



PENDER ISLAND PUBLIC LIBRARY
Policy Manual

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1. PIPLA Bylaws

General

Name: Pender Island Public Library Association.

Area served: The Pender Islands, BC, Canada

Purpose: Provide library services for the residents and visitors of the Pender Islands.

Authority: The Library is a Public Library Association as defined by Part 4 of the Library Act

Membership: As per the Library Act, any resident of the area served is eligible for membership.

Definitions

Library Act: The Library Act of British Columbia; in particular Part 4 – Public Library Associations and Part 5 – General.

Association (Library): the Pender Island Public Library Association (PIPLA).

Board: The board of trustees of the Association.

Member: Anyone who has a valid Pender Island Library Card is a member of the association.

General Meetings

Notice requirements: Notice shall be issued in print and/or electronic form at least 14 days prior to the meeting. Notice shall also be posted in the Library during that period.

Quorum: A General Meeting may not take place unless 15 members that meet the requirements of the Library Act are present. If the meeting does not have a quorum present, the Chairperson of the meeting shall announce the date and place of a further meeting to deal with the business of the original meeting.

Proxies: Attendance or voting by proxy is not permitted.

Annual General Meetings: Barring extenuating circumstances, will be held on the first Monday in March at a time and place determined by the Board.

Special General Meetings: May be called at any time by the Board or upon written request to the Board by 15 members.

Ordinary resolution: Requires a 50% majority of the voting members present in order to pass. The Chairperson will only vote in the event of a tie.

Special resolution: Requires a 75% majority of the votes cast in order to pass. Details of the resolution are to be given in the meeting notice.

Board of Trustees

Elections: Trustees will be elected at the Annual General Meetings. The number of trustees and their terms are mandated by the Library Act.

Nominations: A committee of the Board will present a list of trustee candidates to the Annual General Meeting.

Officers: As required by the Library Act, a chair and vice chair will be elected from among their number at the first meeting of the Board after the Annual General Meeting.

Library Director: The Board must appoint a Library Director who has the powers and duties of a Chief Librarian as described in the Library Act.

Voting: Each trustee attending a board meeting has one vote. The trustee chairing the meeting shall only vote in the event of a tie.

Standing Committees: The Board may establish such standing committees as it may deem necessary, provided always that the Chairperson or a designated Trustee shall be an ex officio member of any such standing committee.

Consent Resolution: A resolution of the Board may be adopted between meetings if each trustee has an opportunity to vote on the resolution. The resolution takes effect on the date specified in the resolution or the date the last vote is received, whichever is later. Such a resolution has the same effect as if it were passed at a Board meeting.

Financial

Fiscal year end: December 31.

Signing: The Board shall prescribe the manner in which contracts, agreements, letters and other documents pertaining to the finances of the association shall be signed. Signing authority shall be designated annually to four board members and the Director. Signing officers shall be any two of the five.

Spending: The Board shall approve an annual budget. Any expenditures not provided for in the annual budget must be approved by the Board.

Borrowing: Any borrowing of funds must be approved by an ordinary resolution at a general meeting.

Audit: The accounts of the Library shall be audited or reviewed annually by an independent, certified accountant.

Amendments to the Bylaws

Amendments to the Bylaws must be made by a special resolution at a general meeting. The text of any proposed amendment to the Bylaws must be given in writing to the Chairperson and posted in the Library fourteen days prior to the date of the Annual General Meeting. This requirement of notice shall be waived if an amendment passes unanimously.

Bylaw revisions:

June 1, 2009 Approved

March 9, 2015 Amended

September 7, 2017 Reviewed

March 2, 2020 Amended

2. VISION, MISSION, VALUES & PURPOSE

VISION

To provide equal access for all members of the community to explore ideas, read books, and benefit from a wide variety of library services in a welcoming atmosphere.

MISSION

To provide a safe and welcoming environment that fosters the love of reading, lifelong learning and literacy.

VALUES

Accessibility: Accessing information is free, uncensored and without physical barriers.

Accountability: Spending public funds drives us to be vigilant about efficiency.

Collaboration: Working together with other organizations can produce better results.

Heritage: Preserving our cultural heritage helps us discover who we are.

Literacy: Improving literacy invests in the community's economic, physical and mental well-being.

Quality: Producing work that is of high quality, innovative and flexible will meet changing needs.

Respect: Embracing diversity, maintaining confidentiality and dealing fairly demonstrate respect.

Responsiveness: Gathering feedback helps us to constantly improve.

PURPOSE

To be a Popular Materials Library offering current, high demand materials, programs and technology in a variety of formats for people of all ages.

3. GOVERNANCE POLICIES

3.1 Governance Principles

The Pender Island Public Library Association (“Library”) operates under the provisions of the [British Columbia Library Act](#). The Library Board, constituted according to the terms of the *BC Library Act* (*Legislative Library Act RSBC, 1996, C260*) and consisting of members appointed by the membership, governs the Library. As a governing body, the Board is to speak with one voice and authority rests with the entire Board. Authority does not rest with individual trustees except as conferred by the Board for specific purposes. Any public statement which relates to library policy must be approved by the Board. The Board commits to these guiding principles in order to ensure careful stewardship of the public trust.

In order to reflect the diversity of the community the Library serves, the Board aspires to a balanced mix of representation, as it relates to skill sets, leadership styles, and diversity of thought and Trustee background. The number of trustees and their terms are mandated by the BC Library Act, which allows terms of 2 years, eligibility for re-election or reappointment, and a limit of serving set at 8 consecutive years. The library board must elect a chair and a vice chair annually at the first meeting after the AGM.

3.2 Role of the Board

The Board is the public trust for the Library. The Board is responsible for creating a mission and vision of library service for the community by articulating values and principles, setting goals, developing effective governance policy, monitoring Library performance and meeting provincial standards. The Board’s ongoing activity is focused on governance issues rather than operational issues.

The Board shall:

- plan strategically for the future of the Library
- develop, monitor and evaluate the delivery of the Strategic Plan
- maintain legal and ethical integrity in carrying out its duties
- act in a fiscally responsible manner
- monitor compliance with policy by reports from the Library Director, Board Committees, and outside individuals or agencies
- maintain vital community relations and respond to changing community needs
- advocate for community support for the library through raising the profile and awareness of the value of the Library
- carry out other responsibilities as specified by the *BC Library Act*
- carry out the responsibilities associated with the Southern Gulf Islands Library Commission (SGILC)
- oversee Board Committees
- ensure the continuity of its governance capability through Board education and development
- be responsible for developing a process to oversee the performance and contractual compensation/benefits of the Library Director
- approve operational policies as developed by the Library Director

The Board writes governing policies which define:

- the Vision, Mission, Values and Purpose of the Library

- the governance process (how the Board conceives, carries out and monitors its responsibilities)
- the Board-Library Director relationship

The Board's officers will be the Chairperson and Vice-Chairperson.
The Library Director is an ex-officio member of the Board.

3.3 Role of the Board Chairperson

The Chairperson provides leadership and direction for the Library Board, and undertakes the duties below. The role of the Chair is, primarily, to ensure the integrity of the Board processes and, secondarily, to represent the Board to outside parties.

The Chairperson:

- acts as the primary spokesperson for the Library Board to the media, funders, donors, other organizations, and the community at large
- represents the Board to government officials
- represents the Board to outside parties, stating positions consistent with Board policies and resolutions
- sets the monthly agenda and directs board meetings with all the commonly accepted powers, keeping deliberations timely, efficient, and on topics that fall within the Board's jurisdiction of governance resolutions
- does not have a vote on Board motions. In the event of a tie, the Chair may cast the deciding vote, or abstain to bring about further discussion
- is ex-officio on all Board committees
- has no authority to make decisions beyond policies created by the Board
- individually, has no authority to supervise or direct the Library Director except as expressly directed by the Board as a whole
- is the primary liason between the Board and the Library Director
- ensures that a process and timeline for the evaluation of the Library Director occurs
- acts as a voting member of the CRD's Southern Gulf Islands Library Commission

3.4 Role of the Board Vice-Chairperson

The Vice-Chair fulfills the Chair position in the absence of the Chairperson at Board meetings. Consequently, the Vice-Chair understands the responsibilities of the Board Chair and performs these duties in the Chair's absence. The Vice-Chair works closely with the Board Chair.

3.5 Role of Board Committees

The Board will operate as a committee-of-the-whole, and will also have standing committees. It may designate task groups, committees or individuals on an *ad-hoc* basis, to help carry out its governance subject to the direction of the Bylaws. This policy applies only to tasks delegated by Board action and not to those delegated under the authority of the Library Director. Standing committees include: Finance, Board Development, Policy, Facility, and Volunteer Management. Special committees may be formed for a specific, time-limited purpose as determined by the Board. Each Trustee must serve on at least one Board committee. Each Committee will be composed of at least two members who are

members of the Association, and at least one member will be a Trustee. Each Committee will meet at least two times per year and meetings will have recorded meeting notes.

3.5.1 Finance Committee

The Finance Committee shall undertake financial obligations of the Board as specified by *the BC Library Act*, and other duties as assigned by the Board.

The Committee's role is to oversee the accounting for the Library's funds including:

- presenting a quarterly financial report
- presenting a detailed financial report at the Library's Annual General Meeting
- ensuring preparation of the annual financial statements required by the *BC Library Act* and reviewing those statements
- preparing the annual budget required by the *BC Library Act* for the approval of the Board
- supervising the Library's revenue sources including tax based funding, grants, donations and endowment programs
- recommending and implementing investment strategies

3.5.2 Board Development Committee

The purpose of the Board Development Committee is to support a strong and vital Board by actively recruiting diverse Trustees, coordinating Trustee orientation and ongoing training, and supporting Board evaluation.

The Committee shall:

- facilitate Board succession planning
- recruit and interview potential Board Trustees for election or appointment
- recommend candidates to the Board for nomination and approval at the AGM
- oversee the orientation and training of new Trustees
- develop and maintain a Trustee Orientation Manual
- facilitate assignment of new Trustees to Board committees
- facilitate evaluation of the Board
- facilitate ongoing education by identifying and organizing learning opportunities for Board Trustees that are specific to governance

3.5.3 Policy Committee

The role of the Policy Committee is to promote sound Library and Board governance by reviewing and recommending revisions of the governance policies of the Library. When the need to amend governance policies arises, the committee shall present its recommendations for Board review and approval as required. The committee is responsible for maintaining the Library's Policy Manual. The committee shall serve in an advisory capacity to the Library Director for the development of operational policies.

3.5.4 Facility Committee

The role of the Facility Committee is to oversee the management and development of capital improvements and the physical infrastructure of the Library.

The Committee will:

- review on a regular basis and recommend to the Board any appropriate facility management projects in order to ensure continued alignment with the Library's Strategic Plan
- review and recommend capital projects
- review and monitor the effectiveness of facility management processes to appropriately maintain the physical infrastructure of the Library.
- review and renew leases with the landlord (PIRAHA)

3.5.5 Volunteers Management Committee

The role of the Volunteers Management Committee is to develop and implement strategies related to Library volunteers. The committee works closely with the Library Director, who is responsible for the supervision of all staff and volunteers of the Library.

The Committee will focus on the following pertaining to volunteers:

- recruitment
- orientation, training, and on-going skills assessment and training
- retention and appreciation of volunteers
- scheduling and appointment of volunteers to assist with library tasks
- receiving feedback from library volunteers
- maintaining records of volunteer personnel

3.6 Code of Ethics and Standards of Conduct

The Board and its Trustees will operate in an ethical and businesslike manner.

All Library Board Trustees:

- Will act with honesty, fairness, and integrity in all dealings as Trustees of the Board.
- Will conduct themselves with a professional level of courtesy, respect and objectivity, represent the Board in a positive light, and take no private action that will compromise the Board and its decisions.
- Will represent loyalty to the interests of the Library. This accountability supersedes the interest of any Board member as an individual consumer of library services, or as a member of another community organization.
- Will take reasonable steps to keep informed of:
 - the regular business of the Board including reports and correspondence;
 - the contents of the Library's Strategic Plan;
 - the Library's Bylaws and Policies;
 - operational issues of significance that are brought to the attention of the Board by either the Library Director or the Chairperson
 - Library programs and activities.

- Will not speak or act for the Board except when formally given such authority by the Board for specific, time-limited purposes.
- Will not attempt to exercise individual authority over the organization except as explicitly set forth in Board policies, or when acting under specific delegation by the Board.
- Will undertake to govern with excellence by:
 - attending and participating in Board meetings;
 - preparing for Board deliberations;
 - speaking with one voice on matters arising from Board decisions;
 - refraining from disclosing differences of opinion expressed during discussions and/or meetings; and
 - abiding by accepted Rules of Order during Board meetings.
- Will respect matters of confidentiality and privacy interests of individuals (patrons, employees and volunteers). Confidential information may include information that relates to business, financial, legal or personnel/human resource matters, discussions, decisions and all related correspondence, and includes all in camera discussions. A Board Trustee must not, either during or following the termination of their term on the Board, disclose confidential information, either orally or in the form of written material, to any person unless authorized by the Chair of the Board or the Chair of the Board's delegate. Board-related documents and records must be maintained by Board Trustees in a manner that respects confidentiality where appropriate.
- Will refrain from intentional and active lobbying of other Board Trustees outside of Board meetings to avoid creating factions and limiting free and open discussion.
- Will not participate in the selection process for a paid library position when the applicant is a relative. The selection process includes screening applications, interviews and reference checking. No special advantage will be given in hiring relatives of Library Board Trustees or employees, and all regular prospective employment opportunities will be made available to any interested candidate. Relatives of Library Board Trustees and of Library employees may be appointed to the paid staff with the exception of the Library Director position.
- Will refer complaints about the Library to the Library Director for operational matters or the Board Chair for governance issues, as outlined in the Conflict Resolution Policy (see Operational policies).
- Will follow the provisions of the Personal Information Protection Act in regards to records and information owned, prepared or in possession of the Library.

Trustees who contravene the Code of Ethics and Standards of Conduct may face disciplinary action including suspension and dismissal, as determined by the Board.

3.7 Conflict of Interest

Conflict of interest arises when Board Trustees' personal interests conflict with their duties and responsibilities as Library Trustees. A conflict of interest can exist whether or not a pecuniary advantage exists.

Board Trustees are responsible for understanding and identifying potential situations in which conflicts of interest might arise. Board Trustees have a duty to declare possible conflicts before the onset of discussion on any given issue or agenda item.

Under the BC Library Act, Conflict of Interest 53:

(1) A member of a library board who has a direct or indirect pecuniary interest in a matter considered at a meeting of the library board

- (a) must declare that he or she has a pecuniary interest in the matter,
 - (b) must not take part in the discussion and is not entitled to vote on any question respecting the matter,
 - (c) must leave the meeting, and
 - (d) must not attempt in any way, whether before, during or after the meeting, to influence the voting on any question respecting the matter.
- (2) Subsection (1) does not apply
- (a) if the matter relates to expenses payable to one or more members of the library board in relation to their duties as members, or
 - (b) 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.
- (3) A person who contravenes subsection (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.

Full disclosure of a potential or actual conflict of interest will be made in writing to the Board of Trustees when:

- a Board Trustee is related to another Board Trustee or a staff member by family, marriage, adoption or domestic partnership
- a Board Trustee or a Board Trustee's family or business organization accrues a direct or indirect pecuniary or material benefit from:
 - a Board decision or the outcome of a Board decision
 - a contract or business arrangement established by the Library or the Library Board of Trustees
- a Board Trustee's organization receives grant funding from the Library
- a Board Trustee is a member of the governing body of a contributor to the Library

3.8 Internal (Board) Dispute Resolution

In the event of any dispute, the Parties shall use reasonable efforts to settle such disputes internally and shall consult and negotiate with each other in good faith in an effort to reach a fair and equitable solution satisfactory to the Parties.

The Board endorses the following principles:

- Respect for another's point of view
- Commitment to resolving the issue
- Willingness to compromise
- Confidentiality
- Impartiality
- Respect
- Prompt action
- Freedom from repercussions

If a dispute arises that cannot be resolved between the Parties, dispute resolution procedures approved by the Board will be followed (to be developed).

It is the responsibility of the Chair to ensure that:

- Board Trustees are aware of this policy
- disputes are handled respectfully and confidentially

3.9 Delegations from the Public

The Board is committed to being open to public opinion on issues of public concern relevant to Library operations. Members of the public wishing to present to the Board must contact the Board in writing with an outline of their request. All presentations must be on topics under the purview of the Board. The Board will determine and communicate the guidelines for approved presentations. This may include the parameters of the presentation (i.e. time limit, size of delegation, content).

3.10 Southern Gulf Islands Library Commission

The Board will act in accordance and compliance with the SGILC Bylaws & Agreements (Appendix).

4. BOARD – LIBRARY DIRECTOR RELATIONSHIP

4.1 General Principles

The Board has one employee – the Library Director. The Board hires the Library Director and the Library Director is accountable to the Board as a whole. The Library Director is responsible for library operations in a manner consistent with the Board’s Mission, Vision, Values, and Purpose and, as such, develops and implements Operational Policies with Board approval.

4.2 Role of the Library Director

The Library Director will perform duties as specified under the *BC Library Act*, including general supervision of the Library and staff, acting as Secretary to the Board, and duties as outlined in the job description (to be developed).

The Library Director will model and encourage an atmosphere of friendliness, fairness, helpfulness, and respect towards the public, the staff and the library volunteers. The Library Director will practice open, transparent, and respectful communication in the performance of their professional duties.

4.3 Performance Review

The Board, led by the Chair, develops a job Performance Review for the Library Director that is based on clearly stated job duties as indicated in the job description. The Performance Review is to include the Chair, the Library Director, and at least one other Board Trustee. Self-evaluation will be part of the process. Consideration of following will be included:

- Strategic Plan
- Vision, Mission, Values, and Purpose
- PIPL Policies
- SGILC

The Board will be mindful of professional, ethical and legal considerations in the process and outcome of the Performance Review (to be developed).

4.4 Executive Limitations

The Library Director shall not allow the Library to operate illegally, unethically, imprudently or in contravention of Board policy or *the BC Library Act*. The Library Director will not cause or allow any practice, activity, decision or organizational circumstance that is either imprudent, discriminatory, unlawful or in violation of commonly accepted sound business and professional ethics, or is inconsistent with Capital Regional District, Provincial, or Federal law, the policies of the Board, or provisions of the *BC Library Act*.

4.5 Communication and Support to the Board

With respect to providing information and support to the Board, the Library Director will keep the Board informed and supported.

The Library Director shall:

- submit the required monitoring data in a timely, accurate and understandable format
- let the Board be aware of relevant library trends
- assist the Board in formulating policies, offering options and implications along with recommendations
- provide a record of official Board communications (i.e. Minutes of Board meetings, Committee reports, Board correspondence) in the role of Secretary to the Board
- deal with the Board as a whole except when responding to Trustees, committees, and/or task groups designated by the Board
- provide support to Board committees duly charged by the Board
- inform the Board of significant donations to the library

4.6 Asset protection

The Library Director will protect and maintain the assets of the Library Association.

The Library Director, in consultation with the Board, will:

- protect and maintain the assets of the Library and shall insure against theft, fire and general liability
- ensure there is a program of regular and preventive maintenance, with the Facility Management Committee
- maintain controls over funds, accounting records and preparation of financial information that are considered satisfactory to the Board-appointed auditor's standards

4.7 Financial Stability

The Library Director will ensure the financial health and stability of the Library and the effective and efficient use of financial resources.

The Library Director will prepare an annual budget and/or a multi-year budget with the Finance Committee for approval by the Board. The Library Director will adhere to the Board's Mission and Strategic Plan, ensuring financial integrity.

Appendices:

- *BC Library Act, Part 4*
- *SGILC Bylaws and Agreements*