



# PENDER ISLAND PUBLIC LIBRARY

## Operational Policies

These Operational Policies provide a framework for the operations and priorities of the Pender Island Public Library and have been compiled for the guidance of Board members, Library staff, volunteers, patrons, and members of the public. Policies have been developed to guide the overall direction of the Library and to ensure consistency of services to the public.

*Last Updated: March 26, 2024*

*Approved: October 28, 2020*

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## 1 Collections

The purpose of the library collections is to support the diverse informational, recreational and educational needs of the community. Materials are included to meet demand, for their potential to foster or create interests, and to contribute to a balanced collection.

### 1.1 Intellectual Freedom

The Library Board recognizes that collection development practices are carried out in compliance with all applicable federal, provincial and municipal laws. The Library endorses the *Canadian Federation of Library Associations Statement on Intellectual Freedom* and the *British Columbia Library Association Statement on Intellectual Freedom*. In upholding these principles, it is accepted that while people have the right to reject for themselves material of which they do not approve, they do not have the right to restrict the freedom of others (Appendix A).

### 1.2 Selection of materials

The responsibility for the selection of all Library materials and formats rests with the Library Director, or a qualified staff member or Library volunteers appointed by the Library Director, acting in accordance with the policies established by the Board.

#### 1.2.1 Selection criteria

Selection criteria includes purchasing materials featuring current, high-demand, high-interest content in a variety of formats, for persons of all ages, to support information, recreation, and literacy needs. Electronic collections are considered to be part of the Library collections. Suggestions from the community are welcome. Overall responsibility for the collections rests with the Library Director, following the established selection guidelines:

- The selection of materials is done by teams of staff and Library volunteers who use recognized reviewing sources, professional journals, and recommendations by subject specialists.
- Selection teams meet 3 times per year to ensure a regular influx of new materials, and to enable materials to be processed and made available to the public on a regular and timely basis.
- Selection teams consist of a varying number of members, with at least three and no more than six members.
- Team members are appointed by the Library Director who will consider suggestions of the current members and/or the Volunteer Management Committee. Members may serve a term of three years and may be reappointed.
- The Library Director or delegated staff member is responsible for purchasing all materials from selected vendors.

The following criteria should be applied when reviewing materials for the collections:

- Date of publication
- Price
- Relevance to community needs
- Suitability of subject, style and reading level for intended audience

- Reputation and/or significance of author
- Demand for material
- Positive reviews by critics, staff members and users
- Representativeness of varying points of view
- Availability and accessibility of materials in the collections on the same subject
- Canadian and/or British Columbian content
- Physical format or condition of materials

The Library does not generally collect multiple copies of a title.

Staff will evaluate new technology and formats in the context of budget considerations, community needs, impact on existing resources, notable trends, and suitability for Library use. The selection of material in a new format may result in the Library deciding to retire specific items or material formats from the collections to accommodate trends in user demands and/or changes in technology.

The Library participates in the province-wide InterLibrary Loan Program, actively sharing materials as requested. From time-to-time, the Library may also partner with community organizations to provide relevant materials for specific occasions or local interests.

### **1.3 Donations**

Donations of items for the Library collections are welcomed and become the property of the Pender Island Public Library. The Library reserves the right to refuse donations of materials that may not be in accordance with selection guidelines. Donated items may be included in the Library collections, sold in fundraising events, forwarded to other institutions, or disposed of as the Library sees fit. Income tax receipts will not be issued for donated materials.

### **1.4 Deselection**

The removal of materials from the collections is under the jurisdiction of the Library Director. Periodic weeding of materials keeps the collections current, useful, accessible, and appealing. It also helps Library staff identify gaps in the collections and makes room for new items. Materials will be regularly assessed as to their condition, accuracy, currency, performance within the context of the Library collections, and relevance to Library users. Materials may be removed from the circulating collections when they are rarely used (i.e. not within the past 2-5 years), damaged, outdated, or for other reasons. Withdrawn materials may be sold at fundraising events, distributed to other organizations, recycled, or otherwise disposed.

### **1.5 Request to remove an item**

A person objecting to material in the Library is free to query staff members. Staff members are encouraged to discuss the matter and attention shall be drawn to the Library's policy in Collections - Intellectual Freedom 1.2. A member who requests withdrawal of a book from the collections must make a written submission using the Request for Reconsideration of Library Material Form and submit it to the Library Director for consideration (Appendix B). A reply will be made in writing as soon as practical. Material under question will remain in the active collections until a final decision is made by the Library Director. The Library Director will not consider a complaint about an item which is widely distributed and readily available within other communities.

## **1.6 Local Authors**

The Library fully supports the addition of works by local authors in the Library collections. Titles may be acquired or received as donations, and will be promoted through labelling, programming and displays.

A local author is one who:

- Publishes their books/materials while residing on Pender Island, BC.
- Residency is defined as living full- or part-time on Pender Island, BC, either through owning property or having a long-term rental agreement.

Submissions of donated materials are accepted and will be reviewed for addition to the collections following Selection Guidelines Policy 1.3 and the Donations Policy 1.4. A current inventory of titles in the Library collections by local authors will be maintained, items will be labelled and searchable in the Library database. Donated books become the property of Pender Island Public Library.

*PIPL Collection Policy*

*Approved: Oct. 28, 2020*

*Amended:*

## **2 Library Services**

### **2.1 Public Computer Use**

This policy applies to all types of computer usage on the premises of the Library or on the Library network, including public computers, personal laptops and mobile devices, as well as use of the Library's wireless network.

The Library provides access to public computer equipment and software, wireless connections, and the Internet to complement other information resources.

Public computers are available free of charge, and to ensure equitable access to computers, the Library may impose limits and guidelines for use that may be modified at the discretion of the Library Director.

A charge will be made for printing.

Parents/guardians are responsible for monitoring material accessed by children. Patrons will be held responsible for any damage to, or loss of, computer parts, disks, or manuals during their use of them. Failure to use the public access computers appropriately and responsibly may result in revocation of privileges.

Patrons are asked to remember that public computers are in a public area. Public computers are situated in Library areas where content may be visible to other members. Users are expected to employ public computers with respect for the privacy and rights of others.

Public computers will only contain software licensed by the Library. Users are not permitted to alter, tamper with or damage the Library's computer equipment or software configuration.

Our public computers and wireless network may not be used for any purpose that is unlawful, or in any manner that could bring harm to people or damage to our property or other's property. This includes downloading copyrighted material, pornography or other illegal material; publishing defamatory material or statements; using the service in the commission of a crime or for any other illegal purpose.

Users violating these conditions may receive a suspension or loss of privilege. Any illegal activity involving the Library's public computers and internet resources will be subject to prosecution by the appropriate authorities.

### **2.2 Internet Access**

Free wireless internet access is available to all.

The Internet is an unregulated worldwide network of computers to which information is uploaded from a wide variety of resources. It contains information and opinions that range in scope from reliable and authoritative to controversial or extremely offensive. Some information found on the Internet may not be accurate, complete or current. Users must assess for themselves the validity of the information found.

The Library does not guarantee that the mechanical functions of this service will be uninterrupted or that the service will meet any specific requirements of the users. The Library will not be liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use of or inability to use the service.



## **2.3 Library Programs**

The Library strives to offer a range of programs as part of its service to the community. The Library draws upon community resources in developing programs and actively partners with other community organizations, educational and cultural institutions, or individuals to develop and present programs.

### **2.3.1 General Programs**

The Library Director welcomes and reviews proposals for programming ideas from staff, volunteers, other organizations, or members of the public. There may be programs directed at children, teens, and adults as personnel, budget, space, and interest permits.

Programs must be nondenominational, non-profit, and non-political, nor for the solicitation of business. A staff member or designated Library volunteer must be present in the Library during the program. Programs must be open to the general public, though program attendance may be limited due to space and some programs may require pre-registration. The Library may charge fees to recover costs associated with programs.

Library sponsorship of a program does not constitute an endorsement of the content or the views expressed by the presenters or the participants.

### **2.3.2 Program Limitations**

There are necessary limits to how Library spaces may be used. The Library is committed to providing physically safe and respectful public and staff spaces, minimizing disruption of Library services, and maintaining the security of Library property. The use of Library spaces must not contravene Canadian laws, including the Criminal Code and the BC Human Rights Code.

The use of Library space may not include or involve any of the activities listed below:

Any violation of the Criminal Code, including:

- The communication of statements that incite or willfully promote hatred against an identifiable group.
- The advocacy or promotion of genocide.

Any violation of the BC Human Rights Code, including:

- The publication, issuing or display of any material that indicates discrimination or an intention to discriminate against a person or group, or is likely to expose a person or group to hatred or contempt, because of their race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, gender, sexual orientation, gender identity or expression, or age.
- Any other unlawful activities, or activities that in any way violate applicable Library policies, rules or regulations.
- Gaming, gambling or games of chance, including bingo or lotteries.
- Activities requiring a permit and/or prior Library authorization, such as the service of alcohol, where the relevant permit or authorization has not been obtained.

- Activities that are likely to pose a safety hazard to event attendees, Library staff or the public, or which are likely to cause misuse or damage to Library property.
- The use of Library space in a way that is intended to establish the space as a permanent location for the user's activities and/or operations.
- Any other activities that may unreasonably disrupt Library operations or prevent the lawful use of Library space by other people.

The Library Director will pre-screen proposed programs to limit the likelihood that prohibited activities will take place on Library premises, and to assist in identifying events that may require additional preparation by Library staff.

The Library Director is authorized by the Library Board to deny or cancel a program due to any of the prohibited activities identified above.

In addition, the Library Director may deny a proposed program, or may terminate any event, in the following circumstances:

- The user has previously damaged or misused Library property, and the Library reasonably believes this will occur again.
- The user has made a material misrepresentation regarding themselves, their proposed use of the Library, or of any participants or attendees.

## **2.4 Exam Invigilation**

The Library Director may invigilate student exams. Students must contact the Library to confirm dates and times before booking an exam with their school. There is no sitting fee for invigilation. Exams are taken in the main Library area and students may bring their own laptop or use a public computer.

### *PIPL Library Services Policy*

*Approved: Oct. 28, 2020*

*Amended:*

### **3 Membership**

The Library provides access to its resources and services to any individual who wishes to use them within the facility. Membership is required to borrow Library materials or to access online resources. To borrow materials, an individual must be a current member with a valid Library card.

Residents of Pender Island who contribute to taxation for the Library or are long-term renters, and their dependent children, are eligible for a free resident membership card that is valid for three years. To minimize barriers and help ensure equitable access to Library services, the Library offers temporary membership cards to seasonal workers, short-term renters, visiting students, and visitors residing outside of the taxation area. The temporary membership card requires a refundable deposit. All BC residents with a BC public library card are entitled to borrow from the Library under the provisions of the provincial BC OneCard program.

To obtain a Library card, a current piece of ID is required. There is no minimum age to obtain a Library card. Library cards for children under the age of 15 require the address of a responsible adult with current ID. Library cards must be renewed periodically and may be canceled if the card holder refuses to pay outstanding fees, fails to return materials borrowed from the Library, or whose behaviour, as determined by the Library Director, is prejudicial to the operation of the Library.

All holders of Pender Island Public Library resident membership cards are members of the Pender Island Public Library Association. Adult membership in the Association allows the member to vote at Annual General Meetings of the Association, and to receive other privileges set from time to time by the Board, provided these do not contravene the provincial Library Act.

#### **3.1 Conditions of Borrowing**

The number of Library materials that may be borrowed and the loan period will be set by the Library Director and may be changed periodically (Appendix C).

In order to encourage fair use of the Library's collections and the return of borrowed items, the Library may charge fees or impose penalties. There are no overdue fines for borrowed materials. A borrower is responsible for the replacement of lost or damaged items. Privileges will be re-instated upon satisfactory return of overdue items, and/or replacement of lost items, and/or payment of penalties owing. Special circumstances in the application of this policy will be considered by the Library Director.

Library membership privileges may be suspended for card holders who accrue fees over the designated limit (Appendix C).

#### **3.2 Privacy**

Personal information is collected by the Pender Island Public Library (PIPL) under the authority of the BC Library Act and section 26 of the Freedom of Information and Protection of Privacy Act (FOIPPA). Any personal information collected, used, or disclosed by the PIPL is in accordance with FOIPPA, and PIPL is committed to protecting members' confidentiality and personal privacy. All staff, volunteers and students sign a declaration of commitment to confidentiality before beginning work at PIPL.

##### **3.2.1 Purposes for Which Personal Information may be Collected**

The primary purposes for which the PIPL collects personal information are:

- the proper administration of Library services and programs

- the planning and evaluating of services and programs
- other purposes consistent with and pertaining to library services and programs

Other purposes include, but are not limited to:

- providing access to library materials, services, and programs
- communications
- collection of fines and fees
- evaluating and improving services
- protection of Library property
- security of users and staff

Except in the limited circumstances provided for in FOIPPA, personal information about an individual will be collected directly from that individual. Individuals are informed of the reasons for collecting personal information at the time (or before) it is collected. At the time of collection (or before), individuals are informed of the PIPL's legal authority for collecting the information, and the name, title, and contact information for the Library's Privacy Officer, who is responsible for ensuring compliance with FOIPPA. Questions about the library collection can be directed to the Privacy Officer.

### **3.2.2 Integrated Library System**

PIPL is a Member of the BC Library Cooperative (BCLC) which provides the Sitka Evergreen integrated library computer system (ILS). All library users have a right to privacy and confidentiality when using Member library public access catalogues or when interacting with Member library staff in their operation of Sitka's ILS. Complete details are available in the BCLC Sitka Policy Manual, and the following is adapted from that manual.

Personal information collected includes information related to registration, such as name, address, phone number, and circulation records, including information that identifies materials checked out by a patron. It includes any library record about an identifiable patron or individual. By providing an email address at the point of registration in the ILS, patrons consent to receive notices (Courtesy (Pre-due) and Overdue notices) via electronic mail.

When a library user visits the library's public access catalogue, the IP address of the computer or internet provider and related site visit information may be collected. This information is only used in statistical (non-personal) form to help make improvements to the website.

Member libraries do not sell or rent personal information collected in the ILS. Personal information is disclosed only in accordance with FOIPPA. The Member library will retain a link between the patron record in the ILS and items returned for a reasonable period to ensure returned items are complete and in good condition. The library may store other personal information in the patron database but only where required. This may include answers to patron questions and logs that monitor use and possible abuse of the library borrowing policy or for related operational and statistical needs.

Member libraries will make all reasonable efforts regarding personal information collected and stored in the ILS in order to:

- minimize the amount of personal information collected and stored

- render it anonymous where feasible
- retain it for the minimum time necessary
- protect it from unauthorized access, use or disclosure
- destroy it securely when no longer needed

Personal information relating to a library user may only be used by library employees working within the scope of their duties on a need-to-know basis. A more detailed version of BCLC's Privacy Policy concerning Members and information collected may be obtained upon request.

### **3.2.3 Protection of Personal Information**

The PIPL uses reasonable security measures to mitigate and protect against risks such as unauthorized access, collection, use, disclosure, or disposal of personal information. Measures include administrative, physical, technological, and operational safeguards that are appropriate to the nature and format of personal information. The PIPL will not retain any personal information longer than necessary for the provision, evaluation, and planning of library services and programs. Employee and business records will be retained in accordance with federal and provincial rules.

### **3.2.4 Access, Accuracy and Correction**

Members of the public have access to their own personal information. Upon request, access to recorded personal information about a member of the public is provided to that individual upon verification of identity. To request access to personal information, the member must submit a written request to PIPL's Privacy Officer. The request should provide enough detail to enable a Library employee to find the personal information. The PIPL will endeavour to ensure the personal information is accurate, complete, and up to date. Members have the right to request that their personal information held by the PIPL be corrected if the member believes it is inaccurate. The member may do so by submitting a request in writing to the Privacy Officer.

### **3.2.5 Minors**

Children have the same rights as adults with respect to their personal information under FOIPPA. Where a child is "incapable" of exercising their right to access, correct or consent to the disclosure of their personal information, the child's parent or guardian may do so on their behalf. The PIPL assumes that children 12 years and older are generally capable of exercising their own rights for policy purposes. However, the PIPL may treat a request on an individual basis where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances.

### **3.2.6 Disclosure**

The PIPL will not rent or sell personal information. The PIPL will not disclose personal information to third parties except in accordance with the exceptions permitted under FOIPPA, including the options below or with an individual's consent.

#### **i. Collecting a Debt**

The PIPL may disclose personal information to a collection agency or credit bureau for the purpose of collecting debt.

ii. Emergency Situations

The PIPL may disclose personal information under emergency or compassionate circumstances; for example, so that next of kin or a friend of an individual who is injured, ill, or deceased can be contacted.

iii. Service Providers to the Library

The PIPL ensures that any service providers requiring access to personal information to deliver services on behalf of the PIPL treat personal information in compliance with FOIPPA. Providing some library products and services may require that PIPL share personal information with a service provider, and/or that an individual shares personal information when creating a separate account with the service provider.

iv. Police/Law Enforcement

Personal information may be disclosed to comply with a subpoena, a warrant, or an order by a court, person, or body in Canada with the jurisdiction to compel the production of information, or to respond to a specific written request from a law enforcement agency to assist in a specific investigation, or as required by law.

### **3.2.7 Retention**

Personal information is kept for varying periods of time depending on the purpose for which the information was collected. If the PIPL uses personal information to make a decision that affects library users, PIPL must keep that information for at least one year so that users have an opportunity to access it. Otherwise, the PIPL will keep personal information only for the length of time necessary to fulfill the purposes for which it was collected. Personal information is securely destroyed when it is no longer needed.

### **3.2.8 Changes to this Privacy Policy**

PIPL's practices and policies are reviewed from time to time. This policy will be updated to reflect the changes.

### **3.2.9 Privacy Officer Contact**

For questions or concerns about this policy or how the PIPL handles the personal information collected, please contact:

Library Director

Box 12, 4407 Bedwell Harbour Rd, Pender Island BC V0N 2M0

Phone: 250-629-3722 ; Email: [penderislandlibrary@crd.bc.ca](mailto:penderislandlibrary@crd.bc.ca)

*PIPL Membership Policy*

*Approved: Oct. 28, 2020*

*Amended: Feb. 28, 2024*

## 4 Library Facility

The Library is a public facility open to all members of our community. We provide a welcoming, safe and comfortable environment for all visitors entering the Library. All users have a right to an environment free from harassment, intimidation, and threats to their safety and well-being.

### 4.1 Conduct in the Library

To serve all Library users, the Library has established certain standards of behaviour in accordance with the [Library Act of British Columbia](#). The Library Director is authorized by the Board to ensure that, in fairness to other users, patrons comply with acceptable standards of behaviour. Library staff will make every effort to apply the standards of conduct in a fair and positive manner. All staff members have the right to deny access to the Library if, in their judgment, these rules have been abused. 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 Library Director or staff on duty. Library staff may contact police when there is a perceived threat that warrants such action.

Library privileges may be suspended for prohibited activities such as:

- Damaging, abusing or vandalizing Library property.
- Smoking or consuming alcohol.
- Bringing animals into the Library (other than certified guide animals).
- Behaviour that may be reasonably expected to result in injury to self or others.
- Engaging in any illegal activity.

Library users will respect the rights of other users and staff, and will not harass or annoy others by engaging in:

- Noisy or boisterous behaviour including talking, singing or playing music loudly enough to disturb others.
- Physical, verbal, visual or sexual harassment or threats to other users or staff.
- Unauthorized soliciting of funds or offering of goods or services for sale for political, religious, commercial or other purposes.

Library users will be required to:

- Be fully clothed, including shirts and footwear.
- Avoid wearing perfumes and other strong scents.
- Avoid using cell phones and VOIP without suitable muting devices.
- Avoid smoking inside or within 5 meters of the library building.
- Keep their possessions with them at all times. The Library is not responsible for lost, stolen or damaged items. The Library staff will not hold personal items for patrons at the Library.

It is an offence under the Criminal Code of Canada to steal or vandalize Library property.

Library users are expected to abide by the provisions of the [Canadian Copyright Act](#), the Public Library Copying License Agreement with Access Copyright and otherwise respect intellectual property rights when using Library resources.

Library users whose actions violate these rules of conduct will be asked to stop such actions, and if the actions continue, to leave the Library premises. The Library Director may withdraw permission for a person to re-enter the building if the person continues to violate the rules. Reinstatement of Library membership or access to the facility and services will be at the discretion of the Library Director.

#### **4.2 Children**

Responsibility for the supervision, control, and safety of children in the Library rests with the parent and/or guardian. 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.

The Library expects parents or guardians of children to:

- Monitor the use of services and collections by their children
- Be responsible for borrowed materials and fees incurred by their children
- Not leave unattended children under 9 years old or requiring supervision in or on the Library premises
- Be responsible for their children's internet use while in the Library

#### **4.3 Animals in the Library**

In order to ensure a safe and healthy environment for staff, volunteers and patrons, all animals, with the exception of service animals, must remain outside the Library. Service animals may enter the Library building if they are clearly identified as such.

#### **4.4 Office Spaces and Office Equipment**

No unauthorized person is allowed behind the circulation desk or in the office spaces of the Library.

Office equipment is not available for loan to patrons, including telephones, AV equipment, chairs, carts, display shelving, etc. Staff may assist a patron to make an emergency telephone call from the front desk.

#### **4.5 Distribution of Free Materials**

No pamphlet rack or public bulletin board is available for the distribution of free materials or posters in the Library. The Library reserves the right to remove any material or pamphlets left in the facility.

#### **4.6 Library Closures**

Under certain circumstances the Library may be closed to the public during the Library's posted regular opening hours. Closures may occur due to holidays, maintenance, personnel, public health emergencies, and inclement weather.

The decision to close the Library to the public will be made by the Library Director, or designated staff, and the Board Chair will be so informed. In the case of scheduled or sudden Library closures, a notice will be posted through various communication outlets, as possible.



#### **4.7 Janitorial**

PIPL will contract with a janitorial service for on-going cleaning of the building.

#### **4.8 Third Party Use of Facilities**

The Library does not have meeting rooms available for booking or rental. The Library is not available for use or for rental by third parties unless pre-authorized by the Library Director.

PIPL Library Facility Policy

*Approved: Oct. 28, 2020*

*Amended:*

## **5 Human Resources**

This policy will guide the Library Board and the Library Director in the hiring and supervision of Library staff and volunteers.

### **5.1 Recruitment**

The Board will be responsible for recruitment, training, motivation, recognition, retirement and periodic evaluation of the Library Director. The Library Director is responsible for these tasks as related to all other staff, contractors, and volunteers.

### **5.2 Criminal Record Checks**

All employees are required to undergo a criminal records check when offered employment in compliance with the BC Criminal Records Review Act, [RSBC] c. 86.

The Library Director or Board Chair will inform individuals of the requirements of the Criminal Records Review Act, since staff and volunteers may potentially be working with children and vulnerable adults. Criminal Record Checks must be redone every five (5) years.

### **5.3 Terms of Employment**

Employment agreements will provide details that govern the terms, working conditions, employment standards, and benefits for all paid staff and contractors. Staff agrees to maintain the Professional Standards outlined in Section 5.9 Professional Standards. Staff agrees to follow procedures for conflict resolution outlined in Section 5.10. Conflict Resolution.

### **5.4 Staffing Levels during Open Hours**

For safety and security reasons, the Library will have a minimum of two members including staff and/or volunteers on duty when the Library is open to the public.

### **5.5 Personnel Records**

The Library Director shall maintain a personnel file for each employee and volunteer. Each staff member and volunteer is entitled, upon request, to examine his/her own file. Personnel files must be kept confidential, and are therefore to be kept in a secure location within the Library building. Personnel files of former employees shall be kept for two (2) years and then shredded and disposed.

### **5.6 Staff Performance Appraisals**

Performance appraisals of the Library Director will be conducted by the Board. Annual performance appraisals of staff will be conducted by the Library Director. Appraisals are maintained in the personnel file of the employee and are confidential. Appraisals shall be conducted for the purpose of staff development, and are not to be used as a disciplinary measure.

### **5.7 Staff Development**

The Association is committed to providing a high level of service to both Library users and the community as a whole. Employees are encouraged or may be required to take advantage of

opportunities for continuing education. Employees wishing to participate in courses and training programmes to upgrade their employment qualifications may apply to the Library Director prior to registration for coverage of expenses, as applicable.

### **5.8 Library Volunteers**

The Library supports the concept of volunteerism, recognizes the important role that volunteers can play, and encourages their activities. A volunteer is a person who performs assigned tasks for the Library without wages or benefits. Volunteers do not replace paid staff.

Persons wishing to volunteer at the Library must be a minimum of 15 years of age and complete an application form. Prospective volunteers will be contacted and interviewed by Library staff or the Library Director to ascertain their suitability, interest, and ability to undertake tasks. Volunteers are supervised by the Library Director and are expected to meet their commitments. All personal information about volunteers is collected for internal purposes only in accordance with the Library's Privacy Policy.

Volunteers agree to maintain the Professional Standards outlined in Section 5.9 Professional Standards. Volunteers agree to follow procedures for conflict resolution outlined in Section 5.10 Conflict Resolution. The Board will provide volunteer recognition as appropriate.

### **5.9 Professional Standards**

All staff and volunteers are required to comply with normal standards of conduct, which are intended to promote consistency and harmony in the workplace, and to support the missions and objectives of the Library.

#### **5.9.1 Staff and Volunteer Conduct toward Visitors, Patrons, and Library Personnel**

All staff and volunteers agree to:

- provide all visitors and patrons with a friendly, welcoming atmosphere, conducive to reading, study, and other Library activities
- treat all visitors, patrons, and Library personnel with thoughtfulness, respect, courtesy, tact and consideration
- treat all visitors, patrons, and Library personnel equally and in a professional manner, regardless of gender, national origin, age, or any other classification proscribed under local, provincial, or federal law
- give all visitors and patrons competent, prompt and courteous attention

#### **5.9.2 Confidentiality**

This policy outlines standards to protect confidential information, in all its forms, to which staff, volunteers, and others may have access. By clarifying expectations, these standards will protect the employer, employees, and others who have access to confidential information.

This policy applies to all PIPL employees, volunteers, contractors, consultants, and other workers, including all personnel affiliated with third parties. The term "user" in this policy includes individuals who from time to time, or as part of their normal job duties, have access to confidential information. The term "patron" in this policy applies to Library members and visitors.

As part of their role in the organization, users may acquire confidential information about PIPL, its patrons, and/or its employees. Users are expected to take all reasonable measures to safeguard any confidential corporate information or confidential information about Library patrons, staff, and volunteers they may obtain in the course of their normal job duties or otherwise. Confidential information must be securely destroyed when it is no longer needed.

Users are expected to protect each Library patron's right to privacy and confidentiality with respect to personal and/or financial details about the Library patron, information sought or received, and materials consulted, borrowed, acquired, or transmitted.

Users may only access and/or alter confidential information as required for them to carry out their normal job duties. This includes, but is not limited to, patron records and employee personnel files.

Users who receive confidential information through their employment or other association with PIPL must disclose, release, or transmit such information only to those persons who are authorized to receive it.

Users are expected to exercise caution and discretion in handling confidential information, including taking care not to discuss such information in social or public situations. The proper handling, protection, and disposal of confidential information applies both within and outside the Library and continues to apply after the employment or other relationship ends.

#### **5.9.3 Scent Free Zone**

The Library is a scent-free work place. The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies and other medical conditions. All staff and volunteers will avoid wearing perfumes, colognes, aftershave and other fragrances when at work.

#### **5.9.4 Public Statements/Official Spokespersons**

The Chair of the Pender Island Public Library Board and/or the Library Director, or designate, will be the spokesperson when statements on behalf of the Pender Island Public Library are required. This could include communicating Board decisions or corporate information about PIPL. Corporate matters include how the Library is governed and legal, financial and personnel matters. Employees and volunteers will not speak on behalf of PIPL and/or the Board about corporate matters unless they have been asked to do so by the Library Director. Employees and volunteers will inform the Library Director if they are asked by the media for information about corporate matters or to comment on corporate matters.

#### **5.9.5 Disciplinary Action**

At the discretion of the Library Director, staff and volunteers who are not meeting the standards outlined in 5.9 Professional Standards may be called to attend a disciplinary meeting. A written summary of any meetings which may form the basis of disciplinary action will be kept by the Library Director.

#### **5.9.6 Conflict Resolution**

It is the intent of the Pender Island Public Library that every employee and volunteer shall have the opportunity to express concerns relating to the physical surroundings in which the employee and volunteer work, procedures and conditions of the specific position, relationships with fellow workers and volunteers, and Library rules as they apply to employees and volunteers. Dissatisfaction with alleged

discrimination, unfair treatment, work schedules and assignments, and Library policies should first be brought to the attention of the Library Director. The Library Board encourages informal resolution of disputes.

All parties are bound by confidentiality and will not share information about concerns/conflicts. All documents, communications, and records dealing with the processing of a concern/conflict shall be filed in a separate conflict resolution file and shall not be kept in the personnel file of any of the participants.

If an employee or volunteer has a concern or conflict requiring resolution, they should follow the procedures below:

Step 1: Before initiating a conflict resolution process, an employee or volunteer should seek resolution of disputes through informal but direct communication with the individual(s) involved or with the Library Director. If the issue involves the Library Director, the employee or volunteer should first discuss the issue directly with the Library Director. The people involved in the dispute will agree upon a plan to resolve the problem.

Step 2: If an attempt at informal resolution is not successful, a written statement summarizing the dispute, including a copy of a completed Conflict Resolution Form, shall be submitted to the Library Director. They will meet with the employee or volunteer involved in the dispute and agree upon a plan to resolve it. This step should be initiated no more than two weeks after the occurrence of the event.

Step 3: If the employee or volunteer is still not satisfied, the employee or volunteer may appeal the decision in writing to the Library Board for consideration at their next regularly scheduled meeting. The written request must be submitted via the Library Director addressed “personal and confidential,” and must be received at least one week prior to the upcoming board meeting. The written request must include copies of written communication from Step 2. The Library Board may schedule a hearing with the concerned parties. Within two weeks of a hearing, the Library Board shall communicate its decision in writing to the employee or volunteer involved, and the Library Director.

### **5.10 Occupational Health and Safety**

The Library follows the BC Worker’s Compensation Act and WorkSafeBC Occupational Health and Safety regulations. All staff and volunteers of the Library have the right to work in a safe, respectful and healthy environment and the responsibility to engage in safe work habits.

The Board, in conjunction with the Library Director, is committed to promote awareness and provide a safe work environment as outlined in the PIPL Occupational Health and Safety Plan (see Appendix E). Our OHS plan complies with regulatory requirements and will be reviewed annually to ensure ongoing effectiveness. The Occupational Health and Safety Board Committee, Library Director, and staff will take a proactive approach to identify hazards and be responsive in implementing preventive actions.

The Board of Trustees will provide the Library Director with the necessary support and training to implement a comprehensive health and safety program. The Library Director has the responsibility for the development of safe work practices, including overseeing workplace safety, facility inspections, and providing supervision and training of all library staff, volunteers, and contractors. Staff and volunteers are responsible for learning and following safe work practices, contributing to a respectful workplace, and reporting workplace incidents and hazards to the Library Director.

By working together and sharing OHS responsibilities, the Library can maintain a healthy and safe workplace.

The Library strives to ensure that policies and procedures are developed and implemented in an effort to eliminate or minimize the risk of injury due to accidents or violence in the workplace.

The Library supports a respectful workplace program where the values of trust, fairness, integrity, consideration and dignity guide our interactions with one another (see OHS Plan, Appendix E. PIPL Respectful Workplace Guidelines).

The Board grants the Library Director the standing authority to respond in urgent and emerging situations where the safety of the community is at risk, such as a pandemic or wildfire (see OHS Plan, Appendix G. PIPL Emergency Response Guidelines). The Board Chair will be notified immediately and such decisions will be reviewed and discussed by the Board at its next meeting.

#### **5.11 Travel Policy and Rates**

It is recognized that the Library Director, staff and Board Trustees will attend training sessions, meetings, conferences, workshops and seminars related to their work, and that they should be reimbursed for out-of-pocket expenses. All travel related expenses must be pre-approved by the Library Director or Board Chairperson (see Appendix D).

#### *PIPL Human Resources Policy*

*Approved: Oct. 28, 2020*

*Amended: April 28, 2021; July 27, 2022*

## **5.12 PIPLA COVID-19 Vaccination Policy**

### **POLICY:**

The Pender Island Public Library Association (PIPLA) is committed to keeping employees, members of the public accessing the library services and facility, and our communities safe. Vaccines are safe, effective, and help prevent the spread of communicable diseases, including COVID-19. A vaccination policy provides another tool to help stop the spread of COVID-19 and to protect workers who provide service to the general public.

The PIPLA requires employees, contractors and direct service volunteers to be fully vaccinated against COVID-19 as of December 13, 2021 to minimize serious illness and severe outcomes related to the spread of the illness, while minimizing disruption to workplace operations and essential services. This is part of the PIPLA's Communicable Disease Prevention Plan. The PIPLA is following the leadership of the Capital Regional District's COVID-19 Vaccination Policy.

As the COVID-19 situation evolves, the Policy will be reviewed and amended as necessary, and may be repealed when no longer required to protect our workplace and our community.

### **PURPOSE:**

The purpose of this policy is to mitigate the risks of COVID-19 to ensure a safe and healthy workplace for PIPLA employees and members of the public accessing our library services and facilities. This Policy is intended to maximize vaccination rates among employees and of contractors and volunteers, to protect staff, the public, and vulnerable populations that PIPLA serves, and to enable the continued delivery of services to the public.

### **SCOPE:**

This policy applies to:

- Employees, regardless of workplace or work site location;
- Contractors, where the PIPLA is prime;
- Volunteers, that are engaged by PIPLA

The Provincial Health Officer will determine whether or not the public must be fully vaccinated against COVID-19 or other communicable diseases in order to access certain PIPLA facilities.

### **DEFINITIONS:**

For the purposes of this Policy, these terms are defined as follows:

- "COVID-19" means the SARS-CoV-2 coronavirus, including all variants.
- "COVID-19 Vaccine/Vaccination" means a COVID-19 vaccination series authorized by Health Canada.
- "Employee(s)" means all PIPLA employees regardless of workplace or worksite location, including those employees working remotely in any fashion.

- "Contractor(s)" means contractors to, and for, the PIPLA where the PIPLA is prime, and contractors to and for the PIPLA where the contractor provides services within PIPLA facilities and/or alongside employees.
- "Volunteer(s)" mean direct service volunteers that are engaged by PIPLA and provide services alongside employees.
- "Exemption" means established and valid reason that an Employee, Contractor or Volunteer cannot be Fully Vaccinated related to a protected ground under the (British Columbia) Human Rights Code, RSBC 1996, c 210
- "Fully Vaccinated" means having obtained the full series of a COVID-19 Vaccine authorized in Canada.
- "Proof of Vaccination" means documentation verifying an Employee is Fully Vaccinated by means of the Employee showing their BC Vaccine Card in digital or paper version (if immunized in BC) or other government-approved record (if immunized outside of BC, as provided by that province/territory/ country). The Employer may validate authenticity by means of the BC Vaccine Card Verifier.

#### **ROLES AND RESPONSIBILITIES:**

The Library Director is responsible for the administration of this Policy and is required to:

- Continue to adhere to COVID-19 health protection measures and safe work procedures, and ensure their staff do the same.
- Comply with the Vaccination Requirements in this Policy.
- Support Employees, Contractors and Volunteers to complete any required education or training about COVID-19, including vaccinations and safety protocols.
- Check vaccination status only by the means outlined in this Policy.
- Conduct assessments and audits into Employees, Contractors, and Volunteers' Proof of Vaccination documentation.
- Receive and review Accommodation Requests for completeness and work with the Employee and their medical provider (if applicable) to collect the relevant information and determine suitable workplace accommodation options.
- Continue to support measures to provide a safe work environment for all Employees in accordance with WorkSafeBC legislation and regulations and the Provincial Health Office.
- Review, amend and repeal this Policy as required.

Employees, Contractors and Volunteers are required to comply with this Policy and the Vaccination Requirements in this Policy.

#### **PROCEDURE:**

Vaccination Requirements



Effective December 13, 2021, all Employees, Contractors, and Volunteers where the PIPLA is prime must be Fully Vaccinated and provide verbal Proof of Vaccination to the PIPLA.

Employees, Contractors, and Volunteers who fail to be Fully Vaccinated, without approved Exemption, and/or fail to provide Proof of Vaccination by December 13, 2021 will be placed on leave of absence equivalent to the duration of time for the Employees, Contractors, and Volunteers to become Fully Vaccinated, to a maximum of twelve (12) weeks, during which time the Employees, Contractors, and Volunteers will return to work once Fully Vaccinated.

It is the responsibility of the Employees, Contractors, and Volunteers to advise the PIPLA when they are Fully Vaccinated, and to provide appropriate Proof of Vaccination. If at the end of that twelve (12) week period the Employees, Contractors, and Volunteers continue to choose not to be Fully Vaccinated, the Employer will review the circumstances including determining whether the employment relationship is deemed terminated.

The leave of absence will be unpaid for employees and contractors, unless the employee has accrued/banked vacation time or health leave and the employee elects to use that time consecutively. Employees who wish to use available accrued/banked vacation time or health leave must advise the PIPLA prior to commencement of the leave of absence.

The PIPLA will not be responsible for any costs associated with the unpaid leave of absence for the failure to be Fully Vaccinated except where otherwise specifically approved by PIPLA Board.

While on leave of absence, the Employees, Contractors, and Volunteers will not transact any PIPLA business or provide any PIPLA services in the workplace, at home, or in any other location. Employees, Contractors, and Volunteers on leave of absence will not be permitted access to PIPLA premises for the purpose of work.

Employees, contractors and volunteers hired as of December 13, 2021 must be Fully Vaccinated and provide Proof of Vaccination prior to their start date with the PIPLA. Except where otherwise required under protective grounds, no employee, contractor or volunteer will be permitted to commence work with the PIPLA as of December 13, 2021 if they are not Fully Vaccinated.

The PIPLA will comply with the Human Rights Code, RSBC 1996, c 210. Employees who can establish that they cannot be Fully Vaccinated for a valid reason related to a protected ground under the Human Rights Code, RSBC 1996, c. 210 may request an Exemption from the requirement to be Fully Vaccinated by:

- (for non-medical Exemptions) completing and submitting a letter requesting non-medical Exemptions; or
- (for medical Exemptions) submitting medically verified documentation, as governed by the guidelines set out by the Medical Officer of Health and the BC College of Physicians and Surgeons.

Exemptions will only be granted based on the Duty to Accommodate under the Human Rights Code, RSBC 1996, c. 210. Personal preference is not an appropriate reason to request an Exemption. Duty to Accommodate will require the Employee to regularly confirm proof of health, in the manner required by the PIPLA.

## **Proof of Vaccination and Related Documentation**

Beginning in May 1, 2021, all PIPLA employees, contractors and volunteers verbally confirmed the fact that they were Fully Vaccinated, and employees and contractors provided the date of their last vaccination. Beginning December 13, 2021, newly engaged employees, contractors and volunteers must provide Proof of Vaccination documentation to the Library Director. Confirmation will be done by reviewing Vaccine Cards as provided by the Province of BC for those who received vaccinations in BC, or the means of proof of any other Province or related for those who received vaccinations outside of BC.

Proof of Vaccination status information collected under the Policy will be securely and confidentially retained, accessed, and used only as required to administer the Policy including: assessing compliance with the Policy; determining the correctness and completeness of employee vaccination status declaration; addressing accommodation requests under the Human Rights Code, RSBC 1996, c 210; and complying with all applicable laws, such as the Occupational Health and Safety Act.

Proof of Vaccination status results are collected under the authority of the Freedom of Information and Protection of Privacy Act and will be collected, used, stored and destroyed in accordance with this legislation and relevant PIPLA policies.

Providing illegitimate or doctored Proof of Vaccination information may be subject to corrective action up to and including termination of employment.

### **GENERAL:**

#### **Respectful Workplace**

Disrespectful behaviour, bullying and harassment or discrimination directed towards an individual based on their vaccination status before, as of, or after December 13, 2021 will not be tolerated. The implementation and direct application of this Policy and its terms and conditions is not deemed disrespectful behaviour, bullying and harassment or discrimination.

#### **Consequences of Non-Compliance**

Consequences of non-compliance to this Policy will result in a review of employment status for Employees, contractors and volunteers and may include disciplinary action, up to and including termination of employment and engagement.

*Approved: January 26, 2022*

*Amended:*

## **6 Community Relations**

The Library Board members and staff are committed to the ongoing development and maintenance of good community relations. This goal will be fostered by the Library Director through public relations activities designed to promote community awareness of the Library's services and resources, stimulate use of and public interest in the Library, and ensure public perception of the Library is positive and prominent.

### **6.1 Public and Media Relations**

The Board encourages Trustees and Library staff to participate in Library and community activities and to make public appearances representing the Library. Prior approval from the Board or the Library Director is required for public appearances by Trustees or staff acting as Library representatives at non-Library events.

The Chairperson and Library Director will respond to requests for information from the public on matters of Board policy and Library procedures.

The Library Director will approve all media contacts and refer appropriate requests to the Board Chair. The Chair or designate will speak on behalf of the Board.

### **6.2 Cooperation with Other Libraries and Community Groups**

The Board is committed to the development of productive and positive working relationships with the larger Library community in British Columbia. The Board demonstrates this commitment through membership in, and support of, various Library organizations and associations at the regional and provincial levels.

The Board is an active member in the Southern Gulf Islands Library Commission (SGILC). Two designated Trustees will attend regular SGILC meetings and report as part of the regular agenda. The Library will maintain an active membership in the BC Library Association, the BC Library Trustees Association, and the Association of Public Library Directors. The Chairperson will be the official contact liaison for the BC Library Trustees Association.

The Board encourages the Library Director to cooperate with other Library organizations, cultural institutions and educational agencies in support of better meeting the needs of the community. The Library Director will pursue partnerships with local community organizations and private businesses to enhance the Library's ability to deliver quality service to the community.

#### **PIPL Community Relations Policy**

*Approved: Oct. 28, 2020*

*Amended:*

## **7 Communications**

### **7.1 Social Media**

Social media is defined as any web application, site or account that provides an environment in which Library staff and users can share information and opinions about Library-related topics. The purpose of the social media policy is to ensure respectful use of the Library's social media sites for the education and enjoyment of all users.

The Library Director or designate will be the moderator for the Library's social media sites and will implement policies to ensure compliance.

The Library is committed to:

- Maintaining the highest levels of accuracy, objectivity and impartiality in the information that is communicated.
- Responding to questions or concerns as quickly as possible.
- Respecting the privacy and anonymity of those who communicate via social media.
- Respecting freedom of speech and difference of opinion while protecting staff and users from offensive, abusive or otherwise inappropriate speech.
- Providing accessible and inclusive services.

#### **7.1.1 Social Media Violations**

Social media sites provide a forum for promoting the free exchange of ideas, which the Library will encourage. However, content that contravenes our Code of Conduct, the British Columbia Human Rights Code or other legislation will be removed from the site. Users are to show courtesy and respect to Library staff and other users. Violations may result in restrictions on future postings to Library social media sites. Messages or posts must not contain:

- Obscene, racist, hateful, sexist, homophobic, slanderous, insulting, or life-threatening content.
- Personal attacks, insults or threatening language.
- Potentially libelous statements.
- Plagiarized material.
- Private, personal information published without consent.
- Comments unrelated to the content of the forum.
- Commercial promotions, spam or political activity.
- Messages written in a language that cannot be read by PIPL staff.
- Unintelligible or irrelevant messages.
- Intentional trolling, troll baiting, or flaming.
- Messages where the sender is not the author (for example, messages coming from a bot).

### **7.1.2 Social Media Responsibilities**

As with its more traditional resources, the Library does not act in place of, or in the absence of, a parent. The Library is not responsible for enforcing any restrictions that a parent or guardian may place on a minor's use of social media sites.

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

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

By posting content, the user agrees to indemnify PIPL and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) incurred by any of them which arise out of, or are related to, the posted content.

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

*PIPL Communications Policy*

*Approved: Oct. 28, 2020*

*Amended:*

## **8 Purchasing and Credit Card Use Policy**

### **8.1. Objective**

The primary objective of the Pender Island Public Library Purchasing and Credit Card Use Policy is to ensure good value for all goods and services procured on behalf of the Library. Purchasing will be done only when funds have been appropriated for their acquisition within a Board approved budget, and in a manner that adheres to this policy.

The Library's purchasing policy supports the following general principles:

- Value
- Efficiency
- Accountability
- Fairness
- Transparency
- Environmental and energy savings

### **8.2. Responsibilities**

The Library Director has ultimate responsibility for the purchases made by the Library. The Library Director will delegate responsibility, within proscribed limits, to selected staff for the purchase of goods and services. Only authorized staff may commit the Library's resources and purchasing procedures must be adhered to through all stages of the process.

It is the Library Director's responsibility to ensure that prior to an order being placed, adequate budget monies are available and appropriate research has been conducted in order to ensure value for money. It is also the Library Director's responsibility to ensure that invoiced quantities and charges are verified and checked for accuracy prior to granting approval.

### **8.3. Purchasing Authority**

Only authorized employees may commit the Library's resources to a purchase, and the ultimate approval rests with the approved budget. Allocation of that budget is delegated by the Library Board to the Library Director, and further through authorized staff. Staff have purchasing authority only within their prescribed limits and within their authorized budgets.

The purchase of goods and services must be approved prior to purchase. The Library Director may delegate the authority to process certain payments to the staff and bookkeeper. Employees may request formal authorization to purchase items on behalf of the Library up to a specific value. It is important to note that a request is not an authorization to commit the Library. Staff shall not commit via a verbal, written, or implied agreement prior to the issuance of an approved purchase requisition or purchase order, or equivalent. All invoices are to be initialed by the Library Director when received and a code of accounts assigned to the invoice.

### **8.4. Vendor selection**

The Library utilizes a series of criteria when determining vendor selection. This evaluation includes, but is not limited to:

- Ability to provide the products and/or services locally
- Competitive pricing
- Quality of product and service

- Quality of previous experience and customer service
- Participation in cooperative or bulk purchasing agreements
- The speed and cost of delivery

### **8.5. Competitive bidding process**

The Library may utilize a competitive bidding process to secure goods and services for capital projects. Procurement activities are to be carried out in a manner that enhances competitive bidding so that required materials or services are obtained in a timely manner, of the desired quantity and quality, and in a cost-effective manner. Preference may be given to locally situated businesses.

### **8.6. Acquisition of library materials**

Orders for library books, periodicals, media, and electronic resources shall be conducted to obtain good value. Although price shall normally be a major consideration in all purchases, the Library Director reserves the right to take such factors as durability, timeliness, availability, vendor services, vendor past performance, local vendors, efficiency, and operating costs into consideration.

### **8.7. Special category expenditures**

The following special expenditures must be pre-approved by the Library Director

- Training and education: includes courses, conventions, memberships, seminars, staff training and development
- Refundable Employee Expenses: includes travel, meals, parking, accommodations, airlines, and mileage expenses (see Appendix D: Travel Policy and Rates)

### **8.8. Conflict of interest**

A PIPL employee or a member of their immediate family that has an economic interest, either real or perceived, in a contractor or vendor providing goods and services to the Library represents a conflict of interest. Efforts will be made by the Library Director to avoid entering into agreements that involve conflict of interest when possible in our small local community.

Library employees may not accept anything of significant monetary value from anyone who has or is seeking to obtain Library business or has interests that may be substantially affected by the performance or nonperformance of the employee's official duties.

### **8.9 Emergency purchases**

Emergency situations (where staff or public safety is in question, or damage to library facilities is occurring or likely to occur) may require immediate commitments of materials, equipment and/or services. In such situations, the person(s) in charge of the situation, either the Library Director, authorized staff, or the Board Chairperson, may make commitments on behalf of the Library in order to effectively deal with the emergency. In all cases the approval limits should be adhered to where practical. Where approval limits cannot be adhered to, at the first opportunity communication should be made with the Library Director and Board Chairperson.

### **8.10 Credit cards**

Credit cards are provided to facilitate the efficient purchase and payment of expenses incurred for Library purposes only. Only those authorized to hold a Library credit card by the Library Director may hold a credit card issued in the name of the Pender Island Public Library.

Credit cards are typically used for ongoing operational expenses and are issued to the Library Director and designated staff to ensure efficient ordering and payment of purchases. The Library Director may request additional credit cards upon notifying the Board Finance Committee.

- a) All credit cards must show both the name of the Library and the name of the individual to whom the card is issued.
- b) All purchases must be supported with proper receipts. A credit card statement, with receipts against the statement, shall be given to the Bookkeeper for each billing period.
- c) No employee is to give a credit card number over the phone unless the call and the purchase have been initiated by the employee.
- d) It is expected that any employee utilizing a Library credit card will treat the responsibility with respect and only make appropriate and authorized Library purchases. Use of the credit card for inappropriate expenses will result in its withdrawal and disciplinary action.
- e) Inappropriate uses of the credit card include, but are not limited to:
  - Purchase of items for personal use
  - Purchase of items not pre-authorized by the Library Director
  - Purchase of items in violation of any Library policies
  - Use of the credit card for cash advances
  - Exceeding the credit card limit
- e) Reporting Lost or Stolen Cards: the person to whom a credit card is issued is responsible for its safekeeping. The loss of a credit card must be reported immediately by the cardholder to the company concerned, and to the Library Director. A replacement card will not automatically be issued if the employee is perceived as being careless of the card's security.
- f) When a card holder terminates employment at the Library, it will be the responsibility of the Library Director to ensure that the credit card is cancelled.
- g) Compliance: employees receiving Library credit cards are required to sign a letter of understanding, which will be kept on their personnel file, indicating their understanding of, and intention to comply with the Purchasing and Credit Card Policy

PIPL Purchasing and Credit Card Use Policy

Approved: May 25, 2022

Amended:



## **Appendices**

### **Appendix A: Statements of Intellectual Freedom**

#### **Part 1 - Canadian Library Association Statement of Intellectual Freedom**

The Canadian Library Association recognizes and values the [Canadian Charter of Rights and Freedoms](#) as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Library Association supports and promotes the universal principles of intellectual freedom as defined in the [Universal Declaration of Human Rights](#), which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Library Association affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

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

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

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

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

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

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

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

Library roles. Approved by Executive Council June 27, 1974 Amended November 17, 1983; November 18, 1985; and September 27, 2015.

## **Part 2 - British Columbia Library Association Statement of Intellectual Freedom**

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

## Appendix B: Request for Reconsideration of Library Material

<b>Pender Island Public Library: Request for Reconsideration of Library Materials</b>
<b>Title:</b>
<b>Author/Artist:</b>
<b>1. Do you represent:</b> <input type="checkbox"/> Yourself <input type="checkbox"/> Your Child <input type="checkbox"/> An Organization
<b>2. How was the item brought to your attention?</b>
<b>3. How much of the item have you read or seen?</b> <input type="checkbox"/> All <input type="checkbox"/> None <input type="checkbox"/> Some Sections (please specify which)
<b>4. To what in this item do you object? (Please be as specific as possible; cite pages, sections, etc.)</b>
<b>5. What do you feel might be the result of reading, hearing or viewing this item?</b>
<b>6. What do you believe is the theme of this work?</b>
<b>7. In your opinion, what are the positive qualities in this item?</b>

<b>8. Do you have any further comments?</b>
<b>9. Can you recommend an item of equal quality that could convey the theme of the item as well as the item?</b>
<b>Request initiated by (please print name) :</b>
<b>Signature:</b>
<b>Library card number:</b>
<b>Address:</b>
<b>Telephone number:</b>
<b>Date:</b>

## **Appendix C: Conditions of Borrowing and Fees**

Library patrons must present their own membership card to borrow materials. If the borrower cannot present a card, the circulation clerk may request proof by presentation of photo identification or a Library card to a linked account. Library cards are non-transferable. Library card holders may give written permission allowing items to be borrowed on their behalf on their account. Digital versions of a Library card are allowed.

The Library may not restrict materials available to children, except where legally obligated. Parents and guardians are ultimately responsible for decisions made regarding the content of materials used or borrowed by or for their children.

Circulating materials are loaned for 21 days. An additional loan periods of 21 days will be permitted on designated items unless a reserve has been placed on the item. Special arrangements for extended circulation time may be allowed at the discretion of the Library Director.

Reference materials do not circulate except by permission of staff.

Current issues of magazines will not be circulated except by permission of staff.

Patrons may have a maximum of 25 items borrowed at a given time.

A maximum of 10 DVDs may be borrowed at a given time.

Items placed on Hold will be held on the reserve shelf for seven days, or longer at the discretion of staff.

Inter-Library Loan items may not be renewed, unless permission has been received by staff.

There are no fines for overdue items.

Patrons are responsible for the replacement of lost or damaged items. Replacement options will be determined case by case, by the Library Director or designated staff.

Suspension of borrowing privileges will result if 2 items or more are overdue. Privileges may be reinstated upon receipt of the items.

Suspension of borrowing privileges will result if fees of \$10 or greater are incurred. Privileges may be reinstated upon payment of fees. The Library Director will consider cases of waiving fees due to financial hardship.

There is no charge for Library cards for residents or long-term renters of Pender Island, BC. For Non-Residents, a refundable deposit of \$20 is required at the time of application.

Printing charges are \$0.15 per page (one-side).

## **Appendix D: Travel Policy and Rates**

All travel related expenses must be pre-approved by the Library Director or Board Chairperson, and follow guidelines established by the Capital Regional District, Victoria, BC.

Claims for reimbursement of travel and approved expenses should be submitted to the Library Director within five (5) working days after returning to work. Such claims should be made on an expense form.

All expenses must be supported by receipts.

Use of a personal/private vehicle will be reimbursed at 50 cents per kilometer for work-related travel.

Extraordinary travel expenses may be reimbursed when approved by the Library Director or Board Chairperson.

Every effort should be made to carpool when more than one representative of the Library is travelling to the same destination.

Library staff or Board Trustees who travel by air shall be reimbursed for economy airfare from the point of departure to the point of landing.

Actual costs of accommodation shall be reimbursed at a single room rate.

All expenses incidental to travel, including but not limited to bus, taxi, ferry, car rental and tolls, will be reimbursed at the actual cost.

When pre-approved travel to and from Victoria, and between the Southern Gulf Islands, can be accomplished in one day, all reasonable out-of-pocket expenses will be reimbursed.

Meal rates per day during work-related travel are:

- Breakfast -- \$10.50
- Lunch -- \$12.00
- Supper -- \$20.00
- Incidentals -- \$5.50

## **Appendix E: Occupational Health and Safety Plan**

(see PIPLA OHS Manual)

## Appendix F: COVID-19: Working from Home Agreement

PIPLA may try to accommodate staff working from home during the COVID-19 pandemic, when meaningful work can be completed away from the Library. The option of working from home is based on exceptional circumstances and must result in employees still meeting regular work expectations.

Working from home arrangements may be modified, extended or stopped at any time.

Check-ins with your supervisor are required via phone, e-mail or other.

Employee Information		
Name		
Position		
Normal Hours of work per week		
Workplace Location		
Address		
Phone number		
Hours of Work		
	Start Time	Finish Time
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Comments		
Employee:		
Supervisor:		



Employee and Supervisor have agreed to the following: (eg: list performance goals/ measures, objectives, phone meeting schedule, etc.). Please attach a list of key work or projects to be completed, if available.

Performance goals/measures/objectives	
Check-in frequency	

All employment agreement provisions apply. Employees agree to continue to follow all PIPLA policies, guidelines, procedures and outlined working from home parameters. Productivity will continue to be evaluated for this arrangement to continue.

If objectives are not met, the working from home arrangement will no longer be accommodated and employees will be required to utilize their banked or vacation accrual time until they can return to work in their usual role and work space.

As part of our responsibilities around privacy and our computer use policies please note:

- Work documents must not be saved or transferred to personal home computers;
- If you are encountering any IT matters, please contact Carmen.

Sign Off	Name	Signature	Date
Employee			
Supervisor			

## **Appendix G: Art Exhibition Package**

### **PENDER ISLAND PUBLIC LIBRARY --- ART EXHIBITION APPLICATION PACKAGE**

updated Sept. 2023

The Pender Island Public Library supports art exhibits which enhance community cultural and artistic activities, nourish intellectual, aesthetic and creative growth, and encourage individuals who contribute to the extension of the arts.

#### **Selection Process**

Library staff and associated partners will review and select all exhibits, seeking to present and promote diverse visual arts exhibitions by local artists. Eligible artists must be residents, living on the Pender Islands for at least 6 mo. per year. We will consider a wide range of artistic expression in deciding on potential exhibitors. The Library exhibit space is available to group and individual collections on an equitable basis. However, in deciding the suitability of any work, the Library is mindful that the display areas will be viewed by all members and age-groups of the community.

At this time, the Library is only accepting art works that can be securely hung. The following will be considered when selecting or approving exhibits, although not all exhibits will meet all criteria: subject, technique, concept and style are suitable for intended audience; artistic expression; appropriateness to special events, holidays, etc.; historical or regional relevance; relation to other events or exhibits in the community; ease of installation; representation of an influential movement, genre, trend or national culture; significance of the contributor; attention of viewers and the public.

Applications will be processed on a regular basis, with scheduling priority given to exhibitors who have not previously presented an exhibit. The Library reserves right to determine and select each piece of artwork to be exhibited. If a submission is not selected for an exhibit, artists are invited to resubmit new work after one (1) year. The Library's exhibit space cannot be used for commercial advertising, commercial enterprises, or for political candidates.

#### **Application Procedure**

Applicants must complete and submit the attached form: APPLICATION TO EXHIBIT ART and EXHIBITOR RELEASE AND INDEMNIFICATION AGREEMENT.

#### **Exhibition Procedure**

Successful applicants will be contacted and within two weeks of being notified, and the artist must contact the Library to confirm possible exhibit dates. Library staff will schedule the exhibit of selected works and determine the date and duration of an exhibit, but will attempt to accommodate an artist. There are 6 scheduled exhibitions per year, for a period of 2 months each. The length of exhibition may be extended to a maximum of three (3) months upon approval by the Library Director. The Library will supply trained personnel for the installation and dismantling of the exhibit. All artwork must be hung on designated picture rails in the Library. The exhibit space must be left in satisfactory condition.

All art must be suitably presented so that it is safe and secure for hanging (e.g. all frames and mounting arrangements must be securely constructed). Work that is fragile in nature or whose framing or display arrangement is of questionable durability may be rejected. Works shall be in a finished state (either framed or with a suitable edge) complete with a mechanism by which they may be hung from the picture rails (e.g. hanging wire, fish---line fastened to the work by eye---hooks). The Library cannot display 3D works and no freestanding objects are permitted. All works are to be deemed safe for display by Library.

The exhibit area is open to the public only during the regular open hours of the Library. Receptions are not permitted unless special permission is granted by the Library Director. Library staff do not serve as attendants during an exhibit but will distribute contact information pamphlets and cards provided by the artists. For each piece of artwork, the artist is to provide a description or title indicating the name of the work, artist's name and medium. Library staff will create the display cards for the artwork. If desired, artists can also provide one (1) sheet (size: 8.5x11 inches) with a brief biography, an artist's statement, and a complete list of artworks installed.

The Library will provide one (1) poster (size: 8.5x11 inches) announcing the exhibit, with artist info and exhibition dates for the Library's bulletin board, website, and social media pages.

### **Liability**

The exhibitor must sign the Library's *Exhibitor Release and Indemnification Agreement* form. The exhibitor assumes full responsibility for the transportation of all work to and from the Library. Exhibitors using the space assume liability for damages to Library property resulting from said usage, as assessed by the Library. The Library is not responsible for any damages incurred to art works while being installed, exhibited, and removed from the library building. The Library will dispose of abandoned exhibit materials after reasonable effort has been made to contact the exhibitor.

The viewpoints expressed in the artworks exhibited are those of the artists, and are not necessarily those of the Pender Island Public Library.

### **Sales of Art**

Works of art exhibited in the Library are for display purposes only and no prices are to be displayed. If a customer wishes to purchase an artwork, library staff will direct them to contact the artist directly. The Library requests that artworks remain on view for an exhibition's duration, but if a piece is removed, another piece may replace it.

**PENDER ISLAND PUBLIC LIBRARY: APPLICATION FOR ART EXHIBITION**

PLEASE RETURN THE COMPLETED APPLICATION FORM TO THE LIBRARY'S CIRCULATION DESK. YOU WILL BE CONTACTED BY LIBRARY STAFF.

Date: \_\_\_\_\_

Artist Name(s) (please print):

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Contact Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email \_\_\_\_\_

Type of show: Individual \_\_\_\_\_ Group \_\_\_\_\_

Please Briefly Describe Your Art and Medium: [Use additional pages for multiple artists]

Approximate number of pieces to be exhibited: \_\_\_\_\_

*Please complete Page 2*

## PENDER ISLAND PUBLIC LIBRARY: ART EXHIBITOR RELEASE AND INDEMNIFICATION AGREEMENT

I/we understand that in offering my/our works of art to be displayed in the Pender Island Public Library, that I/we release and discharge and agree to indemnify and hold harmless the Pender Island Public Library Association and its officials, Board Trustees, employees, and volunteers from all losses, costs, damages and theft of my/our artworks occurring during the periods of transportation, installation, exhibit duration, and dismantling.

Each artist displaying works in an exhibit must date and sign this release.

Date: \_\_\_\_\_

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

### LIBRARY USE ONLY

Artist informed that exhibition: Accepted\_\_\_\_\_ Declined\_\_\_\_\_

Notes  
\_\_\_\_\_

Set---up Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Take---down Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name (Team member): \_\_\_\_\_