordance to the Library Act Part 2, Section 5.
2. Regular appointments to the Library Board shall be made each December at the first regular meeting of the Municipal Council.
3. The Library Board will consist of an uneven number of members, not fewer than five or more than thirteen, selected as follows:
 - 3.1 One from the municipal council.
 - 3.2 The remainder from people who are residents or electors of the City of Port Moody and who are not members of the municipal council or employees of the municipality or Library Board.
4. The member appointed from Municipal Council shall hold office for one year, or for the remainder of the year during which he/she is appointed and that member is eligible for reappointment. (See also policy B.3.1)
5. Before selecting anyone under the Library Act Part 2, Section 5, subsection 2 (b), the municipal council must invite applications for membership by publishing a notice in the newspaper.
6. A vacancy arising during the term of an appointment is to be filled, for the remainder of the term, by an appointment made at the first meeting of the municipal council after the vacancy occurs or as soon as convenient.
7. Upon appointment to the Board, trustees shall receive materials relating to the policies and administration of Port Moody Public Library together with background material concerning library trusteeship. Trustees will receive reports, minutes, and policy statements from time to time. Upon termination of office, trustees must return items of a confidential nature, unpublished plans and policy manuals.
8. Library Board members serve without remuneration but may be paid travel and other expenses that are incurred in connection with their duties and are approved by the board.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section B Board governance & operation	Approval date:	Mar 12, 1987
B3 Term of office	Revision date:	Nov 23, 1998 Sept 16, 2010

1. The member appointed to the Library Board from municipal council holds office for one year, or for the remainder of the year for which the appointment is made. (See also B.2.4)
2. Members appointed under 5(2)(b) of the Library Act hold office for a term of two years.
3. All subsequent regular appointments under 5(2)(b) of the Library Act are for terms of 2 years.
4. A member is eligible for reappointment, but no member may serve for more than 8 consecutive years.
5. The term of office for a member continues until a successor is appointed unless the member is removed for cause.
6. On receiving a report from the Library Board, the municipal council may remove a member of the Library Board for cause, including if the member:
 - 6.1. fails to attend 3 consecutive regular meetings of the Library Board without its written approval.
 - 6.2. becomes an employee of the municipality of the Library Board, or
 - 6.3. ceases to be a resident or elector of the community.
7. Any vacancy on the Library Board arising from any cause other than the expiration of the term for which the member was appointed shall be filled for the unexpired portion of the term only.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section B Board governance & operation	Approval date:	Mar 12, 1987
B4 Board meetings	Revision date:	Sept 16, 2010 May 19, 2011 Aug 25, 2011 January 19, 2017

1. Inaugural Meeting

- 1.1. The Inaugural Meeting normally occurs at the first scheduled Board meeting of the year, or at the first scheduled meeting following the appointment of new members of the Board for the current term.
 - 1.2. The Chair calls the meeting to order and conducts the meeting. If the Chair is planning to seek re-election, he/she will step aside until the elections are over and the Library Director will conduct the elections. If the Chair is not running again, he/she will run the meeting until the new Chair is elected.
 - 1.3. Nominations will be accepted from the floor.
 - 1.4. Consent of the nominee, in person or in writing, is required.
 - 1.5. All votes will be conducted by a secret ballot. In the event that only one nomination is received for a position, that individual will be declared elected by acclamation.
 - 1.6. The Chair shall be elected by the Board members present by majority vote. The Chair serves until the next Inaugural Meeting and is eligible for re-election. If the Chair's term on the Board has ended, the Chair's responsibilities fall to the Vice-Chair until a new Chair is elected.
 - 1.7. Following the election of the Chair, the Board members present shall elect a Vice-Chair by majority vote. The Vice-Chair serves until the next Inaugural Meeting and is eligible for re-election. If the Chair's term on the board has ended, the Chair's responsibilities fall to the Vice-Chair until a new Chair is elected.
 - 1.8. To accommodate succession, the intent is that the position of Vice-Chair will ultimately succeed to the position of Chair dependent upon the results of an election.
2. Standard practice for Port Moody Library Trustees is to meet once per month, except during July and December.
 3. Meetings will be conducted under *Robert's Rules of Order* (revised edition).
 4. Port Moody Public Library Board regular meetings are open to the public.
 5. The Board reserves the right to schedule in-camera meetings and agenda items as may be required.
 6. The Chair shall vote and shall have the same rights and be subject to the same rules for participation and debate as other board members.

B4 Board meetings

7. If the Chair is not present at a meeting of the Board, the Vice-Chair has all the powers of the Chair and is subject to all rules applicable to the Chair.
8. If neither Chair nor Vice-Chair is present at a meeting of the Library Board, the members present may elect an Acting Chair who has, during the meeting, all the powers of the Chair and is subject to all rules applicable to the Chair.
9. In the event that the office of Vice-Chair is declared vacant, the board shall elect a new Vice-Chair from among its members by majority vote. The person shall serve the remainder of the term and shall be eligible for re-election.
10. Reports, petitions and other submissions by the public to the Board must be submitted to the Library Director in writing not less than seven (7) days prior to the regular monthly meetings of the Board.
11. The Chair or any two members may call a Special Meeting to deal with any matter, by notifying in writing, the other members with at least two days' notice specifying the purpose of the meeting.
12. Should a Board decision be required and it is not possible to call a meeting, the Chair may conduct a poll of the Board by telephone or email in order to arrive at the decision. The decision shall be ratified at the next Board meeting.
13. The agenda for each meeting shall be prepared by the Library Director in consultation with the Chair. The Library Director shall ensure that copies of the agenda are delivered to each Board member and appropriate staff so that they are received at least three days before the meeting time. Copies of the agenda will also be distributed to the City Clerk's Office for posting at City Hall, will be posted on the Library website, and will be made available to the general public as required.
14. Minutes of the proceedings shall be recorded and distributed to each Board member with the agenda for the next regular meeting, and after any necessary amendments and approval by the Board, a copy shall be filed and the approved Minutes will be posted in the Library and on the Library's website.
15. Meeting Procedures
 - 15.1. If there is no quorum of the Board present within 30 minutes of the scheduled time for a Board meeting, the Library Director or designate must:
 - (a) record the names of the Members present, and those absent;
 - (b) adjourn the meeting until the next scheduled meeting; and
 - (c) place all business on the agenda that is not dealt with at the meeting on the Agenda for the next meeting.
 - 15.2. If quorum is lost during a meeting, the meeting will be temporarily recessed, and if not reconvened within 15 minutes, sections 15.1 (a), (b), and (c) apply.
 - 15.3. If there is a quorum present at the time the meeting should be called to order and if the Chair and Vice-Chair are absent, the Library Director shall call the meeting to order and a Chair Pro Tem shall be chosen by a resolution of the meeting.
 - 15.4. Decision shall be by majority vote of those members present and voting.
 - 15.5. No motion passed by any Board shall be rescinded during the Board's term of office except by a two-thirds vote of the entire Board. The Board's term of office shall be from Inaugural Meeting to Inaugural Meeting
 - 15.6. Any member may present "notice" of a motion to be placed on the agenda of the next meeting and it shall appear in the minutes of the meeting as a "Notice of Motion" and be duly placed on the agenda of the next regular meeting of the Board.

B4 Board meetings

16. Conflict of Interest

- 16.1. A board member who has a direct or indirect pecuniary interest in a matter considered at a meeting:
- must declare that he or she has a pecuniary interest in the matter
 - must not take part in the discussion and is not entitled to vote on any question respecting the matter
 - must leave the meeting, and
 - must not attempt in any way, whether before, during or after the meeting, to influence the voting on any question respecting the matter
- 16.2. 16.1 does not apply:
- if the matter relates to expenses payable to one or more members of the library board in relation to their duties as members, or
 - if the pecuniary interest is so remote or insignificant that it cannot reasonably be regarded as likely to influence the member in relation to the matter
- 16.3. A person who contravenes 16.1 is disqualified from continuing to hold office as a member of the library board unless the contravention was done through inadvertence or because of an error in judgment made in good faith.

17. In-Camera Meetings

- 17.1. 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
 - 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
- 17.2. A motion to move in camera shall include the reason for holding the meeting in camera.
- 17.3. Minutes of the in camera meeting shall be available only to the Library Director and members of the Board, subject to the provisions of the Freedom of Information and Privacy Act.

18. Delegations to Board Meetings

- 18.1. Any person or organization wishing to appear as a delegation before the Library Board shall submit a written request to the attention of the Secretary of the Board (Library Director) not less than ten (10) days prior to the regular monthly meeting of the Library Board. The request must indicate the subject matter and particulars upon which the delegation wishes to make the presentation.
- 18.2. Late submissions will not be accepted unless otherwise determined by the Chair of the Board.
- 18.3. The Library Board reserves the right to refuse a request for delegation appearance.
- 18.4. Upon approval, the delegation shall be allotted ten minutes to make a presentation, with additional time for board members to ask questions. Board members reserve the right to decide on any follow up as a result of the delegation at a future board meeting (or the following board meeting).



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section B Board governance & operation	Approval date:	Mar 12, 1987
B5 Board committees and representatives	Revision date:	Jan 19, 2010 Sept 16, 2010

1. The only standing committee shall be an Executive Committee consisting of the Board Chair and Vice-Chair, plus one Board member appointed on an annual basis by the Chair (subject to approval of a majority of Board members).
 - 1.1. This committee shall be chaired by the Board Chair.
 - 1.2. Its main role is to conduct the Library Director's annual performance review and to deal with emergency matters between Board meetings.
 - 1.3. Should urgent business require an official decision of the Library Board, and it is not possible to call a meeting, procedures in Board Policy B.4.12 will apply.

2. At the discretion of the Chair, ad hoc committees may be created: to investigate or develop information and recommendations on matters of concern to the Library Board; or for other special purposes. Membership, purpose and status of these committees will be specified in the terms of reference for such committees.
 - 2.1. Ad hoc committees shall serve until the work for which they have been appointed has been completed or for the time specified by the Chair at the time of appointment.
 - 2.2. Non-Board members may participate fully in ad hoc committee business.
 - 2.3. The Library Golf Committee is an ad hoc committee of the Library Board, which is responsible for planning the annual Links to Literacy golf tournament and fundraiser.

3. All committee recommendations shall be brought to the full Board for discussion and approval. No committee shall have authority to take any action except to discuss, investigate, report and recommend to the Board, unless such authority has been specifically authorized in advance by the Board.

4. No later than the February meeting of the Library Board, the Chair shall appoint from among Board members: an InterLINK representative and an alternate representative; a BC Library Trustees Association liaison; an appointment to the City of Port Moody Arts & Culture Committee; and a third member of the Executive Committee (subject to approval of a majority of Board members). In making these appointments, the Chair shall consider the preferences of individual Board members.

5. The InterLINK Board representative shall:
 - Represent the Port Moody Public Library at the InterLINK Board.
 - Ensure the Library Board maintains active participation in InterLINK affairs consistent with PMPL purpose, goals and objectives.
 - Maintain liaison with Library Director.
 - Report to Library Board as required.
 - The alternate will represent the Board in the absence of the regular representative. The alternate is encouraged to attend meetings of the InterLINK Board along with the regular member, however the status of the alternate on these occasions is that of an observer.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section B Board governance & operation	Approval date:	Mar 12, 1987
B6 Board allowances and reimbursements	Revision date:	Nov 23, 1998 Sept 16, 2010 Mar 20, 2014

1. Allowances for attending authorized meetings, seminars, conventions, conferences and other businesses, are according to the City of Port Moody's "Travel and Expense Policy" #5-1800-1.
2. There is no reimbursement to trustees when funds are available from other sources.
3. Estimates of expenses should be submitted for pre-authorization by the Board Chair.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section B Board governance & operation	Approval date:	Mar 12, 1987
B7 Policy development process	Revision date:	Nov 23, 1998 Sept 16, 2010

1. POLICY

- 1.1 Policy is a document that embodies the Port Moody Public Library Mission Statement, Roles and Values to guide the action of trustees, staff and committees in the execution of their duties. It is a formal expression of opinion that clarifies the Board's expectations of what is to be done.
- 1.2 Policies will be approved by the Port Moody Public Library Board and will serve as a reference for Board members, staff and the public.
- 1.3 Written policies documented in a policy manual guide the future discretionary actions of the Board and staff in a consistent manner.
- 1.4 The need for new policies or policy revisions will be initiated through Board direction, the public, or through relevant legislation.
- 1.5 The Library Director will discuss urgent policy matters (those which require immediate attention) directly with the Board Chair or Executive Committee.
- 1.6 Policy writing may be undertaken by the Board (or one of its committees) or be delegated by the Board to the Library Director.
- 1.7 The Board is responsible for developing its own policy regarding governance issues.

2. PROCEDURES

- 2.1 Procedures will be developed and approved by administration to carry out the intent of the policy; regular review and revisions will take place; all policies and procedures will be recorded in standard format, assembled in manuals and indexed.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section C Customer regulations	Approval date:	Apr 23, 1987
C1 Library membership	Revision date:	Apr 5, 2000 Nov 16, 2006 Sept 16, 2010 Oct 18, 2012

1. General

- 1.1. Port Moody Public Library's service area includes: all residents of the City of Port Moody, the Public Library InterLINK area, and regions participating in the BC OneCard program.
- 1.2. When special demands by groups or individuals become excessive, such services may be limited wherever the staff's ability to serve the general public is compromised.

2. Port Moody Residents

- 2.1. All Port Moody residents may have a library card which entitles them to library services. Persons are required to supply satisfactory proof of residence.
- 2.2. Cards are issued to persons under the age of thirteen for use in the library on receipt of the signature of the parent or guardian accepting responsibility for the choice of books and materials, as well as for the loss of or damage to items borrowed on the card.

3. Reciprocal Borrowing - Public Library Interlink

- 3.1. Persons living within the Public Library InterLINK region may register with the Port Moody Public Library for a Port Moody card, upon satisfactory proof of identification.
- 3.2. InterLINK patron cardholders from any Public Library InterLINK library may register their "home library card" and borrow materials from Port Moody Public Library. When presenting their "home library card," patrons need to present two pieces of identification to register their card at Port Moody Public Library.

4. Reciprocal Borrowing – BC Onecard: Service To Patrons Residing Beyond Public Library Interlink

- 4.1. Members of libraries participating in the BC OneCard program (outside of the Public Library InterLINK region) may join Port Moody Public Library without charge upon presentation of satisfactory identification and proof of membership with their own library.
- 4.2. BC OneCard members are restricted from placing holds or requesting interlibrary loans.

C1 Library membership

5. Service To Non-Residents

- 5.1. Persons residing outside the City of Port Moody but owning property or paying for a current business license within the City may join the library without charge, as long as they produce evidence of eligibility for a free library card on such grounds.
- 5.2. With the exception of the categories of non-resident borrowers covered in the preceding paragraphs, non-resident adults will be charged an annual fee.
- 5.3. BC residents living in out of service areas that are not paying taxes for library services (such as Anmore, Belcarra, Lions Bay and University Endowment Lands) will be charged an annual fee.
- 5.4. The single base rate fee for non-resident users will be no less than the yearly per capita grants from the City and the Province. This rate will be established on an annual basis by the director, based on the current year per capita grant.

6. Institutional Membership

- 6.1. Any business or organization with a current business license in the City of Port Moody may receive an institutional membership free of charge.
- 6.2. Responsibility for borrowed materials rests with the institution. Such responsibility must be authorized by a signing officer of the business or organization.

7. Service To Visitors

- 7.1. Visitors to Port Moody living outside of the Public Library InterLINK and BC OneCard areas, and who will be in the City for not less than one month, can obtain a three (3) month library membership upon payment of a deposit fee. This deposit fee will be equal in amount to the single non-resident fee. One-half of the deposit fee is refundable if all material is returned on time and in good condition.

8. Responsibility Of Membership

- 8.1. The holder of a library card shall be responsible for all use made of the card.

9. Children's Access

- 9.1. The free use of the Public Library is a right of every child. To meet the informational needs of children today, all library materials in the adult departments must be easily available regardless of the child's age or grade. While some parents may feel secure knowing their child is confined to a restricted area, it is not the role of the librarian to censor the reading of the child. The responsibility for the type of materials, as well as for the materials themselves, must be taken by the parent in the same manner in which they control television watching or any other activity of their child.
- 9.2. Port Moody Public Library will therefore not prevent those children wishing to do so from using the adult department.
- 9.3. A parent's signature is required to ensure that the parent understands his or her responsibility relating to the child's use of the public library.

C1 Library membership

10. Circulating Material

10.1. In order to ensure that all readers have equal access to all circulating materials, and in order to help students with enough resources for school assignments, it may be necessary to limit items per subject at certain times of the year.

10.2. Loan periods may vary from time to time depending upon the type of material loaned.

11. Confidentiality Statement

11.1. Access to an individual's personal information will be provided in accordance with provisions of the Provincial Freedom of Information and Protection of Privacy Act, and in recognition of the library's support of the principles outlined in the Canadian Charter of Rights and Freedoms.

11.2. No personal information regarding an individual is to be given to any agency or individual without a court order or subpoena unless otherwise specified under the Freedom of Information and Protection of Privacy Act. All such requests must be referred to the director.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section C Customer regulations	Approval date:	Jul 2, 1987
C2 Suspension of library privileges	Revision date:	Oct 21, 2002 Sept 16, 2010 Oct 18, 2012

1. The Port Moody Public Library card is the property of the Library and must be returned at the request of the Library Director or designate.
2. Library borrowing privileges will be temporarily suspended when fines for overdue, lost or damaged items exceed a limit established by the Library Board. (Refer to policy F1 for details)
3. Library privileges, including access to the library and use of non card-regulated services, may be suspended for a period of time to be determined by the Library Director or designate for the following causes:
 - 3.1. When charges for lost or damaged library materials exceed the sum of \$100.
 - 3.2. When there is a serious breach of rules governing Library conduct.
 - 3.3. Upon more than two (2) separate referrals to the Collection Agency for lost or damaged materials.
4. Individuals do have the right to appeal the Library Director's decision by contacting the Port Moody Public Library Board in writing.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section C Customer regulations	Approval date:	May 6, 1998
C3 Rules of conduct	Revision date:	Sept 14, 2006 Sept 16, 2010 March 17, 2016

The Port Moody Public Library Board has established the following rules in order to promote a safe, healthy and barrier free environment and to protect the property under its control.

1. Respect the rights of others. Refrain from loud, disruptive, rude or disorderly behaviour which may result in disturbing other patrons and interfering with their use and enjoyment of the library.
 - Quiet conversations please.
 - Children may play quietly under the supervision of their caregivers.
 - Use cellphones or other personal technology in a way that is not disturbing or distracting to others.
2. Use all collections, equipment, facilities and furniture for their intended purpose and in accordance with library policy.
3. Covered beverages are permitted. Food is not permitted.
4. For their protection, children under the age of 10 should not be left unattended and should be accompanied by a responsible parent or caregiver.
5. Certified assistance animals are the only animals welcome in the Library.

Library staff make every effort to apply these rules in a fair and positive manner for the benefit of all. People whose actions violate these rules will be asked to stop such actions. The library reserves the right to require anyone violating these rules of conduct to leave the premises.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section C Customer regulations	Approval date:	Apr 1, 1998
C4 Public Internet access	Revision date:	Oct 21, 2002 Sept 16, 2010

1. General

- 1.1. In keeping with our Mission -- "We are the community's friendly gateway to the world of learning, imagination, and creative pursuits" -- access to the Internet is provided to Port Moody Public Library cardholders. The Internet enables the library to provide information beyond the confines of its own collection. It allows access to ideas, information and commentary from around the globe.
- 1.2. In offering the Internet as an information resource, the Port Moody Public Library's goal is not only to enhance its existing collection in size and depth, but also to act as a public access agency which provides Port Moody Public Library members with the opportunity to navigate the Internet.
- 1.3. Parents may restrict their child's access to the Internet by notifying Staff. A child is a person under the age of 13 as outlined in the Library Board's "Membership Policy" (section 2.2).

2. Disclaimer

- 2.1. The Internet is currently an unregulated medium. As such, while it offers access to a wealth of material that is personally, professionally, and culturally enriching to individuals of all ages, it also enables access to some material that may be offensive, disturbing and/or controversial. In accord with the "Statement on Intellectual Freedom", the Port Moody Public Library does not monitor, control or provide barriers to information accessed through the Internet and accepts no responsibility for the nature, content or accuracy of any Internet resource.
- 2.2. Individual users access the Internet at their own discretion and are responsible for the sites they visit and any text or images they print out. As is the case with materials in the library collection, any restriction of a child's access to the Internet is the responsibility of the parent or guardian. Parents or guardians who are concerned about their children's use of the Internet should provide guidance to their own children and should monitor their use of this resource.
- 2.3. It is prohibited to use library Internet workstations for illegal, actionable or criminal purposes or to seek access into unauthorized areas or to infringe copyright. The Port Moody Public Library assumes no responsibility for any direct or indirect damages arising from the use of its connection to Internet services.

3. Internet Access

- 3.1. Access to Internet workstations is on a first-come first-served basis. Users must sign-in; there are time limits on length and number of daily sessions. Printing is available for a fee.
- 3.2. Access to the Internet is considered a library privilege and is subject to the same guidelines as outlined in the Library Board's "Guidelines for Suspension of Library Privileges" policy.

C4 Public Internet access

4. Staff Assistance

- 4.1. Library staff will assist individual patrons with Internet use as time permits. The library will provide free, group introductory training sessions on the Internet as well as sessions specifically oriented to parents and children. Self help brochures and bibliographies will be made available.
- 4.2. The library will provide links to useful information resources through its web page, including appealing and age appropriate resources for children.

5. User Responsibility

5.1. Internet users are expected to:

- Respect the rights of others. Refrain from loud, disruptive, rude or disorderly behaviour which may result in disturbing others and interfering with their use and enjoyment of the library.
- Respect the privacy of others.
- Respect all copyright, licensing agreements and other contracts.
- Refrain from illegal or unethical use of the Internet.

5.2. In addition users :

- Must not intentionally expose others or staff to information or graphics that may be viewed as offensive.
- May not install any software on library computers.
- Must not alter, remove or damage configurations, software or hardware on library computers.
- Must not make any attempt to cause degradation of system performance.
- Must not use the library's workstation to gain unauthorized access to the library's networks or computer systems or to any other network or computer system.

6. Policy Enforcement

- 6.1. Library staff make every effort to apply these rules in a fair and positive manner for the benefit of all. People whose actions violate these rules will be asked to stop such actions. The Library reserves the right to require anyone violating these rules of conduct to leave the premises.

7. Confidentiality

- 7.1. The same confidentiality standards and procedures that apply to other library/public transactions will apply to the use of Internet resources.
- 7.2. The library will make reasonable efforts to protect the privacy of every user, but this privilege cannot be guaranteed. The circumstances when usage (or a person's use of the Internet) may be reviewed or collected or suspended by the library are as follows:
 - as required by law.
 - as part of system maintenance.
 - if improper or illegal use is believed.
 - with permission of the user.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section C Customer regulations	Approval date:	Dec 8, 2005
C5 Copyright infringements	Revision date:	Sept 16, 2010

1. The Library encourages its customers to conform to the provisions of the Canadian Copyright Act and the Public Library Copying License agreement with Access Copyright (The Canadian Copyright Licensing Agency).
2. Notices warning about the risk of copyright infringement are posted at public photocopiers in the Library. Copies of the Act are held in the library.
3. The Library assumes no responsibility for customers' infringements of copyright should they occur.
4. Library staff will comply with the provisions of the Canadian Copyright Act and the Public Library Copying License Agreement with Access Copyright. Notices are posted at staff photocopiers.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section D Services and collections	Approval date:	Feb 20, 1987
D1 Collection development	Revision date:	Oct 15, 2001 Sept 16, 2010

1. Policy Statement

- 1.1. The purpose of this policy is to act as a guideline to staff for collection development and maintenance, and to better inform the public about the nature and purpose of the Port Moody Public Library's collection.
- 1.2. The Port Moody Public Library (the Library) endorses the Canadian Library Association Statement on Intellectual Freedom. Selection procedures are based on these principles.
- 1.3. The Library will develop and maintain a collection that fulfills the mission of the library to act as the community's friendly gateway to knowledge, information, literature and lifelong learning. In keeping with the library's strategic plan, the collection will support the library's key role of being a source for popular materials/recreational reading, a reference center, and a door to children's learning.

2. Guidelines

- 2.1. Responsibility for collection development rests with the Library Director within the context of Board approved policy. The Deputy Director is responsible for managing and coordinating the Library's collection development activities. Librarians are responsible for selecting and developing specific areas of the collection.
- 2.2. Materials are selected from sources such as review journals, media information, publishers' catalogues and suggestions from the public.
- 2.3. In the selection process, materials are considered in terms of relevance to the needs of the community, relationship to the existing collection, local interest and demand, clarity and accuracy of the work, the opinion of critics and reviews, and the availability of funds.
- 2.4. The Library will purchase a variety of formats with reference to the stated roles of the library and the nature of the subject matter.
- 2.5. Free and open access for all is a guiding principle of the Library. Individual choice is paramount. No restriction is placed on collection use except for the purpose of protecting the collection from damage or theft. Materials are not marked to indicate approval or disapproval of their contents, unless required by law. Materials are arranged to facilitate ease of use and access.
- 2.6. Children's materials are shelved separately. Parents/guardians assume responsibility for the child's selection of materials and use of library facilities and services.
- 2.7. The Library does not acquire materials that contravene the Criminal Code or any other statute or law.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section D Services and collections	Approval date:	Oct 2, 1996
D2 Display and distribution of materials	Revision date:	Dec 4, 1996 Sept 16, 2010

1. Statement of Principle

1.1. The Port Moody Public Library, as a community service, provides bulletin board, display stand and wall space for the posting and distribution of information. This policy is in conformance with the Canadian Library Association Intellectual Freedom Statement and does not imply the approval or endorsement of any of the material distributed.

1.2. The Port Moody Public Library will not distribute material that is primarily commercial and does not have compensating cultural or community importance. Limiting the distribution of material will be based on practical issues, such as space, and not on the philosophy or content of the material.

2. Guidelines

2.1. All materials must be submitted to the Library Director or designate for approval, with the library reserving the right to decline any material at its discretion.

2.2. Acceptance of materials is subject to availability of space. Preference will be give to Port Moody based organizations of a non-profit nature.

2.3. Materials accepted for possible display become the property of the library. The library is not responsible for the return of brochures or display materials left on its premises.

2.4. The following materials are NOT acceptable for posting, distribution or display:

2.4.1. Advertising or endorsements of private or corporate business whose main purpose is profit.

2.4.2. Materials which contravene the British Columbia Human Rights Code, the Charter of Rights and/or the Criminal Code of Canada.

2.4.3. Materials which may be of a libelous or defamatory nature.

2.4.4. Materials which omit essential information such as date, time, place or fee.

2.4.5. Political posters of individual political parties or candidates.

2.4.6. Petitions.

2.4.7. Donation boxes related to charity drives, canvassing or money-raising activities.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section D Services and collections	Approval date:	Dec 8, 2005
D3 Interlibrary loans	Revision date:	Sept 16, 2010 Oct 18, 2012

1. Interlibrary loan (ILL) is a basic service which is available to all library patrons possessing a current Port Moody Public Library borrower's card.
2. Material requested from another library on ILL is limited to items that Port Moody Public Library does not have in its collection because: (a) the item does not conform to PMPL's collection development policy; (b) the item is out-of-print; or (c) there is no recurring demand for the item.
3. The library follows provincial interlibrary loan code and procedures as specified by Public Library Services Branch in Interlibrary Loan Code for BC Public Libraries (1992) and Interlibrary Loan Procedures for BC Public Libraries (1992).
4. Patrons may have a maximum of 8 active interlibrary loan requests at one time.
5. Interlibrary loan fees levied by lending institutions are passed on to the patron; patrons are also charged for photocopies of articles obtained on interlibrary loan.
6. The library regularly lends material from its collection, free of charge, to other libraries in British Columbia. Upon special request from Library Services Branch, the library will consider lending its materials to libraries outside of the province.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section D Services and collections	Approval date:	Oct 15, 2001
D4 Art displays	Revision date:	May 9, 2008 Sept 16, 2010

1. The Port Moody Public Library offers art display space for which there is no charge.
2. Space is reserved for artists/art groups residing in the Tri-Cities area.
3. Port Moody Public Library staff members are responsible for scheduling, choice of artists and work displayed.
4. Artists may have their work for sale. The library takes no commission, and does not act as a vendor.
5. The library shall not be liable or responsible for lost, stolen or damaged items or materials. Artists will be required to sign a liability waiver.
6. The library is not responsible for the return of items or for items left on the premises.
7. Port Moody Public Library reserves the right to alter or change the booking schedule, as required.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section D Services and collections	Approval date:	May 3, 2000
D5 Library programs	Revision date:	Sept 16, 2010 April 24, 2014

1. In keeping with the Library's mission and vision statements, and its strategic priorities, programs are considered an integral part of library service.
2. Programs are defined as a planned event or activity that may be developed and delivered by library staff, invited speakers or in co-sponsorship with community groups and other organizations. Programs may occur at the library, online or at offsite locations.
3. The Library initiates programs to stimulate interest in, and use of, the library and its resources, and for the general enjoyment and enlightenment of the public. Programs provide another format for the dissemination of information, and an opportunity for participants to share ideas and experiences. Library programs will:
 - Connect people with ideas and information.
 - Inspire imagination and a love of reading.
 - Facilitate lifelong learning and discovery.
4. Programs will be designed to meet the needs and interests of the community. They will create and promote community partnerships, and extend the library's ability to reach new and diverse audiences, and attract non-users.
5. All programs are open to the general public. However programs designed for specific audiences may have attendance restrictions or requirements.
6. Programs will be offered without charge to attendees.
7. Library programs are non-commercial. Information presented by invited speakers (e.g. professional experts) must be generic in nature and refrain from solicitation of business.
8. Except for the direct benefit of the library, donations and/or fund raising activities will not be solicited or held during programs. Subject to prior approval by the Library Director or designate, items related to a program, such as an author's books, may be sold at the event.
9. The Library endorses the Canadian Library Association's Position Statement on Intellectual Freedom and recognizes that some programs may have controversial content in order to ensure public access to all sides of an issue. The Board takes no position on the views, ideas, or opinions of program content. Speakers will agree not to contravene the Criminal Code of Canada and the Human Rights Act of British Columbia during the course of their program.

10. Co-Sponsored Programs

- 10.1. The Library may co-sponsor a program with other not-for-profit or for-profit entities when: the program content meets the criteria outlined in this policy, and is of sufficiently high quality and relevance; the program makes reasonable demands on staff time; and the resources needed to accomplish the program are available. Co-sponsored program requests will be approved by the Library Director or designate.
- 10.2. The Library's role in co-sponsored programs may include, but is not limited to, provision of space and equipment, support for promotion and on-site assistance.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section D Services and collections	Approval date:	May 3, 2000
D6 Public relations and media	Revision date:	Oct 21, 2002 Sept 16, 2010 Mar 20, 2014

1. Background

- 1.1. Public relations involves the overall interaction between the Port Moody Public Library and its current and potential clients. It influences perception, attitude, and opinion by transmitting information concerning the benefits of using the library and its present or proposed products and services.
- 1.2. Public relations includes publicity produced by and for the library: articles, press releases, advertising, and media interviews.
- 1.3. Publicity includes all material produced by and for the library such as: press releases, newsletters, posters, displays, flyers, pamphlets and book marks.
- 1.4. Advertising is publicity that is paid for. The library occasionally advertises larger events or special events such as open houses for new board members.

2. Guidelines

- 2.1. Authority for library publicity and promotion rests with the Library Director or designate. All written submissions received from agencies or individuals are subject to editing. This includes press releases, advertisements, articles, posters and flyers. Unless initiated by the media, the library is responsible for all publicity and promotion.
- 2.2. The library's graphics standards will apply to all information being released or published. All material must be approved by the Library Director or designate before being released.

3. Media Relations

- 3.1. Media relations is defined as media interviews, photographs and video opportunities. Authority regarding media relations rests with the Library Director. All requests by the media for interviews, photographs or video opportunities related to Port Moody Public Library issues must receive prior authorization from the Library Director or designate.
- 3.2. All photographs taken by a library staff person or city staff person where a member of the public is featured must obtain a written photo-release before the photograph may be used by the library in its communications materials.
- 3.3. The photo-release form must be completed when all photographs are obtained. In the case of a child, permission from a parent or guardian must be obtained.
- 3.4. This policy does not include photographs of crowd pictures where no one person is identifiable.
- 3.5. Completed photo-release forms are to be filed in library administration.

D6 Public relations and media

4. Media Interviews

- 4.1. Staff are encouraged to promote their expertise in the area of library service through the media. Under no circumstances should any staff member speak on policy or budget directives that are strictly within the jurisdiction of the Library Board, unless the Board has granted their approval.
- 4.2. Port Moody Public Library staff may engage in a media interview under the following circumstances:
 - All media requests shall be directed to the Library Director.
 - Any staff person, with prior approval by the Library Director, may respond to an interview if it is agreed that they are most representative of the organization on the particular issue or library service being queried.
 - Senior staff are to advise the Library Director of the name of the journalist and the nature of the interview prior to the interview. This may require that the journalist wait to schedule the interview.
- 4.3. All media inquiries regarding the following shall be directed to the attention of the library director (or designate) for response:
 - any questions regarding board initiatives such as current or future policy directives or strategic planning issues
 - any questions regarding staff opinion on operational or management directions of the library

5. Photographers and Videos - Media & Other

- 5.1. No one is allowed to photograph or shoot video in the library without prior authorization from library administration.
- 5.2. No photograph or video sequence is permitted involving library patrons without their prior consent. If consent is sought, a copy of the completed photo-release form *used by the photographer* must be filed with library administration.
- 5.3. No photograph or video sequence is permitted involving library materials or equipment without prior authorization from the Library Director or designate.
- 5.4. Professional film crews must receive prior authorization from the Library Director or designate.
- 5.5. The Library Director or designate must be informed of all photo events (excluding tourist photos) even if it is "after-the fact".
- 5.6. Casual photographs or photographs by tourists do not require prior authorization, however patrons should not be disrupted by any photographs in the library.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section D Services and collections	Approval date:	March 22, 2012
D7 Social Media Policy	Revision date:	

1. General

- 1.1. The Port Moody Public Library uses social media tools as a means of engaging the community in library services. It is recognized that social media can help the library to:
 - Disseminate information;
 - Make library information accessible to a wider audience;
 - Participate in interactive conversations and general knowledge-sharing.
- 1.2. For the purposes of this policy, social media is defined as any web application, site or account created and maintained by Port Moody Public Library which facilitates an environment for library staff and library users to share opinions and information about library-related subjects or issues. Some examples include: Twitter, Facebook, YouTube, blogs and wikis.
- 1.3. This policy aligns with the general principles of the City of Port Moody's Social Media Policy. It governs the publication of, and commentary on, social media by employees of the Port Moody Public Library. This includes employees posting to library accounts and employees representing themselves as employees of the Library. It also governs public use of library social media sites.
- 1.4. All library social media sites shall comply with applicable federal, provincial and local laws. Any content on a social media site that is related to Library business is a public record and subject to public disclosure under the Freedom of Information Act.
- 1.5. The Library encourages staff to represent Port Moody Public Library in the social media space. However, in doing so, it is important that staff follow relevant policy and guidelines. Appropriate action will be taken for failure to comply with policy and guidelines, which may include disciplinary action.

2. Creating new accounts

- 2.1. All requests to create a new social media account on behalf of Port Moody Public Library must be approved by the Director of Library Services. The Director must be provided with the name of the account, URL, password and names of staff with account access. The Director must also have administrative access to all accounts.
- 2.2. Standards and operational guidelines will be developed by staff for each approved social media tool. Staff must read and comply with these guidelines prior to posting.
- 2.3. Accounts should be clearly named using a standard name format that is as close to the library name as possible, while respecting social media best practices (e.g. Twitter name PortMoodyLibrary; Facebook name Port Moody Public Library).
- 2.4. All accounts and created contents are the property of Port Moody Public Library and should, thus, be linked to library email addresses.

D7 Social Media Policy

2.5. Sites and accounts should link back to the Port Moody Public Library official website for more detailed information.

3. Closing accounts

3.1 If it is determined that using a particular social media no longer advances the goal of the Library, an account may be discontinued.

3.2 All recommendations to close an account must be discussed with, and approved by, the Library Director.

4. Staff posting practices

4.1. Accounts should be checked daily from Monday to Friday, when the library is open, to ensure timely participation.

4.2. Staff posting to library social media sites will normally be anonymous (e.g. Twitter account will not indicate authors of messages).

4.3. Staff who are posting to library social media sites, or representing themselves as library employees, should take care that it does not appear the library is endorsing a particular opinion. The library must remain a neutral, non-partisan organization.

4.4. Protection of privacy: Staff must not share personal information of patrons or staff on social media sites without permission, including name, address, borrowing records or photographs. Staff are responsible for following all privacy protection laws, and must not post confidential information of any type.

5. Staff personal and professional accounts

5.1. Staff who have a personal blog, microblog or website which indicates in any way that they work at Port Moody Public Library should discuss any potential conflicts with the Library Director.

5.2. In such a situation, it must be made clear that the author is speaking for herself or himself and not on behalf of the Library. A simple and visible disclaimer should be used such as “these are my personal views and not those of Port Moody Public Library”.

6. Guidelines for users

6.1. Use of Library social media is conditional on the user’s agreement to observe this policy. By continuing to use the application, the user indicates agreement to all requirements of the policy.

6.2. User comments, posts and messages are welcome on Port Moody Public Library social media sites provided they do not contain:

- Obscene, profane, discriminatory or racist contents
- Comments related to organized political activity (e.g. political campaigns)
- Commercial promotions or spam
- Potentially libelous statements
- Conduct or encouragement of illegal activity

D7 Social Media Policy

- Private, personal information published without consent
- Comments or content not topically related to the site
- Other content that is considered to be inappropriate as deemed by the Library Director

6.3 All social media sites affiliated with the Library will be regularly screened by library employees. Any posts or comments that do not comply with policy will be immediately removed; the poster may subsequently be barred from posting any subsequent messages to library sites.

6.4 A disclaimer will be posted where users can easily see and reference it, and include the following information: goal of site; invitation to participate; and posting guidelines.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section E Human resources	Approval date:	Various
E1 Human resources - general	Revision date:	Sept 16, 2010

1. Awards and Honours

(History: Approved May 12, 1999; rev Dec 7, 2000)

- 1.1. The Library Board recognizes and values its employees and endorses the City of Port Moody's "Recognition of Excellence in Service", "Exceptional Achievement Award" and "Service Awards and Retirement" policies.

2. Nametags

(History: Approved May 12, 1999)

- 2.1. The Library Board recognizes the customer service value of the public's ability to recognize staff when performing their duties. The Board endorses the City of Port Moody's Name Tags Policy with the following amendments:

- 2.1.1. Staff will wear a name tag while working in the public services areas of the library or when performing service outside of the library at public functions.

- 2.1.2. Staff have the option of the tag to include either:

- their **first** and **last** name and **title**
- their **first** name only
- their **first** name and **title**
- job **title** only

3. Performance Appraisals

(History: Approved Jan 8, 1997)

- 3.1. The Library Board recognizes and values the work of Library employees. To assist them in maximizing their skills and abilities, a program of achievement/planning and review is maintained. This program is based on the City of Port Moody's "Achievement/Planning Review Process".



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section E Human resources	Approval date:	Oct 21, 2002
E2 Achievement planning review – Library Director	Revision date:	Mar 20, 2003 Sept 16, 2010

1. The Port Moody Public Library Board values the work of its employees, and to assist them in maximizing their skills and abilities, a program of achievement planning and review has been developed.

2. The Library Board’s Executive Committee will be responsible for ensuring that an annual and mid-year review is conducted for the Library Director. The Port Moody Public Library “Library Director Performance Plan and Review” form shall be used to conduct the review.

3. Procedure
 - 3.1. The Port Moody Public Library’s “Library Director Performance Plan and Review Form” has been developed with the understanding that it will be completed on a collaborative basis between the Library Board and the Library Director. The shared goal is to develop and sustain a positive and effective performance planning and review process. Ongoing communication between the Library Board and the Library Director will contribute significantly to achieving this goal.

 - 3.2. To ensure that the Library Director’s performance plan continues to be relevant throughout the year, the following action steps are to be taken:
 - 3.2.1. *Reports to the board* – the Library Director will provide the Board on a regular basis, written update/progress summaries on the Director’s goals, the library strategic plan, and other initiatives.

 - 3.2.2. *Mid-year review* - this interim check-in meeting will enable the Library Board and the Library Director to re-visit key goals set at the beginning of the year and make any necessary adjustments. The Director will meet with and provide the committee with an update report summarizing the status of goals and objectives. The committee will review the Director’s report and give the full board the results of the mid-year review (using the form) during an in-camera meeting. Results will then be shared with the Director by the committee.

 - 3.2.3. *Year-end review* - the focus of this meeting shall be to look back over the past year (acknowledge accomplishments and complete performance review comments) and to look ahead to the coming year (develop an updated performance plan with new goals and objectives). The Library Director will provide the committee with a written report summarizing progress over the year. The committee will review the report and meet with the Director to discuss the results. The committee will then prepare a draft report of the review for the full Board. This draft report will be discussed at an in-camera meeting. The final results will then be shared with the Library Director by the committee.

 - 3.2.4. The completed review will be kept in the Library’s and City’s personnel files.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section E Human resources	Approval date:	Apr 4, 1993
E3 Acting Library Director	Revision date:	Oct 21, 2002 Sept 16, 2010

1. Acting Library Director – Terms of Appointment

1.1. In the absence of the Library Director and the Deputy Director, the terms of appointment of the Acting Library Director will be governed by Article 6 - Rates of Pay - Section 4: "Temporary Assignment" of the Collective Agreement between the City of Port Moody and the Canadian Union of Public Employees, Local 825.

"Employees temporarily assigned to a position, outside the scope of this Collective Agreement, shall be paid, from the first day in the temporary assigned position, ten percent (10%) above the assigned employee's regular classification rate. In each assignment, the employee shall be notified in writing in advance of the temporary assignment. Provided, however, that such temporary appointment exceeds three (3) continuous days."

1.2. The Library Director and/or Chair of the Library Board shall indicate in writing, to the designated Acting Library Director, the anticipated dates of the appointment which must exceed three continuous days.

1.3. These responsibilities will be assigned to the Head of Systems & Technical Services, the Head of Adult Services or the Head of Youth Services to cover the absence of the Library Director and Deputy Director, as required.

2. Acting Library Director - Priorities

2.1. The Acting Library Director will undertake the responsibilities of the Chief Librarian in his/her absence with the following priorities:

- Serves as Secretary to the Library Board and provides the Board with information, assistance, and advice on all aspects of Library operations.
- Coordinates and directs the operation of the Library in accordance with established policy and guidelines.
- Monitors expenditures and maintains established budgetary control procedures.
- Maintains liaison with the City of Port Moody as required and attends City Department Head meetings.
- Maintains liaison with InterLINK, and any other relevant library organization.

3. Acting Pay – Exempt Staff

3.1. Exempt staff who are assigned to act for another position, which received a higher level of pay, in excess of three days shall receive a 10% premium of their regular rate of pay. However, the 10% premium shall not result in the acting employee receiving a rate of pay higher than the pay grade assigned to the incumbent position. Persons temporarily assigned to act in an equivalent or lower level position will not attract any additional pay.

E3 Acting Library Director

- 3.2. In cases where employees are acting in a higher position for an undetermined period of time (e.g. illness, vacancy) an appropriate acting pay rate will be determined by the employer in consultation with the City of Port Moody.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section E Human resources	Approval date:	Jun 23, 2005
E4 Overtime – Library Director and Deputy Director	Revision date:	Sept 16, 2010

1. The Library Director will be granted two weeks and the Deputy Director one week of leave per annum in recognition of required overtime and meetings outside normal business hours. Allocation of this leave is subject to review during the employees' annual performance planning review.
2. Managers working overtime over a normal meal period may be reimbursed for reasonable expenses for meals. The meal period is not compensated.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section E Human resources	Approval date:	Jul 23, 2002
E5 Criminal record checks	Revision date:	Sept 16, 2010 May 19, 2011

1. Port Moody Public Library (the "Library") is required to comply with the Criminal Records Review Act, RSBC 1996, c. 86 (the "Act") and undertakes mandatory criminal record checks for all current and new employees who work with children or vulnerable adults within the Library in accordance with the Act.
2. The Library supports the purpose of the 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 criminal record checks.
3. Under the Act, "working with children or vulnerable adults" means working with children or vulnerable adults directly or having or potentially having unsupervised access to children or vulnerable adults in the ordinary course of employment or in the practice of an occupation, or during the course of an education program. All library employees work with children or vulnerable adults as defined in the Act and, as a consequence, are required to undergo criminal record checks in accordance with the provisions of the Act.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section E Human resources	Approval date:	Dec 4, 1996
E6 Respectful workplace	Revision date:	Apr 5, 2000 Sept 16, 2010 Mar 20, 2014

1. The Library is committed to maintaining a work environment that respects and supports the dignity of all employees. All employees have the right to work in an environment free from harassment and bullying.
2. The Port Moody Public Library Board endorses the City of Port Moody's "Respectful Workplace Policy" with the following amendments related to formal complaint resolution. These amendments are intended to ensure the involvement of the Library Director at relevant stages in the process.
 - Formal complaints "shall be made in writing to the Manager of Human Resources or the **Library Director** within 6 months of the last incident alleged to constitute harassment or bullying."
 - Upon completion of the investigation, "a written report will be forwarded to the **Director of Library Services** and the City Administrator or an appropriate delegate".



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section E Human resources	Approval date:	Dec 5, 2005
E7 Student practicum	Revision date:	Sept 16, 2010

1. The Port Moody Public Library will cooperate with educational and rehabilitative institutions where possible to allow students to complete field work assignments and special projects within the Library system. Students are supervised by Library staff.
2. When considering such placements, the efficient and optimum operation of Library services is of prime importance and the Library reserves the right to discontinue any placement which unduly disrupts Library operations.
3. Library employees shall not be displaced by any student program and work experience students shall not receive remuneration or be considered employees of the Port Moody Public Library.
4. Students shall wear appropriate identification badges.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section E Human resources	Approval date:	various
E8 Health and safety	Revision date:	Sept 16, 2010

1. General

(History: Approved Dec. 7, 2001)

- 1.1. The Port Moody Library Board is committed to providing safe and healthy working conditions and to promoting positive attitudes towards health and safety within the library.
- 1.2. The Library Board endorses the City of Port Moody's "Health and Safety Policy" and associated procedures.

2. Substance Abuse

(History: Approved Oct. 30, 2005)

- 2.1. The Port Moody Public Library Board recognizes and values its commitment to the Health & Safety of its employees and endorses the City of Port Moody's Substance Abuse Policy.

3. Driver Education

(History: Approved June 23, 2005)

- 3.1. The Port Moody Public Library Board recognize that library employees may from time to time be required to drive a City of Port Moody vehicle or use their personal vehicle during the performance of work. Driver safety practices are essential to reducing the risk of accidents and injuries associated with the operation of vehicles.
- 3.2. The Library Board endorses the City of Port Moody's Driver's Safety Program (2004) which is designed to ensure that city (including library) employees are not placed at risk because of a lack of knowledge or inappropriate licensing. All drivers operating a city vehicle or a personal vehicle are required to comply with the city's program and the Motor Vehicle Act and Regulations. All new library employees will be advised of this program during orientation.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section E Human resources	Approval date:	May 7, 1997
E9 Training and development	Revision date:	Oct 30, 2003 Sept 16, 2010

1. Library Trustees

1.1. Library Trustees are encouraged to pursue activities that will enhance their ability to perform their duties and bring to the Library information and ideas gained from programs and contacts. The Library will fund the following activities:

1.1.1. Association membership in:

- British Columbia Library Trustees Association
- Canadian Library Trustees Association
- other trustee related associations at the discretion of the chairperson.

1.1.2. Attendance at conferences and workshops:

- Requests to attend conferences are granted whenever possible. Approval by the Board chairperson is required.
- Expenses incurred for authorized attendance will be reimbursed as outlined in F.2.5 and F.2.6.
- Trustees will prepare and provide a verbal report of the conference or workshop to the full Board.

2. Library Staff

2.1. The Library Board endorses the City of Port Moody's "Staff Development Policy" for use in the Library. In implementing this policy within the Library, final approval for staff development requests rests with the Library Director.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section F Finance	Approval date:	Oct 1, 1997
F1 Fees and charges	Revision date:	Apr 22, 2009 Sept 16, 2010 Oct 18, 2012 Mar 20, 2014

Following is a summary of fees and charges approved by the Port Moody Public Library Board. Additional detail on relevant policies may be found in other Board policies.

1. Non-Resident Membership Fee Schedule

- Individual Membership: \$45.00 annual fee
- Family Membership: \$60.00 annual fee
- Visitor Membership: \$40.00 (3 month fee; 50% refundable)

2. Overdue Fines

2.1. Library materials kept beyond the due date will be charged according to the following:

Type of Material	Fine Per Day	Maximum Fine/Item
Adult DVDs	50¢	\$10.00
Express Books & Express DVDs	\$1.00	\$10.00
All other adult material	35¢	\$5.00
Children's DVDs	25¢	\$5.00
All other children's materials	10¢	\$5.00

2.2. As a courtesy, borrowers will be notified of overdue materials.

2.3. A borrower who owes more than \$10.00 in charges for overdue, lost or damaged materials will temporarily lose all borrowing privileges, and be unable to place holds, until their account has been brought below this limit.

3. Lost Materials Charges

3.1. The borrower responsible for lost materials will be charged current replacement cost, plus a processing fee of \$8 per catalogued item or \$2 per uncatalogued item.

3.2. Lost items which are later found and returned will be refunded the replacement value upon verification of suitable proof of payment. Items must be returned within a year.

4. Damaged Materials

4.1. The following charges are levied for damaged materials:

- Barcodes or spine labels: \$0.50
- CD or DVD cases: \$2.00 each
- Book Jackets: \$2.00
- Liner Notes: \$2.00

4.2. If an item is damaged beyond use, the Library levies the following charges: the replacement cost for the item, plus a processing fee of \$8 per catalogued item or \$2 per uncatalogued item.

F1 Fees and charges

5. Copying and Printing Charges

Photocopies: 20¢ per page (*b & w*) or 50¢ per page (colour)

Computer Printing: 20¢ per page (*b & w*) or 50¢ per page (colour)

6. Dishonoured Cheque Service

A service charge of \$40.00 will be applied to all N.S.F. cheques. Post-dated cheques are not accepted.

7. Replacement Library Card

In the case of lost or damaged Library cards, a charge of \$2 will be levied for additional replacement cards.

8. Sale of Used Materials

Materials discarded from the Library's collection, or donations not accepted for inclusion in the collection, will be sold at rates set at the discretion of the Library Director.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section F Finance	Approval date:	Dec 8, 2005
F2 Finance - general	Revision date:	Nov 19, 2009 Sept 16, 2010 Mar 20, 2014

1. The library is financed according to the provisions of the Library Act. The fiscal year for Port Moody Public Library runs from January 1 to December 31.
2. The Port Moody Public Library Board will recommend to the City of Port Moody that the year end surplus be placed in designated reserves as determined by the board.
3. Purchasing
 - 3.1. The Port Moody Public Library Board has adopted the City of Port Moody's Purchasing Policy #3-1200-1 with the following amendments:
 - 3.1.1. Expenditures from \$5,001 to \$20,000 must be approved by the Deputy Director or the Director
 - 3.1.2. Expenditures from \$20,001 to \$200,000 must be approved by the Director
 - 3.1.3. Expenditures from \$200,000 to approved budget must be approved by the Director together with a resolution from the Library Board
4. Agreements
 - 4.1. The Director and Deputy Director are authorized signing officers of the Library and may enter into agreements and contracts for the supply of goods and/or services on behalf of the Library, subject to the expenditure limits specified above.
5. Expenses - General
 - 5.1. Before being forwarded for payment:
 - 5.1.1. Any or all expense accounts of the Director of Library Services shall receive approval of the Board Chair.
 - 5.1.2. All expense accounts of staff members shall receive the written approval of the Director of Library Services or Deputy Director.

F2 Finance - general

6. Expenses – Travel

6.1. The Library Board endorses the principles of the City of Port Moody's "Travel and Expense Policy" #5-1800-1 with regard to travel and expenses for Board and staff. In implementing this policy within the Library, all staff travel (within and out of Canada) requires the authorization of the Director of Library Services. Travel by the Director, Library Services (within and out of Canada, but not within BC) requires a Library Board resolution. Trustee travel within BC, within Canada and out of Canada requires a Library Board resolution.

7. Customer Charges

7.1. Charges levied against a customer must be paid in the following tenders: cash, cheque, credit or debit card. 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 fees.

8. Risk Management - Insurance

8.1. All library buildings, furniture, equipment and library materials are covered under the City of Port Moody's comprehensive insurance policy.

8.2. All staff, trustees and volunteers are covered for liabilities under the Municipal Insurance Association.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section F Finance	Approval date:	Mar 3, 1999
F3 Donations and gifts	Revision date:	Dec 2006 Sept 16, 2010 May 21, 2015

1. Purpose of policy

1.1. To serve as a guide regarding the acceptance, distribution and utilization of gifts and donations made to the library.

2. Definitions

2.1. In this policy, donations and gifts include gifts-in-kind (e.g. library materials, artwork, equipment) and monetary gifts (e.g. cash, bequests)

3. General Principles

3.1. The Library welcomes gifts-in-kind and monetary gifts to enhance its services and complete special projects in alignment with its vision, mission, values and strategic priorities.

3.2. The Library may decline gifts that are not aligned with its policies or that do not support its strategic goals.

3.3. All donations and gifts will be acknowledged in an appropriate manner.

3.4. Tax receipts may be issued by the City of Port Moody, on behalf of the Library, for donations or gifts in compliance with all regulatory requirements and Library/City policy, and upon approval of the Library Director.

3.5. The privacy of donors shall be respected. Any donor records maintained by the Library shall be kept confidential to the greatest extent possible.

4. Gifts-in-kind

4.1. Gifts-in-kind will be accepted at the discretion of the Library Director. Once accepted, gifts-in-kind become the property of the Library and can be used for any purpose acceptable to the Library. Donated items may be disposed of at the discretion of the Library and will not be returned to the donor.

4.2. The Library does not appraise or evaluate gifts-in-kind (e.g. books, artwork, equipment). Gift-in-kind tax receipts will only be considered for items accepted by the Library and accompanied by an independent appraisal of their value from a qualified appraiser. The cost of the appraisal will be the responsibility of the donor.

4.3. DONATIONS OF LIBRARY MATERIALS: Items will be added to the library collection in accordance with the Library's selection policy. Donated materials surplus to the needs of the library may be sold in a book sale, offered to other organizations, or discarded.

F3 Donations and gifts

4.4. ART GIFTS: Proposed art gifts will be viewed initially by the Library Director. The Director will prepare a recommendation to the Library Board, who will decide whether or not to accept the gift. To be accepted the work must be offered without condition and fit the decor, space and atmosphere of the library.

5. Monetary Gifts and Bequests

5.1. Monetary gifts can be made directly to the Library.

5.2. The following principles apply to Library bequests:

5.2.1. It is recognized that contributions to the Library in the form of bequests will play an increasingly important role in the future health and vitality of the Library.

5.2.2. In recognition of the generous financial contributions made by donors, the highest standards of donor stewardship and accountability are to be followed.

5.2.3. Bequests are intended to augment the library services that are the responsibility of provincial and/or local governments.

5.2.4. Bequests may be used to support special projects and realize capital improvements that are in alignment with the Library's vision, mission, values and strategic priorities, and that cannot be undertaken within the Library's regular operating and capital budgets.

5.2.5. The Library Board must approve all expenditures.

6. Recognition of Donors

6.1. The Library values and respects its donors. The purpose of recognition is to thank donors, to encourage others to give, and to build healthy, long-term relationships between the Library and its donors. Every effort is made to ensure that recognition is timely, meaningful to the donor, appropriate and equitable.

6.2. Accordingly, steps will be taken to inform the general public of donations in a thoughtful manner appropriate to the nature and value of each gift and in accordance with the following donor recognition principles:

6.2.1. Gifts will be receipted in accordance with Canada Revenue Agency guidelines.

6.2.2. Each donor will receive a personalized thank you letter.

6.2.3. The Library will seek permission from donors to have their gifts recognized in the Library's Annual Report or elsewhere.

6.2.4. Library materials purchased with bequests or donations will be recognized with bookplates placed in items. If requested, notification of memorial or honorary donations will be sent to the family of the person being recognized.

6.2.5. Additional recognition, where feasible and appropriate, will be associated with, but not necessarily limited to, the service, collection or area appropriate to the gift.

6.2.6. The Library will respect the wishes of donors who wish to remain anonymous with regards to being publicly identified or having the amount of their contribution publicly disclosed.

F3 Donations and gifts

7. Naming Opportunities

7.1. Naming opportunities within the library (e.g. designation of rooms, special furniture, equipment, or discrete areas within the library) may be considered by the Library Board in accordance with the Library's mission, vision and values. Appropriate contributions for such naming opportunities will be determined by the Library Board.

7.2. The length of time for the name to be applied shall be determined by the Library Board as part of the recognition for the financial contribution on a case by case basis.

8. Donations to Other Agencies

8.1. The library does not make donations, in cash or in-kind, to outside organizations, causes or campaigns.



PORT MOODY PUBLIC LIBRARY BOARD POLICY

Section F Finance	Approval date:	Mar 3, 1999
F4 Fundraising	Revision date:	May 13, 2003 Sept 16, 2010 May 21, 2015

1. The objectives of the Library's fundraising activities are to:
 - Raise the profile of the library in the community.
 - Create opportunities for community involvement.
 - Create lifelong partnerships with the internal and external library community.
 - Create a structure to support resource development for the long term needs of the library.
2. Fundraising revenue will only be used to enhance services of the Library and complete special projects in alignment with the Library's vision, mission, values and strategic priorities.
3. The Library Board must approve all fundraising activities and campaigns by or on behalf of Port Moody Public Library.
4. All funds raised will be used for the stated purposes of the fund-raising activity/campaign as determined by the Library Board. All fundraising solicitations shall disclose the purpose for which the funds are being raised.
5. The Library, in all its fundraising activities, will maintain its reputation for open, honest and transparent reporting involving the raising, investment and disbursement of funds. Fundraising costs will be kept to the minimum amount necessary to meet fundraising campaign objectives.
6. If undertaken, fundraising is primarily a responsibility of Library Board trustees, augmented by community volunteers and supported by library staff as deemed appropriate and viable.
7. The Library Board will evaluate the success of its fundraising activities on an annual basis.