

Lillooet Area Library Association

Policy Manual

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Certificate of Incorporation



LIB. 109

Certificate

LIBRARY ACT

Canada
Province of British Columbia

I Hereby Certify that LILLOOET AREA PUBLIC LIBRARY
ASSOCIATION has this day been incorporated as a Public
Library Association under the Library Act.



Given under my hand and seal of office at
Victoria, B.C., this12th.....
day ofFebruary....., one
thousand nine hundred andninety.....

B.W. Webster
Assistant Deputy Registrar of Companies.

Constitution

1. The association shall be called the Lillooet Area Library Association.
2. Any resident of Area A or B of the Squamish-Lillooet Regional District or of the District Municipality of Lillooet may be a member of the Association.
3. The purpose of the Association is to provide library service to Areas A and B of the Squamish-Lillooet Regional District and the District Municipality of Lillooet.
4. The association shall be carried on without purpose of gain for its members, and any profits or other accretions to the association shall be used solely to promote its purpose. This provision is unalterable.
5. Members may requisition a Special General Meeting by presenting to the Secretary-Treasurer a letter requesting such a meeting, signed by 25 members of the Association. Upon receipt of a valid requisition the Secretary-Treasurer shall cause a Special General Meeting to be held within twenty-one (21) days. Business at a meeting called under this clause shall be restricted to the purpose(s) and resolution(s) specified in the letter of requisition.
6. This Constitution shall not be altered except by the authority of a resolution passed at a Special or General Meeting of the Association.
7. Donations, monies raised and grants for a specific branch of the library shall be directed for use to that branch.

January 31, 2002

Bylaws

Article I - Organization and Structure

1. The Library Board shall consist of:

- 1.1. One director elected in odd-numbered years by the residents of Area A Squamish Lillooet Regional District (SLRD) at a public meeting held for that purpose.
- 1.2. One director elected in even-numbered years by the residents of Seton Portage/Shalalth at a public meeting held for that purpose.
- 1.3. Five directors elected from the population of the District Municipality of Lillooet and Area B excluding Seton Portage/Shalalth, at the Annual General Meeting, two of whom shall be elected in odd-numbered years.
- 1.4. One director may be appointed by the SLRD.
- 1.5. One director may be appointed by the District Municipality of Lillooet.

2. The Chief Librarian shall attend all Board meetings as requested by the Board, but shall not vote.

- 2.1. The Annual General Meeting shall be held during the month of January at a time specified by the Board. Notice shall be provided to the membership by advertising in the local newspaper at least two weeks prior to the meeting.
- 2.2. The fiscal year shall start January first and end on December thirty-first.
- 2.3. All meetings of the Board or Association shall be conducted according to Francis' "Democratic Rules of Order".
- 2.4. These Bylaws may only be altered by a resolution passed at a regular meeting of the Board. Such a resolution must have been presented as Notice of Motion at the previous regular meeting.

Article II - Duties of Library Board Officers

1. Chair

- 1.1. Shall preside at meetings of the Association, and at Board meetings.
- 1.2. Shall supervise the business of the Association.
- 1.3. Shall report the previous year's activities to the membership at the Annual General Meeting.
- 1.4. Shall be a signing officer of the Association.
- 1.5. The Chairperson shall be the official representative of the Association unless the Board designates otherwise.

2. Vice Chair

- 2.1. Shall assist the Chairperson in carrying out the duties of the Chair.
- 2.2. Shall preside over meetings in the absence of the Chairperson.
- 2.3. Shall be a signing officer of the Association.

3. Financial Director

- 3.1. Shall be the Chair of the Finance Committee

3.2. Shall be a signing officer of the Association

4. Secretary-Treasurer

4.1. Shall be the Chief Librarian without voting privilege.

4.2. Shall have charge of the accurate preparation and custody of the minutes of the Association.

4.3. Shall attend to correspondence of the Association.

4.4. Shall issue notice of all meetings.

4.5. Shall provide copies of the latest minutes to all Board members prior to the next regularly scheduled meeting of the Board.

4.6. Shall have prepared by a Certified General Accountant such records as are necessary to give a thorough and proper accounting of Association funds at year's end.

4.7. Shall assist the Board or its committees in the preparation of the annual budget.

4.8. Subject to Board approval may select a qualified employee of the Association to act as bookkeeper for the Association.

4.9. Shall be a signing officer of the Association

Article III - Committees

1. Finance Committee

1.1. The Finance Committee shall consist of the Chairperson, the Vice-Chairperson, and the Financial Director. All Board members shall be entitled to participate in the activities of the Finance Committee.

1.2. The Financial Director shall be elected in the same manner as the Chairperson.

1.3. The Finance Committee shall meet regularly, but not less than quarterly, to review financial information, and shall report back to the Board.

1.4. The Board may establish other committees as necessary.

October 16, 2002

Governance Policies

Financial Policy

Passed: January 27th, 2021

1. Policy Objective

- 1.1. The Lillooet Area Library Association (LALA) will use appropriate financial internal controls with the goals of maintaining accountability and financial transparency.
- 1.2. As per the BC Public Library Act, Section 40(3)(a), the LALA will prepare financial statements in accordance with generally accepted accounting principles, more specifically Accounting Standards for Non-Profit Organizations.

2. Application

- 2.1. This policy applies to Lillooet Area Library Association, staff, volunteers and Trustees.

3. Relevant Legislation

- 3.1. B.C. Library Act

4. General Financial Practices

- 4.1. The Finance Committee is a standing committee of the Board
- 4.2. The Finance Committee will, according to its terms of reference, review the finances of the organization on a bi-monthly basis prior to each bi-monthly Board meeting
- 4.3. Unless otherwise directed by the Board, monies remaining in the budget at the end of the fiscal year are carried over to the following year for use by the library
- 4.4. The Library will ensure compliance with Provincial requirements and the submission of the annual Statement of Financial Information as per the Library Act.

5. Reports

- 5.1. At each Board meeting, a financial report will be tabled, consisting of a year-to-date Budget vs. Actual Income Statement, Balance sheet, and any other back up reporting necessary as requested by the committee, report for the period completed since the last Board meeting, with an explanation of any material variances. To accomplish this Board Meetings will be held in the last week of the month.

6. Accounts

- 6.1. The Library maintains distinct accounts of its revenue, expenses, assets and liabilities.
- 6.2. All invoices are reviewed and processed for payment, in accordance with the terms specified by the vendor, by the Library Director.

7. Revenues

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

8. Tangible Capital Assets

8.1 Tangible capital assets are recorded at cost which includes all amounts that are directly attributable to acquisition, construction, development, or betterment of the asset. The cost, less residual value, of the asset is amortized over the estimated live of the asset as follows: Furniture and equipment- 10 years; Technology- 5 years; Print and audiovisual materials- 1 year.

8.2 Amortization commences when the asset is put into use. Print and audiovisual materials are fully amortized in the year of purchase.

8.3. Equipment costing less than \$500 will be expensed in the year of purchase.

9. Petty Cash

9.1. All funds collected are recorded in daily cash account book and reconciled daily by Branch Librarian.

9.2. Petty cash is reconciled weekly and monthly by Branch Librarian.

9.3. Income from petty cash is deposited into the bank monthly by the Library Director.

10. Donations

10.1. LALA welcomes donations of materials and money.

10.2. All donations become the property of LALA.

10.3. Material donations may be accepted at the discretion of the Library Director if they are considered to further the mission and goals of LALA

10.4. Conditional gifts are welcome, if the conditions are acceptable to the Board

10.5. Donations of twenty (20) dollars or more shall receive an official receipt for income tax purposes.

10.6. Official tax receipts must be signed by the Library Director.

11. Signing Authority

11.1. Signing authority shall be approved for the Library Director and three designated board members at the first regular meeting following the AGM.

11.2. All cheques and electronic transfers shall require two signatures

11.3. The Library Director, and three Board signing authorities have on-line access to the Interior Savings Credit Union (ISCU) account to view accounts, transfer funds, and pay invoices.

12. Agreements

12.1. The Library may enter agreements to make regular payments by electronic transfer

12.2. The Library Director is authorized to apply for funding and enter into agreements and contracts for funding to support programs and services at the Library.

12.3. Funding applications in excess of \$25,000, or which will extend beyond the budget year must be approved by the Board before submission.

12.4. The Library Director is authorized to commit the Library contractually. Purchasing contracts that exceed \$5000, that commit the Library for longer than one year, or are non-standard or complicated must be approved by the Board.

13. Purchasing and Expenditures

- 13.1. All purchases and expenditures are subject to the limits set in the annual budget approved by the Library Board and administered by the Library Director.
- 13.2. A formal resolution of the Library Board is required for any purchase not in the budget.
- 13.3. LALA is committed to fair, open and competitive purchasing, with decisions made on the basis of price, quality and availability with consideration given to local and Canadian suppliers
- 13.4. The Library may not incur any debt without the formal approval of the Board.

14. Reimbursement of expenses

- 14.1. Employees, Trustees and volunteers may be reimbursed for reasonable travel and out-of-pocket expenses necessarily incurred by them in performance of their duties.
- 14.2. Expenditures up to \$1000 for any one individual must be approved by the Library Director
- 14.3. Expenditures of \$1000 or more for any one individual must be approved by a resolution of the Board
- 14.4. Library Director expenses will be reviewed by Treasurer before reimbursement
- 14.5. Expenses guidelines are detailed in Appendix A

15. Month End

- 15.1. The Library Director will enter financial records prior to appointment with Bookkeeper
- 15.2. The Bookkeeper will prepare bank reconciliation.
- 15.3. Month end will be completed by the 15th of the following month.

16. Year End

- 16.1. The fiscal year of the Board shall be from January 1 to December 31
- 16.2. Financial statements will be prepared by a chartered professional accountant on a Notice to Reader basis for review and approval by the Board.
- 16.3. Year end financial statements will be presented at the Annual General Meeting held in late February
- 16.4. Financial statements will be presented to District of Lillooet, Squamish Lillooet Regional District and the Ministry of Education Libraries Branch.
- 16.5. Financial statements will be posted on the Libraries website.

17. Banking

- 17.1. LALA holds its money at the Interior Savings Credit Union, with a chequing account, investment savings account and term deposits.

18. Record Keeping and Storage

- 18.1. Financial Records are retained and disposed of in accordance with Records Retention Schedule, Appendix B.
- 18.2. Financial records that contain personal information, older than seven years are shredded before disposal.

- 18.3. Records containing personal information are kept in locked files, and password protected computers. The Library Director keeps keys and passwords in secure location.
- 18.4. Off-site back up of the financial computer data is maintained by the Library Director.
- 18.5. An inventory of furniture and equipment is maintained by the Library Director. A back up copy of this information is held off-site.

19. Annual Operating Budget

- 19.1. Each year the Treasurer and Library Director will initiate a Budget process in August for presentation of a draft budget to the Board in September.
- 19.2. Annually, in October a 5-year budget proposal is submitted to the Squamish Lillooet Regional District by the Library Director.

20. Bookkeeping and Accounting Services

- 20.1. Annually the Board will review the terms of service, including the Notice to Reader engagement with the accountant and bookkeeper. The Library Director will inform the accountant of any changes in writing.

21. Insurance

- 21.1. The Lillooet Area Library Association is responsible for providing contents insurance for its three branches, liability insurance coverage for its operations and Board liability insurance.

22. Investments

- 22.1. Library Funds in excess of the Library's current needs may be invested in specified funds that ensure a low-risk approach. The following are approved investment options:
- 22.2. Securities of Canada or of a province
- 22.3. Investments guaranteed by a chartered bank
- 22.4. Deposits in a savings institution and
- 22.5. Non equity or membership shares of a credit union.

23. Library Capital Reserve Funds

- 23.1. A Capital Reserve Fund will be maintained and used by the Board for purchases designated as improvements to the Library not deemed to be operating expenses.
- 23.2. Access to these funds will be through a request from the Library Director to the Board detailing the planned uses. The Board may also allocate funds to support and administer fundraising campaigns to increase the Capital Reserve Fund
- 23.3. The Capital Reserve Fund will be managed by the Finance Committee

24. Library Operational Reserves

- 24.1. LALA will maintain an emergency operations reserve fund not greater than 15% of the annual budget.

Appendix A- Expenses Guidelines

Travelling expenses will be set at the current Canadian Revenue Agency rates for staff mileage.

For travel less than 24 hours, the following per diem allowance may be claimed in lieu of receipted expenses: (i) Breakfast: \$15 (ii) Lunch \$20 (iii) Dinner \$25

For travel of more than 24 hours a per diem rate of \$80 will be paid to cover all meals, gratuities, and other costs incurred.

LALA will cover accommodation expense as required at the most reasonable rate, or up to \$25/ night in a private residence.

Appendix B- Records Retention Schedule

Accounts receivable	Seven years
Accounts payable	Seven years
Internal financial statements	Seven years
Notice to Reader	Seven years
Annual budget	Indefinitely
Charity Returns	Seven years
Statement of Financial Information	Seven years
Other financial documents	Seven years

Media Relations Policy

Passed: January 2015

Media Relations Background

Lillooet Area Library Association is committed to the accurate and effective flow of information to the public, and strives to foster a positive, co-operative relationship with the media.

Library Spokespersons

The Library Board is the source of information for the media on matters under discussion such as budget, service expansion or reduction, policies, and the Chief Librarian. The Chair, unless the Board has designated a media spokesperson, speaks for the Board.

The Chief Librarian, or designate, may respond to requests for information about matters of established Board policy, services, procedures and personnel.

All media contacts will be cleared with the Chief Librarian, who will check them with the Board chair, and refer appropriate requests to the Chair or the designated spokesperson. If either the Chief Librarian or the Board chair is unavailable, and have no designated spokespersons, the one who is available must exercise her or his discretion and respond accordingly. If neither is available for some reason, media requests should be deferred until one or both can decide.

Responses will be timely and accurate.

When dealing with the media, disclosure restrictions imposed by the Freedom of Information/Protection of Privacy Act must be observed.

http://www.bclaws.ca/Recon/document/ID/freeside/96165_00

In their capacity as employees of LALA, staff are not permitted to:

Write “Letters to the Editor” to any publication. Those authorized to write Letters to the Editor on behalf of the Library are the Chief Librarian (or designate), or the Library Board Chair (or designate)

Take part in radio call-in shows, social media or blogs, or to approach media outlets with story ideas, unless they have been designated to do so by the Chief Librarian. If a staff member has a story idea for the media, they are to discuss it with the Chief Librarian.

Social Media Policy

Passed: January 2014

Purpose

This policy governs staff and patron use of Lillooet Area Library Association social media.

Statement of Commitment

The Lillooet Area Library Association (LALA) is committed to using social media technology to share information with our patrons and partners, and to offer an auxiliary means of communication among our patrons, partners, and staff.

Objectives

Objectives of LALA's social media presence include:

1. Extending the reach of LALA's online message, thereby improving relationships with library patrons, potential patrons and key influencers.
2. Providing an interactive, real-time platform using an informal/human voice to engage in dialog.
3. Providing a simple method for patrons to provide feedback and seek assistance
4. Providing wide-ranging entry points to our services and collections
5. Demonstrating our commitment to and understanding of emerging media/technology
6. Providing opportunities to train staff in the use of social media

Standards

The following standards apply to staff use of Lillooet Area Library Association (LALA) social media:

1. Do not mix the professional and the personal in ways likely to bring LALA into disrepute.
2. Do not undermine your effectiveness at work.
3. Do not imply LALA endorsement of your personal views.
4. Do not disclose confidential information obtained through work.

Content

Social media sites provide a place for promoting the free exchange of ideas, which Lillooet Area Library Association will encourage.

Content that violates privacy or other legislation will be removed from the site.

Violations will result in restrictions on future postings to LALA social media sites.

LALA reserves the right to edit or modify submissions when reposting or providing comment. LALA is not responsible for the reliability of content provided via links posted to our social media sites.

Being followed by LALA on any social media platform or having messages or content created by other parties shared on LALA social media does not imply endorsement.

LALA welcomes feedback and ideas from all our patrons, and will join the conversation where possible. We will read all messages and comments and ensure that emerging themes or

helpful suggestions are passed to the relevant staff at LALA; however, LALA will not be able to reply individually to all messages received via social media.

Patrons are reminded to protect their privacy when participating in online public forums.

Reporting Concerns

If you have any concerns regarding application of this policy or LALA social media sites please contact the Lillooet Area Library Association and you will receive a response in two working days.

Adapted from the Hamilton Public Library and Rossland Public Library, 2013

Personnel Policy

Passed: September 2016

1. Personnel Committee

- 1.1. To be composed of the Chair and at least two other Trustees - standing committee
- 1.2. Their responsibility shall be to meet as required with the Administrator to review salary ranges, working conditions, expense rates, personnel policy, staff problems and other matters pertaining to personnel.
- 1.3. The committee in consultation with the Administrator, may make recommendations to the Board.

2. Probation Period

- 2.1. All new staff members, regardless of positions, will be employed on the basis of three months' probation from the date of employment. During this period, the Association must give a 15-day notice to terminate, except in the cases where an employee may be dismissed for just cause. (refer to Sect.3-c)
- 2.2. The Administrator will prepare a written evaluation of the staff member at the end of the three-month probationary period.
- 2.3. Staff shall have reasonable access to their personnel file.

3. Termination of Employment / Disciplinary Action

- 3.1. All employees are requested to give a minimum two weeks' notice of terminations of employment.
- 3.2. Except for short-term project employees, who are aware of the duration of their employment upon being hired, all employees must be given a minimum two weeks' notice of termination by the Association or pay in lieu of. This may not apply if the employee is dismissed for just cause.
- 3.3. Situations which may result in suspension or discharge of an employee are as follows:
 - 3.3.1. negligence or dereliction of duty.
- 3.4. The Administrator shall discuss the matter with the employee and receive a verbal or written assurance from the employee that the matter will be corrected. If the Administrator is still dissatisfied as a result of the representation by the employee, they may either:
 - 3.4.1. verbally reprimand the employee, and this shall be kept on file for one year after the reprimand, and then stricken.
 - 3.4.2. suspend the staff person without pay for a period not to exceed two weeks
 - 3.4.3. dismiss the staff person with a minimum of two weeks notice, or pay in lieu.
- 3.5. If the board is dissatisfied with the Administrator's standard of work, the Administrator shall be notified in writing of a time and a place to meet with the Personnel Committee to review the situation.

4. Grievance Procedures

- 4.1. The employee shall discuss the problem or grievance with the Administrator.
- 4.2. If the problem cannot be resolved at this level, the employee may request in writing, a review of the situation with the Personnel Committee who will bring the matter before the Board.

5. Salaries and Pay Positions

- 5.1. All Library Positions will have written job descriptions which will be used for position evaluation and salary review. Similar public and private sector jobs will be recognized in establishing equitable wages and benefits. A pay equity procedure will be established.
- 5.2. Payroll will be established monthly. Automatic deposit will be made an option. Yearly salary is divided into monthly payments.
- 5.3. Payroll advances to a maximum of wages earned may be made to staff members at the discretion of the Administrator. Any advances shall be repaid from the next paycheck.

6. Hours of Work

- 6.1.1. The Administrator is to schedule working hours. Each employee is required to submit a monthly time sheet to the Administrator.
- 6.1.2. Compensation for extra hours worked, not covered by the Employment Standards Act, may be paid at the employee's regular rate of pay, taken as time in lieu, or banked. In the case of the Chief Librarian/Administrator, the Chair or any of the signing authority Board members will authorize the payment or time in lieu by initialing the time sheet.

7. Training / Conferences

- 7.1. Where an employee is absent from his/her normal duties attending a conference or undergoing training, prior approval must be obtained from the Administrator to determine if the training is relevant to the employee's normal duties and will be considered in lieu of normal working hours for purpose of salary. The employee should bring this matter to the Administrator a minimum of two weeks before the expected travel/training.

8. Safety

- 8.1. All employees should be alert to unsafe conditions and report such to the Administrator

9. Family Employment

- 9.1. No member of a current Board Trustee's family may be employed in the Library. The Board of Trustees may waive this rule by a 75% majority vote at a regular meeting.

10. Employee Benefits

10.1. Vacation Pay

- 10.1.1. Part time employees who earn up to \$100.00 per annum, shall receive 4% vacation pay
- 10.1.2. Employees who earn in excess of \$100.00 per annum - first 5 years - 4%; after 5 years - 6%; after 9 years 8%
- 10.1.3. January of the year in which Day One of employment falls, shall be the day of implementation of a change in rate.
- 10.1.4. Vacation notice should be submitted one month in advance.

10.1.5. Vacation leave may be taken at any time subject to the operational requirement of the library.

10.2. Paid Holidays

10.2.1. Statutory holidays are recognized as paid holidays.

10.2.2. Part time employees will be paid as per Employment Standards rate - total wages in 30-day period divided by 15, provided they have worked the day preceding & following

10.3. Sick Leave

10.3.1. Full time employees are entitled to 1.5 regular working days per month. These days may accumulate to a total of eight (8) work weeks to be used in case of serious illness. Accumulated sick leave will not be paid out at retirement.

10.3.2. Part time employees are entitled to four (4) days per year. Number of paid hours will depend on scheduled hours.

10.3.3. A Doctor's certificate may be required for sick leave absences in excess of three (3) working days.

10.3.4. Employees shall draw from their accumulated sick leave credits for the purpose of Doctor's appointments. Time will be calculated in blocks of 30 minutes for in-town visits.

10.4. Bereavement Leave

10.4.1. An employee may be granted up to five (5) regular scheduled consecutive work days leave without loss of salary to attend the funeral or memorial service of a parent, spouse, brother, sister, child, grandparent, mother, father, sister, brother-in-law, or grandchild. Reasonable leave of absence without pay will be granted for travel and/or estate affairs.

10.5. Medical/Dental Benefits

10.5.1. Full time and part time employees will be paid at nine percent (9%) of their gross annual income in lieu of Medical/Dental benefits, Accidental Death & Disability, Long-term Disability, Life Insurance

10.6. Pension

10.6.1. Employees who are scheduled for twenty-four (24) or more hours per week will be paid a percentage of their annual wage monthly in lieu of a pension plan, calculated on the gross salary at the rate of 6.5% year one; 7.5% year two; 8.5% year three; 9.5% year four; 10% year five of employment.

Workplace Bullying and Harassment Policy Statement

Passed: May 2014

Purpose

The Lillooet Area Library Association (LALA) values all of its employees and is committed to providing a working environment that allows for the full and free participation of all of its employees. Disrespectful behaviour, discrimination and harassment undermine this objective, violate the fundamental rights, personal dignity and integrity of individuals.

All persons associated with LALA are accountable for their own conduct and are required to conduct themselves in a civil, respectful, co-operative and non-discriminatory manner at the workplace and at work-place related gatherings. LALA will ensure that all persons governed by this policy are aware of their responsibilities under the Canadian Human Rights Act <http://laws-lois.justice.gc.ca/eng/acts/h-6/>, the BC Human Rights Code http://www.bclaws.ca/Recon/document/ID/freeside/00_96210_01 and this policy.

1. Workplace conduct

Bullying and harassment are not acceptable or tolerated in the workplace. All workers will be treated in a fair and respectful manner. This policy also covers harassment that happens away from the workplace if it has a negative effect on work relationships.

2. Bullying and harassment

2.1. includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but

2.2. excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

3. It is the workers responsibility:

3.1. to know and comply with the employer's policies and procedures on bullying and harassment

3.2. report if bullying and harassment are experienced

3.3. be prepared to report when asked, if bullying or harassment have been observed

4. Application

This policy statement applies to all workers, including permanent, temporary, casual, contract, and student workers. It applies to interpersonal and electronic communications, such as email.

5. Annual review

This policy statement will be reviewed every year. All workers will be provided with a copy.

See additional resources and an explanation of legal duties at www.worksafebc.com/bullying/.

Sustainability Policy

Passed: June 29, 2022

Preamble:

The Lillooet Area Library Association (LALA) recognizes that we are in the midst of a global climate emergency. Climate change is expected to increase the severity of natural disasters. From floods, to wildfires LALA and the communities we serve are vulnerable to many risks associated with climate change.

LALA strives to apply the values expressed in the 2021 Strategic Plan “Accountability, Accessibility, Curiosity, Empowerment, Equity, Inclusivity, Intellectual Freedom, Respect and Sustainability” to all aspects of providing Public Library service to the people of Lillooet and Area. This policy will encourage staff and Board to look at LALA operations through a climate change lens and guide the development of sustainable practices.

Goal: Reduce the carbon footprint of LALA operations to enable long term sustainability.

Buildings

1. LALA will work with lease holders to make improvements to the Library spaces to increase energy efficiency, adapt to changing conditions and maximize multiple public uses.
2. Put a sweater on/wear a tank top. LALA will maintain thermostats at a level to reduce heating and cooling costs.

Purchasing

3. Seek out vendors who have made climate action a priority and are working to reduce carbon emissions and increase efficiency.
4. Buy locally and regionally to reduce shipping.
5. Buy non-toxic, perfume free, low packaging cleaning products
6. Avoid single use plastics and non-recyclable packaging

Travel

7. Encourage carpooling when travel for Library business is necessary.
8. Use virtual technologies to reduce travel, continue to evolve these skills and technologies to increase their functionality so that they actually appeal to people almost as much as travelling.

Other

9. Re-use paper, packaging and other items before recycling when possible.
10. Reduce micro-plastic pollution: no glitter in Library programs.

Learning

11. Provide excellent information about climate change and adaptation through our collection and programs.

Accountability

12. Develop methods for measuring LALA carbon footprint and evaluating ongoing progress.

Services Policies

Circulation Policy

Passed: October 2010

In order to borrow materials a patron must be a Lillooet Area Library Association member in good standing. All other BC residents must present a valid, current library card from any library in BC along with signed, government issued, picture identification.

Persons whose primary residence is outside BC may apply for a Lillooet Area Library Association card if they provide their permanent home address, their temporary Lillooet address and signed, government issued, picture identification.

Library membership is free to all people who live in or own property in the District of Lillooet and Areas A & B of the S.L.R.D.

The Library Association may charge fees or impose penalties to ensure fair use of its materials or services.

Use of the library and its services may be denied for due cause. See the Patron Conduct Policy for details.

Regulations

1. **Circulation Period** is 21 days with 2 renewals allowed, with the following exceptions:
 - 1.1. Audiovisual materials may only be renewed once.
 - 1.2. Reference and restricted access materials do not circulate but are freely available for use on library premises.
 - 1.3. Special arrangements for extended circulation time or extended quantities may be made at the librarian's discretion.
2. **Maximum number of items** on loan at one time is 20, with the following limitations:
 - 2.1. Children, aged 12 and younger, are limited to 10 books and 2 audio-visual items on loan at one time.
 - 2.2. Students will be limited to 2 books per subject for a class assignment to allow for wider use of the materials.
 - 2.3. Movies are limited to 4 at one time.
 - 2.4. CDs are limited to 4 at one time.
 - 2.5. Audiobooks are limited to 4 at one time.
 - 2.6. New fiction releases are limited to 2 at one time.
3. **Fines** will not be charged for overdue items.
4. **Renewals** may be made in person, by telephone, by email or by using "my account" on the library's website.
 - 4.1. Print materials may be renewed twice, audiovisual materials may be renewed once.
 - 4.2. If there is a waiting list for the item, renewals will not be permitted.

- 4.3. Patrons can choose phone or email notification of when items will soon be due.
- 4.4. Borrowing privileges will be suspended if a patron has reached the maximum number of renewals allowed on their unreturned items, and/or if they have unpaid charges for lost items on their account.
5. **Overdue notices** are sent on the following schedule:
 - 5.1. the first phone call or email notification - one week overdue.
 - 5.2. the second phone call or email notification - two weeks overdue.
 - 5.3. first notice noting replacement cost - three weeks overdue. At this point the materials will be considered lost. Replacement costs will be billed to the patron's account. If a patron pays the replacement cost for a lost item and subsequently returns the lost item, the replacement cost will be refunded in full.
6. **Damaged Items** will be charged for according to the extent of the damage.
7. **Holds** may be placed in person, by telephone, by e-mail or by using "my account" on the library's website. Items placed on hold will be held for 1 week.
8. **Replacement cards** will be issued on request, at a charge of \$ 5.00.
9. **Public Library InterLINK:**
 - 9.1. A person with a library card from any other InterLINK library, upon filling out a form including home address and phone number, and presenting signed, government issued, picture identification, will have the same borrowing privileges as Lillooet Area Library Association members.
10. **BC OneCard System:**
 - 10.1. A person, upon presentation of a valid, current library card from any library in BC and signed, government issued, picture identification, will be registered as a BC OneCard patron, and will be entitled to the same borrowing privileges as local members. Material may be returned to any BC library, which will then be responsible for return to the home library, or to InterLINK. If the person already has a BC OneCard they will be registered in our system as a BC OneCard member.

Collection Policy

Passed: July 2013

1. Statement of Principles

- 1.1. The selection of all Library materials is guided by the principles defined in the Library's vision, mission, and goals statements.
- 1.2. Collections are developed in response to the various needs of the community. Materials are included to:
 - 1.2.1. meet demand,
 - 1.2.2. foster and create interests
 - 1.2.3. contribute to a balanced collection.
- 1.3. Materials are purchased in whatever format is needed to make information available and accessible.
- 1.4. Materials are purchased that represent varying points of view and will reflect current conditions, trends and controversies so that members of the community may inform themselves and make individual judgements.
- 1.5. The Library values material that shows the historical development of our local region. A Special Collection will be maintained of material related to First Nations (see section 10).

2. Responsibility for Selection

- 2.1. The librarians are responsible for material selection and purchasing. Selection will be made with the best available professional judgment based on reviews, bibliographies, patron requests, personal inspection and budgetary consideration. (Canadian sources will be used where feasible).

3. Intellectual Freedom

- 3.1. Selection is guided by the Constitution Act, Part 1, Canadian Charter of Rights and Freedoms, Section 2b, that guarantees "everyone the following fundamental freedoms..... of thought, belief, opinion and expression, including freedom of the press and other media of communication."
- 3.2. Controversial material will be represented with a wide a variety of viewpoints.
- 3.3. When a patron requests withdrawal of a title from the collection, they will be referred to the collection policy and given a copy of the Request for Material Review form. (Appendix A) The Board, will deal with the submission at its next regular meeting.
- 3.4. The Board supports the Statement on Intellectual Freedom prepared and adopted by the Canadian Library Association. (Appendix B)
- 3.5. http://www.cla.ca/Content/NavigationMenu/Resources/PositionStatements/Statement_on_Intell.htm

4. Organization and Access

- 4.1. The classification, organization and labeling of the Library's collection are designed to make access to the collection easy.
- 4.2. No items are [sequestered](#) except to protect them from damage and theft.

4.3. The Library does not control what kind of material anyone borrows. Parents are responsible for their children's selections, not the library.

5. General Criteria for Selection

5.1. Selections will be made based on the merits of the work in relation to developing the collection and to serving the interests of community members.

5.2. Materials are considered for selection in terms of the following criteria:

5.2.1. popular demand and current trends

5.2.2. suitability and durability of physical form for library use

5.2.3. relationship of the item to the existing collection and to other material on the subject

5.2.4. present and potential relevance of the material to community needs

5.2.5. attention of critics, reviewers and media

5.2.6. cost of each item considered in relation to its overall contribution to the collection

5.3. An item need not meet all of the above criteria in order to be acceptable

6. Textbooks And Similar Materials

6.1. Textbooks or similar material that support school curricula, higher education courses or training programs will be selected only if they fill a general need in the community.

7. Collection Maintenance

7.1. The Library collection will be kept vital and contemporary through an active program of acquisition, maintenance and withdrawal.

8. Gifts

8.1. Donated materials may be accepted if they meet the Library's selection criteria.

Conditional monetary donations are welcome if the conditions are acceptable to the Board. In all cases, the Library has complete authority over how donations are used.

9. Language

9.1. Materials in St'át'imcets, both print and audio/visual, will be acquired as they become available.

9.2. Materials in other languages will be obtained through Interlibrary Loan or through donations.

10. First Nations Collection

10.1. The Library develops and maintains a distinct First Nations collection which reflects the history, culture, and concerns of the local Northern St'át'imc as well as other Canadian and North American indigenous peoples.

10.2. Materials are selected for the children's collection to meet the needs of our elementary and pre-schools' library programs. These include non-Euro-centric books, DVDs, toys, games and audio books with content reflecting the traditional values of the St'át'imc people.

Material Weeding Policy

Passed: July 2013

1. Purpose

The weeding policy has been established to promote a small, highly functional collection in each branch of the Association.

The Board, as a key to building a healthy collection, endorses aggressive weeding. An initial 10% weeding per year until the collection is healthy, useful and attractive would be followed by a 2% weeding every year. The new books would replace weeded books at approximately the same rate.

2. Procedures

Responsibility for Weeding

The ultimate responsibility for weeding will rest with the Chief Librarian acting in accordance with the general policies established by the Board.

In practice, this authority may be delegated to Branch Librarians and other professional staff.

3. General Principles of Weeding

Weeding is the process of determining if an item still deserves a place on the library shelves. Assessment of the collection should be based on the following general “ groups “ of criteria:

3.1.1. Usage / Age criteria

3.1.1. frequency of use, potential use

3.1.2. in-house use, inter-library loan circulation

3.1.3. age: publication, imprint, purchase date

3.2. Value / Quality criteria

3.2.1. subject matter, historical importance

3.2.2. cost, availability of other material in the field

3.2.3. elsewhere: can be obtained easily through ILL

3.3. Deteriorating Material criteria - worn, damaged, aged, dirty, duplicate

Rule of Thumb: Most material that has not circulated for 2-3 years should be considered for weeding or special promotion.

Detailed procedures as outlined by the Library Services Branch of BC are attached to this policy statement and these criteria should be followed.

4. Special Collections

Special Collections of donated materials such as the Weavers' Guild, New Beginnings Society and Tesla collection, are not to be discarded upon weeding. The owner is to be contacted and the material returned to them.

5. Periodicals

Periodicals shall be weeded each January, maintaining a one-year back-log in reserve. Newspaper format titles may be deleted every 6 months as needed with a 6 month backlog. There may be exceptions to this general rule. For example: the Midden, Smithsonian, Metropolitan Museum of Fine Arts may be retained for a longer period of time.

6. Core Collection

Materials with particular importance shall be considered as part of a core collection that is not subject to de-selection without consultation with the Chief Librarian. This core collection shall be designated on the inside front cover.

7. Disposal

- 7.1. Selling materials through book sales, recycling remainders
- 7.2. Exchanging materials or donating them to other libraries
- 7.3. Giving them to local community outlets : ie train station

Facilities Policies

Unattended Children Policy

Passed: 2008

The Lillooet Public Library Association welcomes children to attend programs and to use the library to the fullest. However, Library staff cannot assume responsibility for supervising children. Parents and/or guardians should be aware that the library is a public place and, as such, is open to all members of the community. Therefore, children should not be left unattended on the premises.

1. Children under five (5) years of age:

Children under five must be accompanied at all times. Children should not be left unattended in the Children's section while parents and/or guardians conduct their own business in the library or elsewhere. While story-times are on, parents of pre-schoolers are free to browse within the library but should not leave the premises as their child might leave the story-time in search of them.

2. Children of Primary school age

Children of Primary school age may come into the library independently. If the library staff notices that children are left for extended periods of time, or are creating a problem, the parents and/or guardians will be contacted.

3. Unattended children at closing time

Library staff is directed not to assume responsibility for unattended children. If a child is unattended when the library closes and library staff cannot locate a parent and/or guardian, the police may be called if appropriate.

4. Notice to library members:

The following sign shall be posted in appropriate locations:

Parents are reminded that the library is a public place. Young children should not be left alone as the library staff cannot be responsible for them.

Patron Conduct Policy

Passed: June 2020

Patron Conduct on Library Premises

To better serve all library users, the Lillooet Area Library Association has established certain standards of behaviour. Staff members are authorized by the Board to ensure that, in fairness to other users, patrons comply with acceptable standards of behaviour. If patrons fail to comply with a request to modify their behaviour, they will be required to leave the premises. Further action may be taken at the discretion of the Director or senior staff member on duty.

Unacceptable behaviour includes, but is not limited to, the following examples:

1. Introducing a bio-hazard- attending facility or programs when ill or displaying symptoms of serious illness
2. Abandonment - leaving young children unattended
3. Vandalism of library property (facilities or equipment)
4. Vandalism of library materials
5. Harassment - physical, sexual or verbal abuse of library patrons or staff
6. Intoxication resulting from using alcohol or drugs
7. Loitering
8. Obscene language
9. Smoking
10. Soliciting for any purpose
11. Physical aggression
12. Unacceptably loud behaviour
13. Inappropriate use of the public computers

Loan Periods and Fees

There are no overdue fines charged on any item. However, you will be charged for items that are lost or damaged. The replacement cost and a handling fee of \$5.00 per item will be charged.

Collection	Description	Circulation Period	Renewals Allowed
<i>Audiobooks</i>	Over 900 audiobooks available on CD, MP3 and audio-to-go units.	3 weeks	2
<i>Books</i>	Over 23,000 books for readers of all ages & interests.	3 weeks	2
<i>DVD</i>	We have thousands of DVDs including feature films, documentaries, TV series and a large children's collection.	2 weeks	1
<i>Magazines</i>	48 magazine subscriptions with limited back issues.	3 weeks	2
<i>Music CDs</i>	Our collection contains over 800 CDs country, rock, jazz, classical, movie/show soundtracks. We also have a large children's music selection.	2 weeks	1
<i>Newspapers</i>	Bridge River Lillooet News	In-Library use only	N/A
<i>Restricted Collection</i>	We have a large collection of out-of-print books highlighting local history.	In-Library Use only	

Computer and Internet Use

Last updated March 2013

Lillooet Area Library Association provides access to the Internet as part of its mandate to meet the self-defined needs of its users. Wireless internet access and public Internet workstations are available at all branches of the Lillooet Area Library Association.

In accord with the Canadian Library Association Statement on Intellectual Freedom, the library does not control, and assumes no responsibility for, information accessed on the Internet. Library users are responsible for the sites they visit and any text or images they print. 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.

The Library's public computer network is not secure. Use of the Library computers, or of privately-owned computers in the Library, is solely at the risk of the user. The Library is not responsible for damage to computers or information storage media belonging to computer users, or for any loss of data caused by any virus or otherwise, or for any loss or damage sustained while using, or as a consequence of using, computers in the Library, or while accessing, or as a consequence of accessing, the internet in the Library.

Our public computers may be used by patrons of all ages. Therefore, the library will filter Internet workstations to block pornographic sites and file sharing software. When staff or patrons identify blocked sites which should reasonably be accessible on a public computer, we will change the filter settings accordingly.

The library provides access to manuals and other information on using the Internet and recommended sites. Library staff may provide limited individual training on Internet use as time permits.

The library reserves the right to restrict users' access to Internet workstations when they have made illegal or inappropriate use of them.

Printing Prices

Each LALA branch has a photocopier for public use. There is a nominal fee per page copied.

Black and white:

Letter and legal - \$0.25

Poster (11×17) - \$0.35

Colour:

Letter and legal - \$0.50

Poster (11×17) - \$1.00

Fax:

First page - \$3.00

Per page - \$0.50

Scan:

Free

Privacy Policy

Lillooet Area Library Association (LALA) respects the right of individuals to the protection of their personal information. Accordingly, LALA complies with the British Columbia Freedom of Information and Protection of Privacy Act (FOIPPA) and the federal Personal Information Protection and Electronic Documents Act (PIPEDA).

LALA's privacy policy adheres to the 10 principles that make up the Canadian Standards Association Model Privacy Code and form the basis of both pieces of legislation cited above. These principles, and LALA's related policies, are set out below.

Definition of Personal Information

Personal information includes any factual or subjective information, recorded or not, about an identifiable individual. Personal information does not include the name, title, business address or telephone number of an employee of an organization.

Principle 1 - Accountability

LALA is responsible for personal information under its control and shall designate an individual or individuals who are accountable for LALA's compliance with established privacy principles.

1.1 The name and contact information of the Privacy Officer will be made available to interested individuals through LALA's website, its Privacy Statement or upon inquiry to LALA staff.

1.2 Staff and relevant volunteers shall follow the privacy protection practices established by LALA when collecting, using, disclosing and safeguarding personal information.

1.3 In cases where information has been transferred to a third party for processing or analysis, LALA will ensure that the third party has comparable privacy safeguards in place.

Principle 2 - Identifying Purposes

LALA will identify the purposes for collecting personal information orally, electronically or in writing when or before the information is collected.

2.1 The purposes will be limited to those that are related to our business and which a reasonable person would consider to be appropriate in the circumstances.

2.2 LALA collects personal information for the following reasons:

- To provide information about services, professional development, research, and resources
- To deliver requested products and services
- To conduct research and collect statistical information

Principle 3 - Consent

The manner in which LALA obtains consent for the collection of personal information varies with the sensitivity of the information being collected. PIPA makes provision for express, implied or deemed consent, depending on the situation.

3.1 In general, the following actions by an individual constitute implied consent for LALA to collect, use and disclose personal information for purposes identified to the individual:

- Registration for programs and services
- Acceptance of employment and benefits enrollment by an employee
- Acceptance of a volunteer position or student placement

3.2 LALA will make a reasonable effort to ensure that individuals are aware of the purposes for which information is collected at the time of collection. Individuals can give consent:

- In writing, such as when completing a form
- Through an opt-out process, either by checking off a box on a response form or by contacting LALA
- Orally, either in person or by telephone

3.3 Individuals may withdraw consent to LALA's use or disclosure of their personal information at any time, by any means, with reasonable notice to LALA.

3.4 LALA may collect, use and disclose personal information without consent if that information is considered by law to be in the public domain. Sources of public information include telephone and professional directories, newspapers, periodicals and public registries.

Principle 4 - Limiting Collection

LALA will limit the collection of personal information to that which is necessary and reasonable for the purposes identified under Principle 2.

4.1 Information will be collected by fair and lawful means.

4.2 When collecting personal information, staff and volunteers will usually collect it directly from the individuals (or legal guardians) about whom the personal information pertains.

4.3 Personal information may be collected from other sources with prior consent from the individual, for example, from prior employers, personal references or from other third parties having the right to disclose the information.

Principle 5 - Limiting Use, Disclosure and Retention

LALA will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

5.1 LALA does not sell, rent or trade mailing lists.

5.2 Personal information will be retained as long as the purpose for which the information was originally collected remains valid.

Principle 6 - Accuracy

LALA will use its best efforts to ensure that information that is used on an ongoing basis, including information that is disclosed to third parties, and information that is used to make a decision about an individual (such as giving recognition) is accurate, complete, and up-to-date.

Principle 7 - Safeguards

LALA will protect personal information by making reasonable security arrangements, appropriate to the sensitivity of the information, against such risks as unauthorized access, collection, use, disclosure and disposal.

7.1 All staff and volunteers with access to information will be required, as a condition of employment or volunteer role, to respect the confidentiality of personal information.

7.2 Third parties are expected to safeguard personal information entrusted to them in a manner consistent with the policies of LALA. Examples of third parties include Sitka, BC Libraries Cooperative and data collection/analysis providers.

Principle 8 - Openness

LALA will make readily available to individuals information about its procedures and practices relating to the collection and management of personal information.

8.1 The information made available will include any or all of the following:

- The name or title and contact information of the Privacy Officer who is accountable for compliance with LALA's policies and procedures, and to whom complaints or inquiries can be forwarded;
- The means of gaining access to personal information held by LALA;
- A description of the types of personal information held by LALA;
- A copy of any document that explains LALA's policies, procedures, standards or codes; and
- The types of information made available to third parties.

Principle 9 - Individual Access

Upon request, LALA will inform an individual of the existence, use and disclosure of his or her personal information and will give the individual access to that information.

9.1 LALA will respond to such a request within a reasonable length of time that is no longer than one month.

9.2 While the response will typically be provided at no cost to the individual, depending on the nature and amount of information involved, a cost may be imposed.

9.3 The requested information will be made available in a form that is generally understandable. For example, where LALA uses abbreviations or codes to record information, an explanation of those codes will be provided.

9.4 For LALA to provide an account of the existence, use and disclosure of personal information, an individual may be asked to provide additional information to aid in the search. The additional information provided will only be used for this purpose.

9.5 Upon request, LALA will provide specific information about third parties to whom personal information has been disclosed.

9.6 When an individual demonstrates the inaccuracy or incompleteness of personal information, LALA will amend the information as required. Where appropriate, the amended information will be transmitted to third parties having access to the information in question.

9.7 LALA may not be able to provide an individual with access to some or all of his or her personal information in certain circumstances permitted by law. Some exceptions include, if doing so would likely reveal personal information about a third party or disclosure could reasonably be expected to threaten the life or security of another individual.

Principle 10 - Challenging Compliance

An individual will be able to challenge LALA's compliance with the above principles to the designated person/s accountable for LALA's compliance.

10.1 The name of the Privacy Officer will be known to staff and information about how to contact that person/s will be made available.

10.2 LALA will maintain procedures to receive and respond to complaints or inquiries about its policies and practices relating to the handling of personal information. The complaint procedures will be easily accessible and simple to use.

10.3 Individuals who make inquiries or lodge complaints will be given information by LALA of the existence of relevant complaint procedures.

10.4 If a complaint is found to be justified, LALA will take appropriate measures, including revision of the personal information, and, if necessary, amendment of LALA's policies and procedures.

Policy Review

This policy will be reviewed every 3 years, or as required.

How to Contact the Privacy Officer

Inquiries, complaints, or access requests should be addressed to:
Privacy Officer, Lillooet Area Library Association
PO Box 939, 930 Main Street, Lillooet, B.C.
lala@lillooet.bclibrary.ca | 250 256-7944

Appendix

Appendix A:

Request for Material Review

Author / Creator of material: _____

Title: _____

Publisher & edition (if known): _____

Your Name: _____

Address: _____

Telephone: _____ Cell: _____

1. Is this a personal request? YES NO
2. If you are representing a group please give the name and address of the organization.

3. How much of this material have you read / viewed / listened to:
All _____ Some _____ None _____

4. What is it about this material that prompts your request for review? Please be specific and continue on the back of this page if necessary.

5. Would you like to suggest other materials on this subject or of this type? Please give authors and titles if known.

Date _____ Signature _____

Appendix B:

Canadian Library Association Position Statement on Intellectual Freedom

Approved by Executive Council ~ June 27, 1974; Amended November 17, 1983; and 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.