

Bowen Island Public Library Policies

**Adopted by the Bowen Island Library Board on February 22, 2011
As authorized by the Bowen Island Municipal Library Operating Guidelines**

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SERVICE POLICIES

1.0 COMMUNITY SERVICES

The Bowen Island Public Library (the “Library”) operates and provides library services to the community under the authority of the *Library Act* (RSBC 1996, Chapter 264).

1.1 Free services

The Library provides lending materials and other information services free of charge to residents of the Bowen Island Municipality, and to patrons from other Public Library Interlink partner libraries.

1.2 Paid services

Services for which the Library may charge fees include, but are not limited to, printing and photocopying services, replacing library cards, and providing library cards for non-residents. Current rates for paid services are listed on the library services webpage.

1.3 Library fees and fines

Fines will be applied for overdue items and lost or damaged materials. Unpaid fines may result in suspension of library privileges while the fine remains outstanding.

2.0 CONDUCT IN THE LIBRARY

The Bowen Island Public Library endeavours at all times to maintain an atmosphere of inclusivity and mutual respect.

2.1 Requirements

Library patrons shall:

- Read or work quietly
- Supervise accompanying children
- Share the computer terminals
- Wear appropriate clothing
- Turn off or mute all personal electronic devices
- Request written permission from staff before photographing, filming, or audio/video recording on library premises
- Request permission from staff before canvassing patrons or posting materials
- Follow the instructions of staff at all times
- Conduct themselves in a manner that is respectful of and consistent with the peaceful use and enjoyment of library facilities by all other library patrons

Library patrons shall not:

- Use abusive, obscene, discriminatory, or threatening language
- Engage in illegal or aggressive behaviour
- Block entrances to, exits from, or aisles within the library facilities

- Enter Staff Only areas without permission
- Leave donations on the premises without prior approval from the appropriate staff member
- Conduct themselves in a manner that prevents the peaceful use and enjoyment of library facilities by all other library patrons

2.2 Revocation and reinstatement of privileges

When a library patron behaves inappropriately, library staff may take such of the following actions as he or she deems appropriate:

- Advise the patron that his or her behaviour is inappropriate and require that the behaviour cease immediately
- Provide a verbal or written warning to the patron
- Require the patron to leave the library
- Exclude the patron from the library for up to six months
- Keep a written record of the patron's behaviour and any steps taken in response thereto

The Chief Librarian may revoke any or all of the patron's library privileges upon the patron breaching library policy. Such revocation must be provided to the patron in writing, and shall state the reason(s) for the revocation of privileges, the nature of the revocation (for example, exclusion from the library for a stated period of time), and the procedure for reinstatement of library privileges.

A library patron has the right to appeal a revocation of his or her privileges. The appeal must be submitted in writing to the Bowen Island Public Library Board at least 10 days before the next scheduled meeting of the Library Board. The Library Board meeting schedule is available on the library website and the Bowen Island Municipality website.

3.0 PRIVACY

Bowen Island Public Library policy and practices for the collection of personal information comply with the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, Chapter 165).

3.1 Right to privacy

The Bowen Island Public Library staff may obtain such personal information from individuals and patrons as it deems necessary in facilitating the delivery of library services, including but not limited to information obtained during the following transactions:

- Issuing library cards
- Identifying material on loan
- Identifying overdue items
- Placing and tracking materials on hold
- Asking reference questions
- Asking questions about library programs

- Placing and tracking interlibrary loans
- Fundraising for the library
- Recording comments, suggestions, and acquisition requests
- Monitoring library operations (for example, gathering data regarding the number of daily visits)
- Collecting library fines

3.2 Consent

By making an application for a library account, the applicant (or, in the case of a minor, his or her parent or guardian) is deemed to consent to the collection, retention, and use of all information provided by the applicant (or his or her parent or guardian) to the Bowen Island Public Library, provided that the information so provided is used in accordance with these policies or as may otherwise be required by law.

3.3 Library use of personal information

A library patron's personal information may only be used by library staff during the performance of their work duties, for and in a manner consistent with the purposes for which it was originally collected, unless otherwise required by law.

The Library maintains a link between patron records and items on loan only until the items are returned and deemed in good condition.

3.4 Access to information

Library staff will not release personal information or library records identifying materials checked out by a library patron except as authorized by the patron, unless otherwise required by law. All library patrons, including minors and their guardians, may obtain access to their personal information held by the Library by submitting a written request to the Chief Librarian.

3.5 Disclosure of information

Situations in which a library patron's personal information may be disclosed include but are not limited to the following:

- to a patron (or, in the case of a minor, to his or her parent or guardian), at the request of the patron, parent, or guardian. as the case may be
- to contact a patron's next of kin if the patron becomes ill, is injured, or dies while on library grounds
- in response to a subpoena, warrant, or as is otherwise required by law

4.0 USE OF INTERNET AND PERSONAL ELECTRONIC DEVICES

The Bowen Island Public Library provides free access to a number of digital resources including the internet. The Library does not monitor, control, or block access to websites, nor is it responsible for the nature, content, or accuracy of any internet resource that is accessed by a patron while using library services or on library grounds.

4.1 Access to the internet

The Library has a limited number of computer terminals providing sign-up access to the internet. Library patrons may also access the library wireless network with personal electronic devices. The Library does not guarantee that patrons will be able to access a reliable or interruption-free wireless connection at all times.

The Library's wireless network is not secure and patrons are responsible for monitoring their own computer's security.

4.2 Parental supervision

The Library does not restrict or supervise internet access for children. As with the general library collection, parents and guardians are responsible for guiding and monitoring their children's use of the internet at all times.

4.3 Responsible use of technology

Patrons access the internet at their own discretion and are responsible for the sites that they visit. Patrons are not permitted to use the library internet connection for any unlawful or actionable purpose, including but not limited to accessing unauthorized accounts or internet sites or infringing copyright laws. The Library is not responsible for any direct or indirect damages that may arise from the use of its internet connection.

When using technology in the Library, patrons must:

- Respect the privacy of others
- Not interfere with the use and enjoyment of the library by other patrons
- Respect all copyright laws and licensing agreements
- Recognize that the internet contains a wide assortment of resources including sites that may be offensive to them or to others, and use appropriate discretion when accessing internet sites
- Not expose others to information or media that may be viewed as offensive
- Not install any software or alter, remove, or damage any software or hardware on library computers
- Not use excessive bandwidth or download excessive amounts of data so as to interfere with or limit others' use of the internet

4.4 Use of personal electronic devices

The Library has electric outlets throughout the building and members of the public are free to use these to power any personal electronic device. Library staff may impose restrictions on a patron's use of such devices if the electrical drain becomes excessive or if patrons occupying the premises for extended periods of time negatively impact access for other library patrons. Headphones are required for all audio equipment used in the Library, and patrons must keep the volume at a reasonable level. The guidelines listed in policy section 4.3 "Responsible Use of Technology" also apply to the use of personal electronic devices on library grounds.

5.0 PERSONAL PROPERTY

The Bowen Island Public Library is not responsible for personal property while on library premises. In the event of a theft of personal property from the library premises, it is the patron's responsibility to contact the police directly.

The Library will make reasonable efforts to contact owners of items found on library premises. Items not retrieved after three months will be disposed of in such manner as library staff deem appropriate.

6.0 CHILD SAFETY AND SUPERVISION

The Bowen Island Public Library welcomes children of all ages to use its resources, facilities, and services. Library staff are not responsible for the safety and well-being of children while in or on library premises. Responsibility for the welfare and the behaviour of children in the Library rests with the parent, guardian, or responsible caregiver.

7.0 VOLUNTEER PROGRAM

The Bowen Island Public Library values the time and hard work of the volunteers who support the library in fulfilling its mission. The skills, expertise, and commitment volunteers bring to the Library are integral to successful library operation.

Provisions regarding the recruitment, job description, training and support, and performance reviews for the Library's volunteer program are set out in the Bowen Island Public Library Personnel Policy.

8.0 EXHIBITION AND DISPLAY

Materials exhibited or displayed in the Bowen Island Public Library are chosen at the discretion of the Chief Librarian or her or his designate. Only materials that are in keeping with the goals and mission of the Library will be displayed.

8.1 Exhibition space

The Library may showcase the work of the island's artists, subject to scheduling and available space. Artists wishing to exhibit their works may apply in writing to the Library, and must enter into a display written contract with the Library according to such terms and conditions as the Library may require from time to time.

8.2 Display case

The display case at the Library entrance highlights library materials that are of topical or seasonal interest, and is for the Library's use only.

8.3 Display racks

The Library provides display racks for local publications and event promotions. New publications or promotional material may only be displayed on the display racks with the prior written approval of library staff. Publishers and organizations

are required to maintain their own stock. The display racks are maintained by library staff; unauthorized and outdated materials will be removed at the discretion of library staff.

8.4 Bulletin boards

The library bulletin boards display information about library services, programs, events, and the Friends of the Library, as well as displaying notices from the Bowen Island Municipality and other government authorities.

Due to space limitations, organizations and individuals may only post notices on the library bulletin boards with the prior approval of library staff.

The library bulletin boards are maintained by library staff; unauthorized and outdated materials will be removed at the discretion of library staff.

8.5 The exterior grounds

The library premises are owned by the Bowen Island Municipality, and the grounds outside the library building are managed and maintained by the Municipality, not by the Library. Public activities and displays on the exterior grounds must be conducted with the approval of, and in accordance with the requirements of, the Municipality.

ADMINISTRATIVE POLICIES

9.0 LIBRARY GOVERNANCE

The Bowen Island Public Library is governed by a library board with powers and duties set out in the *Library Act* (RSBC 1996, Chapter 264). Among other matters, the *Library Act* defines the role of the library board (s.4), the procedures for selecting board members (s. 5), the guidelines for handling conflict of interest (s.53), and the criteria for removing a board member for cause (s.6(6)).

This administrative policy deals with additional matters as they relate to the Library Board of the Bowen Island Public Library.

9.1 Number of board members

The Bowen Island Library Board is composed of an uneven number of board members appointed by Municipal Council, including one designated member of Municipal Council. The Library Board recommends the total number of board members to Municipal Council.

9.2 The role of the Chief Librarian

The Chief Librarian is appointed by the Library Board and is responsible for ensuring that the Library operates in accordance with the strategic plan, policies, and directives of the Library Board.

The Chief Librarian is the *ex officio* Secretary of the Library Board and advises the Library Board on library operations.

9.3 Meetings

The Library Board meets monthly, with August and December meetings called at the discretion of the Board Chair.

Members of the public may attend meetings of the Library Board. If members of the public wish to appear before the Library Board, they may submit a written request to the Chief Librarian. The Library Board reserves the right to refuse or defer any appearance before the Library Board, or to limit the time allotted for the appearance.

The Library Board may meet *in camera* (closed to the public) to discuss any matters that it deems appropriate, and including but not limited to:

- Library security
- Personnel matters, including job performance and salaries
- Labour relations or negotiations
- Legal matters including litigation or potential litigation
- Proposed or pending property acquisition
- Any matter that may cause harm to the Library
- Revocation of privileges for individual library patrons

Any motion to move *in camera* must include the reason for holding the meeting *in camera*. The minutes of any meeting held *in camera* will only be available to the Chief Librarian and the Library Board.

10.0 FINANCE

The Bowen Island Public Library finance policies and practices are consistent with finance policies of the Bowen Island Municipality (the “Municipality”).

This administrative policy deals with additional matters as they relate to the Bowen Island Public Library.

10.1 Accountability and authorization

The Library Board is responsible and accountable for the administration of the funds allocated to the Library by the Municipality. The Chief Librarian is authorized by the Library Board to manage the budget of the Library.

10.2 Signing authority for agreements and contracts

The Chief Librarian is the signing officer of the Library and may enter into agreements and contracts for the supply of goods and/or services for the Library.

10.3 Payment of library fines

Fines may be paid by cash, debit card, or cheque. NSF cheques may incur an additional charge to the patron.

11.0 DONATIONS AND GIFTS

The Bowen Island Public Library welcomes donations of materials and gifts of money from individuals, community groups, or private industry.

11.1 Terms of acceptance

The Library reserves the right to refuse donations or gifts that are not in keeping with its goals or mission.

11.2 Right of disposition for donated materials

The Library may accept or discard any donated materials. Once received, all donated materials become the property of the Bowen Island Public Library, to be used by the Library in such manner as the Library deems appropriate.

Donated materials may be added to the library collection if they meet the Library's collection criteria and are in good physical condition. Donated materials that are not added to the collection may be put in the library book sales or forwarded to other libraries.

11.3 Cash gifts

Cash gifts may be made to the Bowen Island Public Library Foundation. If the donor has requested that a cash gift be used for a specific purpose (for example, the development of specific library collection), the Chief Librarian will make all reasonable efforts to fulfill the donor's request, but reserves the right to apply any cash gift in such a manner as the Chief Librarian deems most appropriate at the time. The Chief Librarian also reserves the right to select individual materials for the library collection.

11.4 Tax receipts

Tax receipts **may be** issued for cash gifts, in such manner as is prescribed by municipal policy in force from time to time.

12.0 FUNDRAISING

The Bowen Island Public Library may undertake fundraising to:

- Raise the profile of the Library
- Provide opportunities for community involvement
- Create partnerships with other communities and organizations
- Increase the financial resources available for the development of the Library
- Fulfill such other purpose as the Library may deem appropriate from time to time

12.1 Approval of fundraising strategies

The Chief Librarian works with the Library Board to develop and support opportunities for fundraising. Additional fundraising initiatives may also be undertaken by organizations such as the Bowen Island Public Library Foundation and the Friends of Bowen Island Library, with the support of library staff. All such fundraising initiatives must be approved by the Library Board and must be consistent with the Library's policies, goals, and mission.

12.2 Conditions of acceptance

If fundraising is conducted for a stated purpose, the funds raised must be used for that purpose.

The Library reserves the right to refuse funds raised through initiatives that are not in keeping with its policies, goals, and mission.

13.0 SPONSORSHIPS

The Bowen Island Public Library may enter into sponsorship agreements with outside organizations for the provision of money, services, or goods to the Library in return for recognition of the outside organization's involvement. All such agreements must be in writing and must be approved by the Library Board.

14.0 MEDIA AND PUBLIC RELATIONS

The Library Board Chair, with the approval of the Library Board, shall be the authorized spokesperson for the Board on all library matters.