



SQUAMISH PUBLIC LIBRARY

**Squamish Public Library
Policy Manual**

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1. Library overview

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1.1 Squamish Public Library Vision, Mission and Values

Vision

Everyone's trusted choice for inspiration, information and connection

Mission

To connect the community to the world of learning, discovery and creativity

Values

Community: We strengthen and support our community by connecting individuals and organizations through our resources and services

Literacy & learning: We advocate lifelong learning and intellectual freedom, and champion reading and information literacy as skills essential to personal and professional success

Access: We provide access to a diverse collection of popular, educational and historical resources, in print and online, in a welcoming and safe environment

Service: Everyone is a VIP at the Squamish Public Library, irrespective of age, background or beliefs

Sustainability: We stay true to our roots but also plan for the future, and continuously adapt through ongoing assessment and professional development

Adopted: Date of Manual Adoption

Amended: December 15, 2005, May 15, 2013, January 20, 2016

1.2 Squamish Public Library Operating Overview

Squamish Public Library was established as a municipal library of the District of Squamish in 2003 (before that, the library operated as a public library association). Governed by the Library Act, the Squamish Public Library is primarily financed by municipal tax revenues. The district council appoints nine residents to the library board, selecting one from the council and the remainder from residents of the municipality.

As a part of the District of Squamish, the library provides a key cultural service and helps the District meet its goals.

The Foyer Gallery housed within the library is an important community asset which furthers the library's mission of connecting the community to the world of learning, discovery and creativity.

Policies of the Squamish Public Library are developed, revised, approved, and adopted by the library board. The library board may adopt District policies with or without amendments according to the unique status of the library within the District.

While the library is a separate entity, with its board in charge of the budget, programming and operations, the board recognizes and appreciates the support provided by the District.

The District is the primary funder of the library but the library also receives provincial funding, regional funding from the Squamish Lillooet Regional District, donations and income from fees and, often, grant funding, including from the federal government. The library has its own budget which includes income and expenses from all sources.

As it is a part of the District, the library is able to make use of the corporate support services within the District. These services help the library to function without impinging on the library staff and board's responsibility for programming and governance respectively. These services include payroll, insurance coverage (general liability and directors' and officers' liability), insurance-claim processing, periodic audits, IT support, HR advice, marketing support, custodial services, facilities maintenance, legal advice and professional development.

In accordance with the Library Act, if the District abolishes the library, the assets of the library board will be vested in the municipality and any liabilities or obligations of the library board would be assumed by the municipality.

Charity

The library is a registered charity (registered as District of Squamish Municipal Library, charitable number 870908308RR0001).

Adopted: January 20, 2016

2. Governance

- 2.1 Library Act Provisions
- 2.2 Board Appointment
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2.1 Library Act Provisions

As noted in the Library Act of British Columbia, a municipal library is to be managed by a library board.

The members of the library board (referred to as trustees) and their successors in office are a corporation with the powers and duties given in the Library Act.

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.2 Board Appointment

The municipal council appoints the members of the library board, referred to as trustees. The library board consists of nine trustees:

- One from the municipal council
- The remainder from people who are residents or electors of the municipality and who are not members of the municipal council or employees of the municipality or library

All regular appointments are to be made each December at the first regular meeting of the municipal council.

Before selecting anyone for the board, the municipal council must fulfill all recruitment duties as outlined in section 302.1

A vacancy arising during the term of an appointment is to be filled, for the remainder of the term, by an appointment made at the first meeting of the municipal council after the vacancy arises, or as soon as is convenient.

Term of office

The trustee appointed to the library board from the municipal council holds office for one year, or for the remainder of the year for which the appointment is made. Other board appointments are for terms of two years.

A trustee is eligible for reappointment, but no member may serve for more than eight consecutive years.

The term of office of a member continues until the trustee resigns, a successor is appointed or the trustee is removed for cause. On receiving a report from the library board, the municipal council may remove a member of the library board for cause, including if the member:

- Fails to attend three consecutive regular meetings of the library board without approval
- Becomes an employee of the municipality or of the library
- Ceases to be a resident or elector of the municipality
- Contravenes policies on trustee conduct
- Contravenes policies on conflict of interest

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.3 Board Chair and Vice-Chair

The library board must elect a chair, a vice-chair and a treasurer at its first meeting of each year.

If the chair is not present at a meeting of the library board, the vice-chair has all the powers of the chair and is subject to all rules applicable to the chair.

If neither the chair nor the vice chair is present at a meeting of the library board, the members present may elect an acting chair who has, during the meeting, all the powers of the chair and is subject to all rules applicable to the chair.

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.4 Board Meetings

Generally, the library board meets eight times a year, holding meetings every month except for April, July, August and December, or when due cause arises.

A majority of all the members of the library board is a quorum.

The chair or any two members may call a special meeting of the library board by notifying, in writing, the other members at least two days before the meeting and stating in the notice the purpose of the meeting

Meetings are open to the public

Robert's Rules of Order shall be the procedure for governing the meetings.

Copies of agendas and minutes of the board meetings will be made available by placing them in a binder in the reference section of the library.

Reports, petitions and other submissions by the public to the board must be submitted to the library director's office in writing not less than seven days prior to the board meeting.

Persons wishing to appear before the board must make written application to the library director's office indicating the substance of their enquiry or brief not less than seven days prior to the board meeting.

In-Camera Meetings

The board will go into an in-camera session when a motion by a trustee to do so has been adopted by a majority vote.

Trustees, special invitees, employees or staff members allowed to remain for this session will be at the discretion of the chair.

Agendas (if any) will be distributed at the board meeting or may be distributed in advance in confidential envelopes.

Minutes may be taken by the library director or by a trustee if the library director is excluded.

Results (motions) of the in-camera session shall be included in the regular board minutes the board.

If minutes are taken of the in-camera session will be read, approved and acted upon at the next in-camera session. If additional copies are provided, these will be destroyed at the end of this session. Minutes will be stored in a confidential manner and released upon request as per the Freedom of Information and Protection of Privacy Act.

Electronic Voting

At the discretion of the board, as an emergency measure, an email vote may be taken.

Any trustee may raise a topic or issue and present it to the chair for relaying electronically to trustees.

Any trustee without access to email will be informed of the motion and their vote taken by the chair or designate through other means.

A seconded motion will be described to all trustees.

A limit of three business days will be given for trustees to review the topic and respond.

At the end of the specified time, trustees will respond in confidence to the chair.

All eligible trustees may cast a vote. A quorum (5 of 9) must vote in order for a motion to pass.

At the conclusion of voting, the chair tabulates the votes and communicates the results to all trustees. The motion and voting results will be put into the minutes of the next meeting by the chair.

Adopted: Date of Manual Adoption

Amended: November 17, 2010, March 18, 2015

2.5 Board Powers and Duties

The library board:

- May make rules for managing its business and for regulating the use of its facilities and services by the public
- May appoint any committees of its trustees that it considers necessary to carry out its business
- Must hire a library director
- May hire and dismiss employees, enter into collective agreements with employees and set the terms of their employment, including fixing their remuneration and duties
- May lease land or buildings for library purposes, but only with the prior approval of the municipal council
- May acquire personal property for library purposes and dispose of personal property
- May contract, for a term of no more than 5 years, professional or other services for library purposes
- May sue and be sued as a collective board
- May have a common seal and may alter or change it
- Must prepare an annual report in the form approved by the province and must send copies of the report to the province

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.6 Board Conflict of Interest

Trustees shall act at all times in the best interests of the library rather than particular interests or constituencies. This means setting aside self-interest and performing their duties regarding the affairs of the library in such a manner that promotes public confidence and trust in the integrity, objectivity and impartiality of the board.

Trustees shall serve without remuneration. No trustee shall directly or indirectly receive any profit from his or her position as a trustee. Trustees shall be reimbursed for reasonable expenses incurred by them in the performance of their duties.

A trustee cannot be an employee of the Squamish Public Library or the District of Squamish.

A trustee shall not participate in any discussion, debate, negotiation or decision-making in which the subject of discussion is a contract, transaction or situation in which they may be in an actual or potential conflict of interest. However, a trustee may be present in such a discussion or debate to clarify information, unless an objection is made by any other trustee.

Conflict of interest disclosure

A trustee shall disclose, in writing to the board, any actual or potential conflict of interest immediately upon becoming aware of such a conflict.

Written disclosure shall be made in all cases of actual or potential conflicts, including if:

- A trustee is related to another trustee or staff member by blood, marriage, adoption or domestic partnership
- A trustee, a trustee's family, or his/her business or organization accrues a direct or indirect benefit from:
 - A board decision
 - A contract or business arrangement established by the library
 - A trustee's organization intends to apply for, or receives, grant funding from the library
 - A trustee is a member of the governing body of a contributor to the library

A trustee who has reason to believe that a breach of the Conflict of Interest Policy has or is likely to occur shall report the matter to the board chair or vice-chair.

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.7 Board Indemnification

No action for damages may be brought against an existing or former trustee or against a person acting under the direction of the library board for:

- Anything said or done or omitted to be said or done in the performance or purported performance of a duty or the exercise of a power
- Any alleged neglect or default in the performance or purported performance of a duty or exercise of a power

No action for the debts or obligations of a library board may be brought against an existing or former trustee, employee of a library board or a person acting under the direction of the library board.

Protection does not apply if the trustee, employee, or person acting under the direction of the library board has, in relation to the conduct that is the subject of the action, been guilty of dishonesty, gross negligence or malicious or willful misconduct, or if the cause of action is libel or slander.

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.8 Board Operation

The chair of the board or the vice-chair of the board or a designate will represent the board at meetings of the InterLINK board of directors. The library director or his/her deputy will represent the library on the InterLINK Administrators' Advisory Group (AAG).

The board chair shall appoint committees as may be required, and these committees shall select a chair.

The board shall approve the expenses of a trustee; this approval authority cannot be delegated to the library director or his/her nominee.

Because costs may be incurred by the board, invitations for library trustees to serve as executive officers or as committee members of trustee-related associations must be referred to the board for discussion before nominations are accepted.

Adopted: Date of Manual Adoption

Amended: Mach 18, 2015

2.9 Role of Board and Library Board Trustee

The mandate of the board is to:

- Develop and review the vision, mission and values for the library, in cooperation with library staff
- Set annual priorities
- Represent the library to local government and the community
- Hire and evaluates the director
- Help the library director to create the annual budget
- Approve the annual budget for submission to the municipal council
- Develop and approve policies
- Develop and approve the library's long-term plan
- Initiate fundraising activities to help support the library

A trustee acts for the betterment of the library and its service to the community that supports it.

A trustee should be an active participant on the board, participating in committees and volunteering for special projects.

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.10 Trustee Job Description

Nature and Scope of Work of a library board trustee

This is an appointed position with rights and responsibilities as per the Library Act of British Columbia. As a member of the board, trustees are citizens who, along with other members of the board, have been given trust to care for its library. This implies a challenge, an obligation, and an opportunity.

Trustees are asked to give freely of their time, talents, and energy. This will involve establishing effective working relationships with local government, library staff and fellow trustees.

Board trustees have the responsibility to:

- Attend board meetings with regularity and punctuality
- Before the meetings, read the board or committee material which has been sent out ahead of time, noting any comments or concerns about matters which will be discussed at the meeting
- Participate in the discussions and decisions at the time they are taking place
- Ask questions or request additional information when issues are not understood. No trustee should vote without clearly understanding that which is being voted on
- Abide by decisions duly made by the board
- Raise any library-related concerns they have observed or which community members have brought to their attention
- Know and understand the mission and policies of the board
- Be informed and knowledgeable about the Squamish Public Library and commit to learning more about it
- Maintain an objective and unbiased approach

Additional Responsibilities

Trustees that have been elected chair of a committee or the board have additional responsibility to:

- Prepare an agenda, in consultation with the library director, and ensure that this agenda, along with any supporting material, is sent out ahead of time to each trustee
- Understand each agenda item and its purpose on the agenda
- Call the meeting to order when a quorum is present at the appointed starting time
- Introduce and welcome any visiting staff, community members, guests or others
- Facilitate the meeting's discussion and decision-making processes by:
 - Allowing all trustees full and equal opportunity to participate
 - Keeping order in the meeting according to the board's recognized bylaws and rules
 - Acting as a neutral party while ensuring the discussion stays on topic and when sufficient debate has taken place on any topic, calling for a vote

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.11 Trustee Conduct

Trustees are expected to:

- Advocate for and supports the vision, mission and values of the library
- Serve the overall best interests of the library rather than those of any particular constituency
- Bring credibility and goodwill to the library
- Respect principles of impartiality and due process
- Respect and give fair consideration to diverse and opposing viewpoints
- Demonstrate good faith, prudent judgment, honesty, transparency and openness in their activities on behalf of the library
- Ensure that the financial affairs of the library are conducted in a responsible and transparent manner
- Conform with the policies approved by the board
- Publicly demonstrate acceptance, respect and support for board and library director decisions

Except as required by law or as expressly permitted, trustees shall not disclose confidential information relating to library matters obtained in his or her capacity as a trustee. This confidentiality requirement shall survive the trustee's term on the library board.

Trustees are bound by and must adhere to the Freedom of Information and Protection of Privacy Act,.

Trustees shall not make public statements on behalf of the library board unless the library chair, library director or library board have agreed to this beforehand. If asked for a public statement, a trustee could respond in a non-representative individual capacity.

Trustees shall sign the trustee agreement.

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.12 Trustee Agreement

As a trustee of the Squamish Public Library, I will:

- Listen carefully to other board trustees
- Respect the opinion of other trustees
- Respect the decisions of the board
- Recognize that all authority is vested in the board when it meets in legal session and not with individual board trustees
- Be well-informed of developments that are relevant to issues that may come before the board
- Participate actively in board meetings and actions
- Call to the attention of the board any issues that may have an effect on the library
- Attempt to interpret the needs of the community to the library and interpret the action of the library to the community
- Represent the whole community to the library and not a particular area or group
- Refer complaints about the library to the library director or board chair, as appropriate
- Recognize that the trustee's job is to ensure that the library is well-managed, not to manage the library
- Vote to hire the best possible person to manage the library
- Ensure that the library is well maintained, financially secure, growing and operating in the best interest of the community
- Work to learn more about the board trustee's job and how to do the job better
- Declare any personal conflicts of interest

As a trustee I will not:

- Be critical outside the board meeting of fellow board trustees or staff
- Use any part of the library for my personal advantage or the personal advantage of my friends or relatives
- Discuss confidential proceedings of the board outside the board meeting; except with other trustees
- Promise prior to the meeting how I will vote on any issue in the meeting
- Interfere with the duties of the library director or undermine the library director's authority

Adopted: March 18, 2015

2.13 Trustee Recruitment

Squamish Public Library is managed by a Board made up of trustees appointed by the municipal district council.

The library board will play an active role in the community to ensure that public interest remains strong to serve on the board. The library board will actively work to publicize openings and ensure interested residents have an opportunity to gain more information and apply. The library board may therefore:

- Publicize board vacancies through postings at appropriate locations such as the library and popular community spaces
- Prepare and make readily available promotional packages of information and/or a webpage containing:
 - Mission statement
 - Strategic plan
 - Latest annual report
 - Relevant provisions of the Library Act
 - Relevant portions of the policy manual
 - Personal profiles of the existing board trustees
 - Trustee application form
- Arrange an information evening for people interested in being a trustee
- Provide recommendations to the municipal district council when requested to do so

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.14 Library Board Trustee Orientation

Upon the appointment of (a) new trustee/s there will be a meeting between the new trustee/s and the board chair (or designate) and the library director.

The new trustee/s should receive an orientation package made up of the policy manual, recent previous board minutes, other relevant library materials and relevant District of Squamish information.

The new trustee/s will be given a tour of the library and its resources and be introduced to the staff.

The new trustee/s should attend a BC Library Trustees Association trustee orientation program.

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.15 library board Trustee Recognition

An annual photo of trustees will be taken for the library website.

Trustees are invited to the annual volunteer dinner.

Adopted: Date of Manual Adoption

Amended: March 18, 2015

2.16 Trustee Conference Attendance and Travel

Squamish Public Library encourages and supports attendance by its trustees at significant library association and trustee conferences, workshops and seminars. Trustees and the library will benefit from such attendance by sharing ideas, meeting other trustees, and learning about library services, techniques and issues. A conference report may be made by each attendee at the next board meeting. Trustees may elect to present or the chair may request a trustee to present.

Conference attendance must be approved by the board and is based upon the following considerations:

- Completion of the Trustee Orientation Program or similar program
- Attendance at a B.C. Library Trustees Association provincial conference prior to attending any other provincial, national or international conference
- Preference shall be given to the person who has attended the least number of conferences, subject to the provisions of this policy
- A trustee may attend a conference out of sequence at the discretion of the board
- A trustee cannot attend any provincial, national or international conference in their final year as a trustee unless approved by the Board

A trustee's conference report may be verbal or written and should outline the highlights of the sessions that were attended and how they can be applied to the board or the library. The Chair may request more formal reports when circumstances dictate.

A record of conference attendance must be maintained.

Expense categories eligible for reimbursement are accommodations, travel (including taxis and shuttles), meals, vehicle parking and ferry costs, telephone calls (one long distance phone call per day) and function registration. Eligible expenses will be reimbursed by cheque upon presentation of original receipts and completion of an expense claim form (available at the library) within 30 days of return. Mileage for travel incurred while doing library business will be paid at the rate set for mileage reimbursement by the District of Squamish.

The library director will determine which expenses are deemed eligible for reimbursement.

Function registration, travel arrangements and hotel reservations will be organized by the library. Registration and travel arrangements will be prepaid by the library and travel advances for meals and accommodation will be provided upon request.

Any expenses not specifically covered above or unusual expenses must be approved by the chair or vice-chair prior to reimbursement.

Adopted: Date of Manual Adoption

Amended: March 18, 2015

3. Membership

- 3.1 General**
- 3.2 Squamish Residents**
- 3.3 Service to Non-Residents**
- 3.4 Service to Non-BC Residents**
- 3.5 Cancellation of Borrowing Privileges**
- 3.6 Reciprocal Agreements**
- 3.7 Circulating Material**
- 3.8 Confidentiality Statement**

3.1 General

The library will serve all residents of the District of Squamish, Electoral Area D south of Pinecrest, and the areas served by InterLINK as well as visitors to the area. The library has an online presence: many online resources are available to everyone, some just to library members.

Cards that are issued to persons under the age of fourteen must be signed by a parent or guardian accepting responsibility for the choice of books and materials, as well as for the loss of or damage to items borrowed on the card.

Squamish Public Library is a member of Public Library InterLINK, a co-operative federation of 18 autonomous public libraries. Residency as above entitles a person to use the services of any of the libraries that are members of InterLINK.

Adopted: Date of Manual Adoption

Amended: March 21, 2007, May 13, 2015

3.2 Squamish Residents

All residents may have a library card. Residents must supply photo ID and proof of address to receive a card. Residents without sufficient ID will be dealt with on a case-by-case basis.

Adopted: Date of Manual Adoption

Amended: February 18, 2015

3.3 Service to Non-Residents

Residents of Area D south of Pinecrest Village will be provided with library membership free of charge. This is dependent upon Squamish Public Library receiving the annual library grant from the Squamish Lillooet Regional District.

Residents of British Columbia who can produce identification with proof of current BC address may receive a Squamish Public Library membership free of charge through the BC OneCard program.

Because it is important that each Sitka patron be represented in the shared database by only one patron record, any person applying for a Squamish Public Library card who is currently a member of a Sitka library must consent to library staff retrieving the patron's information that is held by that Sitka library before they will be entitled to a Squamish Public Library card.

Adopted: Date of Manual Adoption

Amended: April 27, 2006, November 17, 2010, May 13, 2015

3.4 Service to Non-BC Residents

Non-BC residents who wish to borrow books from the library are required to pay the following for membership cards:

- Individual: \$30
- Family: \$60

These fees are established by the library board and may be adjusted from time to time.

This temporary non-resident card is valid for one year.

Adopted: Date of Manual Adoption

Amended: November 17, 2010, February 18, 2015

3.5 Cancellation of Borrowing Privileges

The Squamish Public Library card is the property of the Squamish Public Library and must be returned upon request.

Borrowing privileges may be cancelled or suspended for the following causes:

- The patron's status becomes delinquent
- Destruction of library property
- Disturbance of other patrons and/or objectionable conduct on library premises
- Inappropriate or abusive treatment of staff

Adopted: Date of Manual Adoption

Amended: February 18, 2015

3.6 Reciprocal Agreements

Readers holding valid membership cards for libraries with which Squamish Public Library has entered into a reciprocal borrowing privilege agreement, or other schemes for inter-available reader cards, may apply for a library card in Squamish subject to the rules and regulations governing library use. Squamish Public Library has reciprocal borrowing agreements with InterLINK member libraries.

Adopted: Date of Manual Adoption

Amended: February 18, 2015

3.7 Circulating Material

In order to ensure that all readers have equal access to all circulating materials, the library board may limit the number of items that may be borrowed on a reader's personal card.

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

Children's Access

The free use of the public library is a right of every child. To meet the informational needs of children , all library materials in the adult area must be easily available regardless of the child's age or grade. It is not the role of the librarian to censor the reading of the child. The responsibility for the type of materials borrowed, as well as for the materials themselves, must be taken by the parent in the same manner in which they control television watching or any other behaviour of their child. Therefore, Squamish Public Library will not prevent those children wishing to do so from using the adult departments.

Children will be issued library cards identical to adult library cards.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

3.8 Confidentiality Statement

All records, formal or informal, in Squamish Public Library relating to patron registration and the subsequent circulation by patrons of materials provided by the library are considered to be confidential in nature.

In order to prevent an invasion of personal privacy, the contents of a patron's registration and circulation records, or information inquiries made by patrons, shall not be made available to anyone except under the written order of the library director, such order having been issued pursuant to proper legal process or subpoena.

Names, addresses, email and telephone numbers of Squamish Public Library patrons shall be considered to be confidential, and for library use only and shall not be made available either free or by sale to any other agency or to the general public.

If a patron has contravened library regulations, the library may release relevant information to another agency or to a neighbouring library on a reciprocal basis.

As a public body, Squamish Public Library is subject to the legislation regarding freedom of information and protection of privacy. The designated person responsible for the Squamish Public Library's adherence to this legislation is the library director.

Adopted: Date of Manual Adoption

Amended: February 18, 2015

4. Library Services

- 4.1 General**
- 4.2 Reserve Policy**
- 4.3 Free Basic Public Library Service**
- 4.4 Library Fees**
- 4.5 Adult Programming Services**
- 4.6 Children's Programming Services**
- 4.7 Teen Programming Services**
- 4.8 Library Computer Use**
- 4.9 Internet**
- 4.10 Foyer Gallery**

4.1 General

The library strives to select and organize for easy access those resources which best meet the needs of the community and connect people to the world of learning, discovery and creativity.

The library staff provides guidance and assistance for people in obtaining the information they seek as recorded in print, audiovisual, digital or online resources.

The library provides outreach services, programs, exhibits, book lists, a website, etc., to stimulate the use of library resources for people of all ages.

The library cooperates with other community agencies and organizations to assist in meeting the needs of the community.

The library runs an art gallery, the Foyer Gallery, in its front foyer.

The public library co-operates with, but cannot perform the functions of schools or other institutional libraries which are designed for specific needs. The library will endeavour to conduct classroom visits, give library instruction at the library or in the classrooms in order to promote the full use of the public library.

The library will endeavour to provide services during the hours which best meet the needs of the community within the funding allocated by the District of Squamish.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

4.2 Reserve Policy

Resources in the collection which are not immediately available for loan may be reserved by library patrons. These items may be made available on their return from loan, or may be otherwise obtained on interlibrary loan from other libraries. The patron will be informed when the requested material becomes available.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

4.3 Free Basic Public Library Service

The library board supports the continued provision of free library services as defined in the Library Act and opposes the imposition of user fees for those services.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

4.4 Library Fees

Notwithstanding Policy 4.3, fees may be charged by the library. These may include fees for overdue fines and for services like printing and photocopying.

The fee schedule shall be reviewed regularly by the Board and adjusted as necessary. All fee structures shall be made readily available to library patrons.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

4.5 Adult Programming Services

Programming for adults must relate directly to the purpose of the library by serving library mission and goals. Adult programs will be subject to the same measures of effectiveness as other specific library services in meeting the needs of the community.

In order to enhance services, the library may work with other organizations to provide programs.

The library may present programs at any place in the community where the facilities and location will increase the efficiency and effectiveness of the presentation.

Programs complement other library services by providing an opportunity to highlight collections, promote services and share knowledge and expertise. They are a strong mechanism for outreach and promotion which allow the library to forge partnerships with a wide variety of groups and individuals and attract both regular and new users of all ages and backgrounds. Programs raise the library's profile in the community and have a positive impact on library use.

Programs are developed by staff and approved by the library director, in consultation with the board.

Programs should:

- Provide opportunity to widen horizons, stimulate imagination and reflection, and enlarge experiences
- Meet the needs and interests of the community
- Help meet current library goals
- Meet popular demand, both existing and anticipated
- Relate to a library collection
- Stay within operational and budgetary limitations

Programs will be presented by either staff trained in the programming topic or by experts from the community. Programs should be designed with measurable outcomes and be evaluated regularly based on these outcomes.

The public may suggest topics for future programming. These suggestions will be considered in light of the programming criteria and library resources. Not all suggestions will be used.

Honoraria and Expenses

There are occasions when it may be desirable to compensate persons providing programs at the library. In such cases these guidelines are to be followed.

- Fees and honoraria will not be paid without the approval of the library director. Fees and honoraria for speakers may be a condition of a grant. Such grant conditions supersede the above policy.
- Expenses: Travel allowance at the approved regular library rates plus demonstrator's cost of materials plus additional expenses for special presentations (audio visual productions, etc.) may also be paid at the discretion of the library director.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

4.6 Children's Programming Services

Criteria for Children's Programs

To ensure that programming for children at Squamish Public Library relates to the mission and goals of the library and, more specifically, to children's needs, children's programs must meet the criteria listed below before being considered for presentation.

- Programming will be coordinated by the library director
- Carefully planned programs will be prepared and presented for pre-school children as an introduction to books and to library use in recognition of the importance of providing the library experience for the very young and their parents/caregivers
- Class visits to the library and occasional librarian visits to schools are effective means of encouraging the library habit. In addition, special programs such as author visits, puppet shows, story times and summer reading programs will be planned to foster literacy skills in children
- When appropriate, readings by authors may be scheduled during school hours to ensure that students and teachers may take advantage of the program
- Programs on library service for children and on children's literature may be prepared for interested adults
- Programs may be cancelled when the registration and/or attendance is low
- Programs directly related to reading and literacy skills will be planned during the summer months and promoted in local schools
- Displays of library materials will be part of all programs where appropriate. Book talks will be part of programming for older children whenever they are appropriate

Honoraria and Expenses

As outlined in Policy 4.5, Adult Programming Services.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

4.7 Teen Programming Services

The Board strongly supports programs that will increase teen use of the library.

Squamish Public Library endeavours to seek innovative means to increase teen use through library programs.

Programming for teens at Squamish Public Library should connect to the mission and goals of the library and meet teen needs.

Programming will be coordinated by the library director.

Class visits to the library and occasional librarian visits to schools are effective means of encouraging the library habit. When appropriate, readings by authors may be scheduled during school hours to ensure that students and teachers may take advantage of the program.

Programs may be cancelled when the registration and/or attendance is low.

Honoraria and Expenses

As outlined in Policy 4.5, Adult Programming Services.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

4.8 Library Computer Use

In response to advances in technology and the changing needs of the community, the Squamish Public Library endeavors to develop collections, resources and services that meet the cultural, informational, recreational and educational needs of Squamish's diverse community. Squamish Public Library is committed to offering a full range of electronic services in the library.

Computer users are not required to be members of the library. Therefore, the following requirements have been established:

- Compliance with the Policy 505.2 is mandatory
- Library materials may not be borrowed unless a member

Computer user privileges may be cancelled or suspended for the following causes:

- Destruction or misuse of library property
- Disturbance of other patrons and/or objectionable conduct on library premises
- Inappropriate or abusive treatment of staff

Adopted: Date of Manual Adoption

Amended: May 13, 2015

4.9 Internet

The library supports a patron's right to access Internet resources as an extension of our physical collections, and endorses the Canadian Library Association's Statement on Intellectual Freedom.

The library cannot guarantee the security and the confidentiality of any transaction, particularly ecommerce transactions.

Library patrons are expected to use the computers in accordance with the public nature of the library. Internet and wifi users may be required to register with the library.

Internet workstations do not have any content limitations, and we expect parents or guardians of minor children to assume responsibility for their child's use of online services.

Users must not install software on Squamish Public Library computers, and no alterations or damage to the library's hardware is permitted.

Use of library computers for illegal, actionable or criminal purposes or to seek access into unauthorized areas is prohibited.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

4.10 Foyer Gallery

The Foyer Gallery is an important part of the Squamish Public Library and an important community resource. While the gallery is not a core part of library programming, it is considered a vital service as it helps us meet our mission of connecting our community to the world of learning, discovering and creativity. The gallery is run by a curator who organizes and promotes monthly exhibitions, artist receptions, and special fundraising events for the Foyer Gallery. This is a paid contracted position. The curator is supported by a group of Foyer Gallery volunteers.

Adopted: May 13, 2015

5. Library Collections

- 5.1 Guiding Principles for Library Collections**
- 5.2 Challenges to Library Materials**
- 5.3 Selection of Adult Materials**
- 5.4 Selection of Children's Materials**
- 5.5 Selection of Periodicals & Newspapers Selection**
- 5.6 Selection of Electronic Materials**

5.1 Guiding Principles for Library Collections

Libraries have a basic responsibility for the development and maintenance of intellectual freedom. The Squamish Public Library board endorses the policy on intellectual freedom of the Canadian Library Association and the statement of intellectual freedom by the British Columbia Library Association

Adopted: Date of Manual Adoption

Amended: May 13, 2015

5.2 Challenges to Library Materials

The Squamish Public Library board endorses the policy on intellectual freedom of the Canadian Library Association and the British Columbia Library Association's statement of intellectual freedom. These guiding principles further describe the Board's commitment to making available the widest possible diversity of materials and its opposition to censorship of the collection.

However, it is prudent to establish a procedure for the evaluation of challenged materials in order to promote understanding and good working relations with the public. The following procedure shall direct challenges in an equitable and timely manner.

Challenge Procedure

- If a library employee is approached by a patron who wishes to complain about any library material, the complaint shall be treated with dignity and courtesy. Under no circumstances is the employee to express agreement or disagreement with the patron's concern
- The patron will be advised of Policy 5.1, Statement of Guiding Principles for Library Collection and of this policy and its accompanying procedures
- If the patron wishes to file a written complaint, the employee will provide the complainant with a copy of the Request to Challenge an Item in the Squamish Public Library Collection form
- The employee must advise the complainant at the same time that no employee has the authority to remove any item from the collection
- If the complainant wishes to see the library director, or a designate, the employee should request that the complainant make an appointment after completing the form. No discussion will occur until the complainant has completed the form and made the appointment. At this stage, the board chair shall be advised of the challenge
- The director, or designate, shall meet with the complainant. If there is no resolution to the challenge at this stage, then a Challenge Committee shall be formed
- The minimum requirement for membership on the Challenge Committee is: the library director, two trustees, and two community members. The committee shall have at least five members and a simple majority shall prevail in its decision
- The members of the Challenge Committee shall read and review the material prior to convening an evaluation meeting
- The Challenge Committee shall meet in a timely manner after receiving the challenge and reviewing the material
- The Committee will recommend appropriate action and the director will communicate this in writing to the complainant
- If the person challenging the material is not satisfied with the Challenge Committee's decision, an appeal can be made to the full Squamish Public Library board. Its decision on the disposition of the material is final

Adopted: Date of Manual Adoption

Amended: May 13, 2015

5.3 Selection of Adult Materials

Squamish Public Library provides a wide range of library materials as efficiently and as economically as possible.

In accordance with its mission, the Squamish Public Library matches its collections to the needs and interests of the community. The library has a responsibility to foster interest as well as to sustain it.

While demand is an important criterion in most selection decisions, other equally important criteria are existing library holdings, relevance to the community, verity, readability and the quality of presentation.

Applying these criteria, the professional staff shall select materials from reviews and bibliographies, from patrons' requests and through personal knowledge and inspections.

Squamish Public Library provides materials to support informal education. The library does not provide multiple copies of individual books required for student assignments at formal educational institutions. Textbooks and scholarly materials are purchased only when they are the best or only source of information on a subject.

The collection of materials should be sufficient in supply to render the library a dependable source of information for most people outside formal educational institutions.

Squamish Public Library, recognizing that materials which may be unpopular or offend one person may be acceptable or of merit to another, will provide, as far as possible, materials on all sides of controversial issues, including representations of unpopular or unorthodox positions, without censorship or bias, providing the materials give evidence of a sincere desire to be informative.

Community Orientation

Squamish Public Library recognizes its obligations to satisfy the reading needs of a large group of people with varied backgrounds, reading levels, tastes and interests.

Suggestions from the Public

Suggestions from patrons for purchase of a new title that the patron thinks would be useful for the collection will be considered. Suggestions for removing a specific title will be dealt with through the challenges procedure in Policy 5.2.

Discards

In order to keep the collection useful, the discarding of library materials is as important as the initial selection. Materials will be systematically weeded from the collection according to accepted professional practices. Other materials may be rebound or replacement copies acquired. Last copies of important titles may be retained.

Book Sales

Books discarded from the Squamish Public Library may be sold through the book sales organized by the Board or Friends of the Library or donated to other organizations.

Canadian, British Columbia and Squamish Materials

Squamish Public Library recognizes a special obligation to purchase and preserve materials which convey detailed information about Canada, the Province of British Columbia, the community of Squamish and its residents.

Books in Languages other than English

Books in languages other than English shall be provided, to reflect residents' first languages.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

5.4 Selection of Children's Materials

The Squamish Public Library board recognizes the role that books and literacy materials play in the development of children as individuals.

Materials will consist of titles selected from reviews in reputable journals and standard lists of recommended children's literature. Selection will be carried out by the library director or designate. Factors influencing book selection include:

- Age level for which the material is intended
- Literary quality, including originality of plot, character development and style
- Design, including effectiveness of illustrations and format and overall physical quality
- Accurate, up-to-date and objective presentation of material
- Relationship of book to the total children's collection
- Canadian content/authors

Discards and replacements

Careful discarding is as critical as careful book selection in maintaining an effective collection. Worn, torn or physically dirty books will be discarded. Books which have become outdated including books which are no longer relevant to the community will be discarded. Children's taste in storybooks changes and collections will recognize this fact.

All books to be replaced will be given careful consideration as to their value to the collection as a whole. Replacements will be checked against lists of standard juvenile books for later and/or better editions as well as for new titles on the same subject. All last copies to be discarded will be carefully checked before removing them from the collection.

Special Areas

Cooperation with Schools

The school curriculum will be kept in mind when selecting informational books with the same standards being applied as are applied to other titles in the collection. Emphasis will be placed on selecting accurate but readable books rather than factual textbook type of materials. The library does not supply texts for school courses.

Books in Languages other than English

Books in languages other than English shall be provided, to reflect residents' first languages.

Books in Series

Evaluation will be on an individual series basis. Representative titles of series exhibiting originality of approach or having an enduring appeal for children will be included in the collection.

Books for Young Adults

Young adult materials are selected to fulfill the information needs and interests specific to young adults.

Sex Education Books

Informational books for children on human reproduction, development and growth are purchased by the library. These books are selected according to the library's general selection criteria and are chosen to provide a variety of perspectives while maintaining scientific accuracy.

Reference Books

Children's reference collections will be limited to basic encyclopedias, atlases and dictionaries. There will be no attempt to duplicate the stock in the adult reference department.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

5.5 Selection of Periodicals and Newspapers

The selection of periodical and newspaper titles for the Squamish Public Library follows the basic tenets of the Adult Book Selection Policy. The magazine and newspaper collections will match the needs and interests of the community with care being taken to provide as wide a subject range of magazine and newspaper titles as possible.

Online issues of periodicals are considered an important part of the collection.

Back files in varying formats will be retained where appropriate. Discarding of periodical and newspapers follows Policy 5.3 (discards).

Adopted: Date of Manual Adoption

Amended: May 13, 2015

5.6 Selection of Electronic Materials

Electronic resources are considered a valuable part of the library collection. The library undertakes to remain current with technological advances.

Therefore, collections of audio and video materials are maintained at the Squamish Public Library. A representative sample of new releases is purchased each year.

Adopted: Date of Manual Adoption

Amended: May 13, 2015

5.7 Squamish Local History Collection

Squamish Public Library recognizes a special obligation to acquire and preserve materials in a wide variety of formats which are relevant to Squamish and nearby areas, in order to preserve our heritage and provide access to researchers, genealogists, students, and interested individuals who seek information about the history of the Squamish Valley.

Materials accepted into the Local History Collection may include but are not limited to books and pamphlets produced by local organizations and individuals, monographs and reports, interviews, maps, plans, financial records, yearbooks, photographs, and audio and video recordings.

Method of selection

Squamish Public Library may acquire materials for the Local History Collection through any of the following means:

- Donations/gifts wherein the donor voluntarily transfers ownership of the material to the library, without any expectation of material benefit)
- Purchase, whereby the Library acquires materials in exchange for a price
- Exchanges, wherein materials may be exchanged between historical organizations as arranged by the library director
- Transfers, such as from one institution to another, in which cases proper legal documentation is imperative
- In-house accession, such as when materials already owned by the Library are moved into the local history collection

The decision to acquire materials will be based upon the following:

- Relevance and utility to the local community and its residents
- The library will avoid collecting materials that fall within the collecting mandate of other libraries and museums that specialize in that particular subject or geographic area, or which may be obtained elsewhere
- Materials in poor condition will not be accepted unless otherwise deemed appropriate and necessary by the library director or public services librarian
- The library does not preserve artifacts or other materials that are more appropriate to a museum or archival environment
- Multiple copies of items will not be accepted unless they are of exceptional significance or fill gaps in the library's collection
- No conditions may be attached limiting the library's use of local history materials unless such restrictions are agreed to by the library director
- Squamish Public Library will not attempt to acquire every title by every local author
- Squamish Public Library must be able to provide proper care and storage for local history materials

At all times, Squamish Public Library reserves the right to refuse material considered to be inappropriate for inclusion into the collection.

Note that materials in the Local History Collection may or may not meet the library's selection criteria in other respects, as local interest may sometimes take precedence over these other factors.

Documentation

It is essential to maintain records denoting the origins of donated materials, especially those that will be digitized, by completing and filing the library's gift form.

Many of the items acquired for the Local History Collection are not available commercially; therefore, it may be necessary to develop catalogue records and pathfinders in-house, to ensure that these items are discoverable and can be located easily.

Proper conditions

Squamish Public Library recognizes that local history materials should be stored in a dark, cool, dry, clean location, protected from heat, ultra-violet light, infestation, and excessive humidity, and protected against disasters such as fire, flood, or theft, but cannot ensure these conditions due to financial and physical limitations. Whenever possible, the Squamish Public Library will use appropriate supplies when storing artifacts, including acid-free tissue paper, file folders, and storage boxes. Some resources will be kept in a fire-proof safe, as determined appropriate by library staff.

Access

Resources in the Local History Collection should be made available to library cardholders and to the general public for research purposes, except where the collections carry specified restrictions as deemed necessary and appropriate by library staff.

Images provided via the Squamish Digital History Collection are provided for research and private study use only. Individuals and organizations wishing to publish, display, or exhibit these images in any public manner (including web display) must first obtain permission from the Squamish Public Library and acknowledge the library as the source for these materials.

Library staff will make every effort to fill requests for high-resolution images within seven days. A \$15 fee may be assessed for the reproduction and transfer of each file.

Discards

Items that are unique to Squamish or the surrounding area should not be discarded unless they can be better used and preserved elsewhere. Materials from the Local History Collection that do not meet the criteria outlined by the Local History Collection Policy (605.1.3) may be relocated to the Library's circulating collection, or deaccessioned as deemed appropriate and necessary by library staff.

Adopted: May 13, 2015

6. Human Resources

- 6.1 Guiding Principles for Human Resources
- 6.2 Employment and Hiring
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- 6.31 Discipline and Disciplinary Action
- 6.32 Termination of Employment
- 6.33 Contractors
- 6.34 Volunteers
- 6.35 Friends of the Library

6.1 Guiding Principles for Human Resources

Squamish Public Library is committed to recruiting and selecting the best possible staff and providing them with a working environment that is supportive and encourages individual commitment to continuous learning and professional development.

The library is committed to providing a safe and secure workplace for all staff, and a workplace free of harassment or discrimination.

The library is a municipal library of the District of Squamish and human resource policies for this library largely mirror the human resource policies covering District staff, both unionized and exempt positions:

- The Canadian Union of Public Employees Local 2269 and the District of Squamish have signed a collective agreement. Squamish Public Library will strive to follow the relevant staff working conditions, benefits and procedures covered by that collective agreement
- The library director position is deemed to be in parity with District exempt positions. Squamish Public Library will strive to follow the relevant working conditions, benefits and procedures pertaining to District exempt positions for our library director position
- In the case of discrepancies between this policy manual and staff policies for District of Squamish staff (unionized and exempt), this policy manual shall be followed
- If it is found there is a staff policy existing for District of Squamish staff (unionized and exempt) and not existing in this policy manual, the board shall review the District of Squamish policy for possible inclusion in this manual.

Adopted: December 2008

Amended: September 21, 2016

6.2 Employment and Hiring

Squamish Public Library is the employer of the staff at the library. The library director is hired by the library board and all other staff are hired by the library director. The library uses the payroll services of the District of Squamish but library staff are not District of Squamish staff.

Squamish Public Library understands that a clear and fair hiring process is critical for recruiting and retaining great staff. Objective and consistent hiring practices will be applied and every effort will be made to reflect the diversity of the communities we service.

Job postings may be simultaneously advertised internally and externally to expedite the hiring process.

The library supports the concept of promoting from within the organization. Therefore, all current employees who apply on a posting will be given the opportunity to be interviewed.

Applicants for all positions will undergo a standardized hiring process including a series of interviews, assessments, reference checks, a criminal record check and a vulnerable sector check. Candidates are evaluated based on general and specific job-related criteria

Trustees interview candidates for the position of library director; the library director interviews for all other staff positions in the library, with the help of trustees when needed. Successful candidates sign a letter of employment and receive an orientation package.

The library has casual, temporary and permanent positions, at full-time and part-time hours. The library aims to have its full-time staff working 35 hours a week.

Adopted: December 2008

Amended: September 21, 2016

6.3 Salary Grid

Squamish Public Library uses a salary grid for staff. The library director's salary with four-step increments is based on the salary grid for District of Squamish exempt staff, placing the position on an equivalency with similar positions at the District. Salaries for other staff are based on salaries for equivalent positions at other libraries in the province.

The grids are updated annually to reflect cost of living increases.

Beginning in 2015, every four years, the salary grid for all positions except the library director are reviewed by an external consultant with library HR expertise to ensure it is still in line with other libraries' salary grids.

Adopted: September 21, 2016

6.4 Employment of Relatives

For the purpose of this policy, a relative shall mean father, mother, sister, brother, son, daughter, wife, husband, common law relationships, uncle, aunt, niece or nephew and in-law relatives.

Squamish Public Library will avoid hiring relatives of present employees, trustees or elected municipal officials, particularly where either relative would be in a position to exercise influence or administrative control over the other.

However, since skill, knowledge and ability to perform required tasks are the primary considerations in selection, such appointments may be made in exceptional circumstances subject to approval of the library director.

Adopted: December 2008

Amended: September 21, 2016

6.5 New Employee Orientation

Squamish Public Library recognizes its employees as valuable and critical assets. In order to effectively welcome new employees, and provide the tools and information needed to do the job, an orientation process has been developed.

All new employees will receive an orientation package on or before their first day of work. The package will include library policies, operations and structure, staff benefits package and relevant District information.

The new employee's supervisor will be responsible for coordinating the orientation including reviewing the contents of the orientation package.

The supervisor will also make provisions for on-the-job orientation and training as required for the new employee and arrange for training on all office equipment and library-specific software.

Confirmation that the orientation was conducted will be confirmed on the Orientation Checklist signed by the employee and placed in their personnel file.

Adopted: December 2008

Amended: September 21, 2016

6.6 Probation Period

The probation period is designed to allow the employee and his or her supervisor time to determine if there is a suitable match between the employee and the job. The employee has time to learn his or her new job and the supervisor will evaluate the employee's ability to perform the job functions and fit in with the team.

Newly hired employees will normally serve a probation period of three calendar months. The probation period will be specified in the letter of employment.

Before the end of the probation period, the supervisor will conduct two evaluations. The probationary period can be extended by mutual consent of both parties.

Upon successful completion of the probationary period, the employee shall be considered permanent. Should an employee fail to meet the requirements of the position during the probation period, the supervisor, with the support of the library director, may advise the employee in writing of the termination of employment.

Trial Period

An employee who is promoted or transferred into a new position will have a trial period of normally three calendar months to determine if the job match is suitable. Upon successful completion of the trial period, the employee shall be considered permanent in that new position. If the employee is unsuccessful in the trial period, the employee will be given the opportunity to return to the position he or she held previously.

Adopted: December 2008

Amended: September 21, 2016

6.7 Performance Reviews

A performance review meeting will be held during every employee's probation period. The meeting will include discussion on the employee's progress in learning the new job and what other training or development may be needed.

After probation, every employee will receive an annual performance review. During the review, the supervisor and employee will develop performance goals and discuss development. Employees will be encouraged to provide feedback to their supervisor.

Performance reviews will be based on the job description in addition to objectives or goals previously agreed to. The reviews will be scheduled in order to allow the employee time to prepare a self-evaluation.

Performance reviews are not disciplinary meetings.

Key points discussed during the review meetings will be documented, including goals or objectives with time lines. One copy will be given to the employee and a copy will be placed in the employee's personnel file.

When devising the format of the annual performance review, the library director shall review for relevance the performance review format being used by the District of Squamish.

Performance reviews for the library director will be conducted by a committee of the library board and will follow the process and format for District of Squamish exempt staff.

Adopted: December 2008

Amended: September 21, 2016

6.8 Employee Personnel Information

A confidential personnel file for each employee shall be maintained in a secure area accessed only by the library director and, if necessary, trustees. Each file may contain information such as the letter of employment, performance reviews, emergency contact information and records of disciplinary action.

An employee can make a request to view their personnel file, allowing seven (7) days notice. The file will be viewed in the library director's office.

Personal employee information will not be released without the employees' authorization. When confidential information is requested, employees will refer the individual requesting the information to the library director.

Should an employee wish to have personal information released, he or she can provide written consent for release of information to the library director. Such information will be released as soon as possible and practical.

Adopted: December 2008

Amended: September 21, 2016

6.9 Hours of Work and Overtime

The regular hours of work for full-time employees are 30 to 35 hours per week. The library board aims to bring all full-time employees up to 35 hours over time.

Relief/casual employees will be scheduled according to operational need on a week-by-week basis.

Each employee's schedule will be confirmed upon hiring. Notice of any change to the regular schedule of a full- or part-time employee will be communicated two weeks prior to taking effect, except in emergency situations to ensure proper coverage for the operation of the Library.

The library director will create a schedule of shifts for employees that is fair while providing the needed coverage.

There will be a ½ hour unpaid meal break during each shift of more than five (5) hours.

There will be a fifteen (15) minute paid rest break during each shift of four (4) hours or more.

Meal and rest breaks are expected to be taken within the shift; they are not to be taken at the end of the shift, thereby allowing an employee to leave early.

Schedules will ensure at least nine (9) hours rest between shifts.

Split shifts will not span more than twelve (12) hours.

Overtime

Staff are not expected to accrue overtime. They are expected to work their allotted hours each week. If, with the library director's permission, they accrue overtime, they are expected to take time off in lieu during that pay period. If that is not possible, approved overtime will be paid at the rate of two times (2x) the employee's regular rate of pay.

Adopted: December 2008

Amended: January 21, 2009, September 21, 2016

6.10 Payment of Wages

Employees are paid on a bi-weekly basis. Employees complete a time sheet each week for approval by their supervisor.

Adopted: December 2008

Amended: September 21, 2016

6.11 Annual Vacations

The library director will ensure that there is a process in place for fair and equitable distribution and scheduling of requested vacation time, taking into account the need for appropriate staff coverage at all times.

For permanent full-time and part-time employees, vacations are calculated on a calendar year basis – January to December. During the first calendar year of service, employees may work less than a full twelve months. Therefore employees will accumulate one (1) vacation day per month of employment to a maximum of ten (10) days.

Employees will receive pay for the accumulated days at their regular rate of pay. On the first January 1st following the employee's date of hire, he or she is considered to have completed a calendar year of service. Subsequent to this, employees will receive vacation with pay as follows: 2nd to 5th years: three (3) weeks; 6th to 10th year: four (4) weeks; 11th to 13th year: 4.4 weeks; 14th to 18th year: five (5) weeks; 19th to 24th year: six (6) weeks; and 25th year: 7 weeks

All regular employees shall, in addition to the vacation entitlement set out above, upon commencing the 20th year receive five working days of supplemental vacation.

Employees receiving workers compensation payments or long term disability for a period of twelve (12) months will not accrue vacation or vacation pay.

Employees who qualify for sick leave or bereavement leave during their approved vacation will be credited with the equivalent vacation time to be reinstated and used at a time mutually agreed upon by the employee and their supervisor.

Relief/casual employees receive vacation pay of four percent (4%) of gross earnings calculated and paid annually. After working 1960 hours, this amount will increase to six percent (6%). If an employee's status changes from relief/casual to permanent, that employee loses the vacation pay but gain entitlement to paid vacation. The library director has discretion in crediting the years of service as casual/relief employee to determine vacation entitlement at that first year of permanent status.

The library director's vacation entitlement will be negotiated at the time of hiring and over the course of employment.

Staff are expected to use their full vacation entitlement during the year. Requests to carry over vacation entitlement into the next year will be decided by the library director (or the board chair, if the request is coming from the library director) on a case-by-case basis.

Adopted: December 2008

Amended: January 21, 2009, September 21, 2016

6.12 Statutory Holidays

Squamish Public Library recognizes the days proclaimed as statutory holiday by the federal, provincial or municipal governments. The library shall be closed on all statutory holidays.

To be eligible for statutory holiday pay, an employee must have earned wages or performed work on at least 15 of the 30 calendar days immediately prior to the statutory holiday and have been employed for a minimum of 30 days.

When a statutory holiday falls on a regularly scheduled work day, eligible employees will receive statutory holiday pay for that day off.

When a statutory holiday falls on a regularly scheduled day off, eligible full time employees will receive an alternate day off with statutory holiday pay, to be taken within the same week.

Part time employees are eligible to receive statutory holiday pay and will be paid prorated on the basis of the number of hours worked in the qualifying fifteen (15) working days divided by fifteen (15).

Casual /relief and temporary employees shall be paid public holiday pay of 4.62% of regular pay on each pay cheque in lieu of being paid for a public holiday. Temporary employees will also be given a day off without pay as the public holiday occurs.

Adopted: December 2008

Amended: January 16, 2013, September 21, 2016

6.13 Sick Leave

Upon completion of probation, all permanent employees are entitled to one (1) day per month of paid sick days, which can be accumulated up to a maximum of 150 days. Sick leave accumulation is credited from date of hire.

When paid sick days are exhausted, eligible employees may apply for wage indemnity benefits.

Sick leave credits are cancelled when employment is terminated.

A letter/note from an employee's doctor may be requested by the supervisor to verify qualification for sick time pay.

Adopted: December 2008

Amended: January 21, 2009, September 21, 2016

6.14 Leaves of Absence

Bereavement Leave

All permanent employees shall be entitled to five (5) days leave of absence with pay for reasons of serious illness or death in the immediate family. A written request should be submitted to the supervisor for approval. Members of the immediate family include the spouse, partner, fiancé/e, child, grandchild, parents, stepparents, parents-in-law and grandparents.

Pallbearer/Mourner's Leave

Permanent employees may request one day paid leave to attend a funeral as a pallbearer. Leave of up to four hours without pay may be requested to allow an employee to attend a funeral service as a mourner.

Leave Without Pay

All employees are eligible to request leave without pay. This applies to full and part time permanent employees when the time cannot be covered by vacation, compassionate leave, sick or maternity leave. A written request must be submitted to the library director for approval.

The library director will consider each request fairly, taking into account things such as:

- The period of leave requested
- The reason for the requested leave
- Operational impact
- Benefit to employee
- Cost-benefit to the library

Generally, a leave of absence request may be approved so long as the absence does not compromise the operation of the library. Request for absences beyond two week are subject o more scrutiny. Unpaid leave requests for the purpose of pursuing ongoing education will be supported where possible, particularly where there is direct benefit to the library.

Family Responsibility Leave

As outlined in the Employment Standards Act, employees are entitled to up to five (5) days unpaid leave annually to meet responsibilities related to the care, health or education of a child in the employee's care or the care, health or education of any other member of the employee's immediate family. Employees may be able to access banked sick leave for up to two days of Family Responsibility Leave in a year to meet responsibilities related to the care of a dependent in the employee's care. When using sick leave for a Family Responsibility Day, employees much use the entire day.

Maternity/Paternity/Parental Leave

All employees are entitled to leave without pay based on the provisions of the Employment Standards Act for a birth or adoption. An employee returning from maternity or parental leave will enjoy the same conditions of employment as prior to the leave.

Employees must give their supervisor appropriate notice for both the date the leave will commence and the expected date of return from leave, and then later a letter confirming the return date, providing four weeks

notice. These notice periods are outlined in the Employment Standards Act. A written request must be submitted to the supervisor for approval.

Jury Duty

An employee called to serve as a juror or crown witness in any court will be granted leave with continuation of their normal earnings. The payment received by the employee for jury service or court crown witness, exclusive of payment for travel, meals or other expenses, shall be given over to the Squamish Public Library, together with proof of service and the amount of pay received.

Adopted: December 2008

Amended: September 21, 2016

6.15 Work attendance

Squamish Public Library is obligated to deliver an excellent standard of service to the public and requires that all employees positively affect this objective through a commitment to consistent attendance at work.

Definition

Sick leave is leave due to a non-occupational illness or injury which renders the employee unable to perform the normal duties of his/her position; or, the employee is infectious and a risk to others; or, the employee is a risk to others. Sick leave does not apply to employees who need time off to assist a family member who is ill.

An employee who has a non-occupational illness or injury which renders such an employee unable to perform his/her duties in a safe manner, should not attend work (subject to any available accommodation measures).

An employee who has exhausted his/her sick leave bank may choose the following options when absent from work due to non-occupational illness or injury:

- Use vacation time
- Use banked overtime
- Leave without pay
- Wage indemnity

Employee Responsibility

Employees are required to make every effort to attend work on a regular and consistent basis. When illness or injury results in an absence from work, it is the employee's responsibility to notify his/her supervisor regarding their absence. An employee who does not make contact with his/her immediate supervisor will not receive sick leave pay.

Employer Responsibility

Supervisors are required to:

- Communicate the attendance expectations to employees who report to them
- Ensure employees are aware of procedures to follow when they are absent from work due to illness or injury
- Maintain accurate attendance records for all employees
- Maintain regular contact with all absent employees
- Offer and/or provide assistance to employees who are having attendance problems to overcome difficulties that adversely affect consistent attendance

Medical Documentation

Sick leave pay over four (4) days will not be approved unless a medical certificate is received. Furthermore, such absence will be treated as absence without leave.

Medical Appointments

Medical appointments with physicians and paramedical practitioners are to be scheduled and attended to during the employee's own time (e.g., lunch break, day off). The library director, within reason, will provide flexibility for scheduling of medical appointments

An employee who is referred by a medical physician to a medical specialist, and is required to travel outside the boundaries of the District of Squamish for the appointment, may use sick time to attend the appointment. Documentation of the referral and appointment information must be submitted to the employee's supervisor a minimum of seven (7) days in advance of the appointment for approval.

Adopted: November 17, 2010

Amended: September 21, 2016

6.16 Health and Wellness Benefits

Library staff are eligible to participate in the District of Squamish benefits plan subject to District practices and the eligibility criteria of the benefit carrier.

Permanent employees who normally work an average of twenty (20) hours or more per week are eligible for health and wellness benefits under the provisions of the plan which includes:

- Group Life and Accidental Death & Dismemberment (AD&D)
- Weekly Indemnity
- Dental benefits
- Extended health benefits
- BC Medical Services Plan

Group Life and Accidental Death & Dismemberment (AD&D)

- Participation is mandatory
- Employer pays 100% of premiums
- Plan provides life insurance coverage of two times annual salary and AD&D coverage in amount equal to life insurance
- Coverage details are laid out in the booklets provided by the insurance carrier

Weekly Indemnity

- Participation is mandatory
- Employees excluding the library director pay 100% of premiums
- Coverage details are laid out in the booklets provided by the insurance carrier

Dental benefits

- Participation is mandatory, unless the employee is covered through another plan
- Employer pays 100% of premiums
- Coverage details are laid out in the booklets provided by the insurance carrier

BC Medical Services Plan

- Participation is voluntary
- Employer pays 100% of premiums

Extended health benefits

- Participation is voluntary if the employee is covered through another plan
- Employer pays 100% of premiums
- Coverage details are laid out in the booklets provided by the insurance carrier

Coverage for the plans will begin as follows:

- Group Life & AD&D, Weekly Indemnity, and Dental coverage upon successful completion of the probation period
- Extended Health and BC MSP coverage at the beginning of the next month after the probation period is successfully completed

Employees are required to participate unless they are covered through another source (e.g. a spousal plan). The only exception is the BC Medical Services plan which is completely voluntary.

Regular staff working less than twenty (20) regularly scheduled hours per week, including temporary and relief casual workers, will receive 12% of their regular earnings in lieu of health and wellness benefits once probation is completed. If the employee participates in the Municipal Pension Plan, the pay in lieu of benefits shall be 4%. If the employee's working hours reach 20 hours, he or she will lose the additional 12% payment but become eligible for health and wellness benefits.

Adopted: December 2008

Amended: January 21, 2009, September 21, 2016

6.17 Municipal Pension Plan

All eligible employees will participate in the Municipal Pension Plan.

The Pension Corporation is responsible for all of the rules and regulations regarding the Pension Plan and administers the Plan providing documentation and communication for employees in the plan.

Squamish Public Library provides a monetary contribution towards every eligible employee's pension and also administrative support in the form of employee enrolment or termination, payroll deduction, and remittance of employee and employer portions regularly to the Pension Corporation.

Adopted: December 2008

Amended: September 21, 2016

6.18 Retirement

An employee who retires shall receive a retirement sum of two days' pay at the employee's current rate of pay for each year worked.

For the purpose of this policy manual, "retire" means an employee leaving the service of the library and receiving benefits under the Pension (Municipal) Plan or upon receipt of a disability allowance or upon resignation by the regular full-time employee after twenty-five (25) years of full time service with the library.

Vacation pay on retirement

On retirement, an employee is entitled to the same vacation pay which he or she would have earned if he or she had continued in employment to the end of the calendar year.

Adopted: December 2008

Amended: September 21, 2016

6.19 Professional Development

Professional development for employees is encouraged by the Squamish Public Library. Employee training and development are supported as a means of ensuring opportunities from within the organization, and recognized to provide a positive impact on the morale and motivation of employees. The library supports the principle that maintaining a well-trained and highly-qualified work force will ensure a high standard of service to the community.

In order to encourage the development of employees within the organization, the library will:

- Identify and communicate the qualifications required for every position
- Provide employees with opportunities to develop, upgrade and improve their qualifications and job-related skills
- Support employees who demonstrate leadership potential and ability by providing opportunities to improve their technical, administrative and managerial skills
- Encourage promotional opportunities from within at all times, consistent with the above policy

Employees are encouraged to exercise initiative and be active participants in their own development. Professional development will be included as a discussion point in all performance review meetings.

Employees may be asked to share the knowledge learned in training and development activities with other staff in order to help deepen the learning and bring a higher level of knowledge to more people.

Adopted: December 2008

Amended: September 21, 2016

6.20 Staff Attendance at Conferences

Staff representing the library at conferences and workshops shall receive leave of absence with pay, subject to prior approval by the library director. The guidelines followed by the library board are that no employee shall lose pay through attending a conference during normal working hours.

An employee may claim time off in lieu for attending a conference or workshop which may include sessions occurring during the employee's time off. Such conference or workshop time is limited to eight (8) hours per day and is exclusive of travel time. It is subject to approval by the library director.

Adopted: December 2008

Amended: September 21, 2016

6.21 Professional Association Memberships

Employees may be required to hold active professional association memberships or certifications for their jobs. Such requirements will be listed as a requirement on the applicable job description.

Employee costs for the required professional association will be reimbursed by the library

Adopted: December 2008

Amended: September 21, 2016

6.22 Travel and Expenses

Any employee travel must be pre-approved by the library director. Travel advances must be requested a week prior and will be provided at the discretion of the library director.

All travel expenses must be verified with receipts. Mileage amounts and meal allowances will be paid at the rates set by the District of Squamish in effect at the time.

Meal allowances will not be paid when a meal is provided as part of the conference or workshop.

Wages may be payable for workshop, conference and travel time. The library director will determine what days/hours are eligible for payment. All hours will be recorded on an employee's time sheet with an explanatory note.

Adopted: December 2008

Amended: January 21, 2009, September 21, 2016

6.23 Conduct and Behaviour

All employees of the Squamish Public Library are expected to conduct themselves in a courteous, respectful and professional manner at all times. These expectations are reasonable and will be fairly and consistently enforced.

All employees will:

- Arrive promptly for all scheduled shifts, ready, willing and able to perform duties
- Notify their supervisor if they will be late for a shift or unable to work
- Dress in a work-appropriate manner
- Maintain good personal hygiene
- Follow all rules, regulations, policies and procedures regarding their employment
- Utilize all library tools, equipment and facilities in a safe and careful manner

Employees must not:

- Be under the influence of illegal substances or alcohol while at work
- Show disregard for the safety of themselves, co-workers or clients
- Engage in an illegal activity or act while at work
- Let personal phone use impede their ability to do their job
- Smoke in the building or within four metres of the building and its entrances

Adopted: November 17, 2010

Amended: September 21, 2016

6.24 Code of Ethics

Conflict of Interest

Squamish Public Library recognizes the right of all employees to be involved in activities as citizens of the community. However, employees must keep their role as private citizens separate and distinct from their responsibilities as library employees. A conflict of interest arises when an employee's personal interests conflict with his/her duties and responsibilities as an employee of the library.

Employees may engage in employment with another employer, volunteer services and business; or receive remuneration from public funds for activities outside their position with the library, provided that:

- It does not interfere with the performance of their duties as library employees
- It does not involve the use of the library premises, services, equipment or supplies to which a employee has access by virtue of their employment

Employees will not:

- Place themselves in a position where they are under obligation to any person who might benefit from special consideration or favour on their part
- Deal with an application to the library for a loan, grant, award or other benefit involving relatives
- Extend preferential treatment to relatives friends, organizations or groups in which they have or their relatives or friends have a monetary interest
- Gain personal benefit, directly or indirectly from any agreement or contract with the library over which they can influence decisions or affect the outcome

No employee, as an individual, shall accept compensation or rewards from individuals or agencies because of the position they hold at the library. In the event that money, a gift or bequest is offered, an employee must refuse to accept it personally and suggest the client consider making a donation to the library instead. If money or a gift is sent or left for an employee, it will be submitted to the library director to be used as a donation to the library or a charity.

Employees are required to inform their supervisor, in writing, of any business interests of a commercial or financial nature where such interests may be construed to provide an advantage or to be in conflict with their duties as a Library employee.

Confidentiality of Information

Employees shall not disclose or release, by any means, to any member of the public, either in verbal or written form, any confidential information or material acquired by virtue of their position as a library employee.

Employees shall not allow any person, other than those who are appropriately authorized, to inspect or have access to information that is confidential.

Employees shall not use information for personal or private gain or for the gain of friends, relatives or any person or corporation having dealings with the library.

Public Relations

Employees are representatives of the library and must interact with the public with diplomacy, tact and objectivity.

Any contacts from the media which do not deal with public information are to be referred to the library director. These may include opinions or comments on policy, procedures or other issues. All press releases must be approved by the library director prior to release.

Political Activity

An employee of the library who intends to become a candidate in an election should consult with the library director.

Employees are to ensure that their involvement in municipal, provincial or federal election campaigns must not adversely affect their duties as library employees.

Library resources may not be used on any election campaign and no campaign related activities shall take place on library property.

Property

Employees cannot use library property, equipment, supplies or services of consequence, including computer software and other intellectual property, for activities outside of their job duties at the Library.

Adopted: November 2008

Amended: November 17, 2010, September 21, 2016

6.25 Resolution Process for Employee Concerns

Squamish Public Library is committed to maintaining open communication with employees and ensuring everyone is treated fairly and with respect. However, differences may arise that cause conflict, concerns or a dispute. Every effort should be made to settle any conflict quickly. Employees will not suffer negative consequences for raising an issue.

Step 1:

In the first step, every effort shall be made to settle the conflict between the persons involved. This should be done within (7) seven calendar days from the date of the conflict.

Step2:

If the conflict is not resolved at Step 1, written statements clearly outlining each position will be recorded. Within seven (7) calendar days following Step 1, the persons will implement a mutually agreed upon individual from within the organization to facilitate a resolution. This could be another employee, the library director or library trustee.

Step 3:

If the conflict is not resolved at Step 2, parties to the conflict will contact the library director who will then listen to all facts from both parties and render a decision within seven (7) calendar days from that meeting. If the library director is perceived as being in a conflict of interest position by one of the parties, then the parties may contact the chair of the library board.

Adopted: December 2008

Amended: September 21, 2016

6.26 Respectful Workplace Policy

Squamish Public Library is committed to fostering an environment that promotes respect, dignity and individual worth.

It is the policy of the Squamish Public Library that every employee has the right to work in a harassment-free environment and the Squamish Public Library is committed to creating and maintaining a respectful workplace environment free of harassment and discrimination.

The library will:

- Promote the prevention of harassment and discrimination in the workplace
- Provide a standard and consistent process to address and resolve issues
- Ensure that every issue is regarded as a serious matter and dealt with in a confidential, objective, and timely manner, while respecting the rights of all parties
- Provide training for the purpose of:
 - Promoting general awareness of human rights and equality issues
 - Providing human rights information
 - Providing harassment awareness to all employees
- Provide tools to Managers and Supervisors for handling harassment issues

All persons under the direction of the library have a responsibility to respect the dignity and human rights of their co-workers and the public they serve, as well as to expect compliance with the Human Rights Code of British Columbia

This policy applies to all employees, management staff, and volunteers of the library. Appropriate disciplinary measures up to and including termination may be imposed against any person under the library's direction for breach of this policy.

Harassment/Discrimination definition

Conduct based on or motivated wholly or in part by any of the prohibited grounds contained in the Human Rights Code of British Columbia which is offensive or could reasonably be expected to be offensive and/or have adverse employment related consequences.

Workplace definition

All locations where the business of the Squamish Public Library is conducted including library-sponsored employee social events.

Other locations, provided the incident complained of impacts on work relationships, status or environment, including (but not limited to) unwelcome phone calls, messaging, or visits to a person's home by a person under the direction of the library.

Sexual Harassment definition

Unwelcome behaviour and/or comments of a sexual nature by any person under the direction of the library, which detrimentally affects the working environment, by creating an intimidating, hostile or offensive working environment.

Unwanted sexual advances, whether or not it includes or implies a threat and/or reprisal, which will adversely affect the complainant or have adverse job-related consequences.

Personal Harassment definition

Behaviour by any person under the direction of the Squamish Public Library which, on a reasonable basis, is personally offensive to another person and jeopardizes that person's ability to perform his/her job.

Abuse of authority by any person under the direction of the Squamish Public Library, which undermines another person's position through intimidation, threats, blackmail, coercion, or favouritism.

Bullying

Bullying is persistent, offensive, abusive, intimidating, malicious or insulting behaviour, or abuse of power which makes the recipient feel upset, threatened, humiliated, or vulnerable and, which undermines his/her self confidence.

No employee shall use words that threaten violence or physical abuse to any group or individual whether or not the group or individual thus threatened knows of such threatening words.

This policy is not intended to interfere with normal social interaction between/among employees nor is it intended to prevent the employer from exercising, in good faith, its normal managerial/supervisory rights and responsibilities.

Workplace banter in any work group is accepted as a normal part of a well functioning workplace, but care needs to be taken to ensure that the bounds of respect and courtesy are not crossed, that the conduct does not contravene this Respectful Workplace Policy or any other applicable Squamish Public Library policy. As a general rule where the affected individual(s) of actions/comments considers such actions/comments offensive, they should be regarded as such.

Responsibilities

Directors, Managers, and Supervisors have a responsibility to model appropriate behaviour and enforce the library's expectations for a respectful workplace. They must ensure that harassment is not allowed, condoned or ignored and deal promptly and responsibly with a situation, once aware of the alleged harassment. They can be the first contact for employees seeking assistance with harassment related concerns and are also responsible for preventing reoccurrence and escalation of harassment.

Employees must strive to have a clear understanding of what constitutes harassment, as well as awareness of the Squamish Public Library's process to prevent, educate and deal with harassment of all forms.

Harassment Investigation and Remedy

Procedures for commencement of investigation will not prejudice an employee's right to access other forms of remedial action.

Employees are encouraged to report all incidents of harassment without fear of reprisal. The goals of the harassment investigation are to:

- Provide a fair process
- Obtain all relevant information
- Make findings of fact
- Make a decision based on those facts

Complainant:

- Refers to the individual who feels he/she is being harassed or discriminated against
- Has the right to confidential, timely and appropriate action being taken on his/her behalf
- Shall be advised of the remedy applied to the complaint
- Shall maintain confidentiality other than to process the complaint

Respondent:

- Refers to the person against whom the complaint is being lodged.
- Has the right to a confidential, timely and unbiased investigation, with a full opportunity to respond to allegations.
- Shall maintain confidentiality other than for the purposes of obtaining advice with respect to responding to the complaint

Investigator:

- Will be a person, internal or external, with considerable expertise and experience investigating and resolving harassment complaints
- Has the authority, pursuant to this policy, to speak with anyone, request and review documents and enter any work locations that are relevant to the complaint
- Will report the findings and recommendations to the adjudicator

The Investigation

Individual interviews by the Investigator will be conducted with the complainant, respondent and any and all witnesses. The Investigator will conduct a review of evidence, including the interviews, relevant documents, phone messages, electronic evidence, other materials and/or correspondence. The results of the investigation including facts and recommendations will be reported to the adjudicator. The adjudicator will decide the matter and may require remedial action.

Remedial Actions

Remedial actions may include but are not limited to:

- Education and training
- Review and modification of policies, procedures and practices
- Disciplinary action up to and including dismissal
- Continuous monitoring and follow-up

- Any other strategy designed to eliminate and/or prevent harassment

Timeline

The Investigation and Final Resolution will be carried out and concluded as expeditiously as possible.

Malicious Complaints

Initiating an unjust harassment complaint out of malice is also a form of harassment. Where it is determined that an employee has alleged harassment with directed and specific intent to harm, then disciplinary actions may be taken against the employee who lodged the malicious complaint of harassment.

No Retaliation

No employee shall retaliate against any complainant who has reported an employee for an offence under this policy or against any other person who has provided information respecting or served as a witness in proceedings under this Respectful Workplace Policy.

Confidentiality

Allegations of harassment may involve sensitive disclosures. To protect the privacy and reputation of all parties involved in a complaint, all information concerning the harassment complaint, up to and including the final decision, shall remain confidential, subject to the privacy rules of the Freedom of Information and Protection of Privacy Act or any other course of action available through common law or statute.

No records of a complaint will be placed on the personnel file of a Respondent involved in a complaint unless the remedies involve disciplinary action.

Confidentiality cannot be guaranteed for individuals who initiate proceedings or make comments outside the Squamish Public Library's internal procedures.

If you feel you are being harassed, say "no" and do not ignore the harassment. If you can, immediately make the alleged harasser aware of your disapproval and/or discomfort with his/her comments, actions, or behaviour. At any time, if you do not feel comfortable approaching the alleged harasser, immediately implement the procedure below:

- Seek guidance.
- If the behaviour does not immediately stop, you should contact your supervisor or the library director
- All supervisors and the library director are expected to take action or prohibit or stop any behaviour that is in any way harassing once they have been made aware of such behaviour

If the behaviour continues and attempts to correct the behaviour have failed, file a formal complaint with the library director. Accurately write out all the details of the harassing behaviour, being as specific as possible. Be sure to use dates, times, locations, exact comments, actions, behaviour, materials and names of any witnesses. A harassment investigation will be initiated.

Adopted: December 2008

Amended: September 21, 2016

6.27 Staff Safety and Security

Squamish Public Library is committed to providing a safe and secure workplace for all employees and library clients. The library director will ensure that appropriate security measures are in place to protect the library employees and clients.

Harmful Behaviour

In the event of a client exhibiting harmful behaviour, or potentially harmful behaviour, the following steps shall be taken:

- **Removal from Premises.** If employees feel that they, or a library client, are in danger of physical harm or if they have asked a client to leave and he or she refuses, the employee should call the police immediately.
- **Reporting of Incidents.** An incident report should be filled out and submitted to the library director for review whenever a client has been asked to leave
- **Appeal Procedures.** An evicted client may appeal to the library director for re-admittance to the Library. If the appeal is denied, the client may then appeal in writing to the library board for re-admittance

Loss Prevention

The library director will ensure that appropriate security measures are in place to protect the library against loss of property.

Mischief

Anyone attempting to bypass or challenge security measures will be requested to cease this activity. If the person continues, then he/she will be asked to leave. A record will be kept if there is a pattern of repeat behaviour by an individual client.

Suspected Theft

In the case of a suspected theft, employees are to advise the library director of the details of the situation.

Adopted: December 2008

Amended: September 21, 2016

6.28 Use of Technology

For purposes of this policy, the following are included in the term “systems”:

- Computer network, including all related hardware and software
- Internet
- Email
- Voice mail
- Regular mail
- Mobile/cellular telephones/blackberries, and radios
- Photocopiers
- Fax machines

Employees are responsible and accountable for their activities conducted on library systems.

The systems are provided for receiving, transmitting, storing and processing messages, documents and computer files for business purposes only, during working hours only.

Use of the systems must be legal and ethical. The use of the systems must not abuse the Squamish Public Library’s time and resources.

The library has the right to audit these systems to ensure compliance with this policy, applicable common law, and applicable statutes. The library may monitor, copy, access and/or disclose any information and/or files that employees may store, process, receive or transmit. Employees should consider these systems as the business property of the District and, have no expectations of privacy in their use of these systems.

Employees must receive authorization from their supervisor or the library director before allowing another employee access to files and documents created by another employee.

Employees will not modify or delete a file, document or message created by another employee without authorization from that employee, their supervisor, or the library director. This does not include email messages received by an employee which may be deleted as the employee deems appropriate.

Computers, email accounts and access to the Internet are provided for work purposes only and may not be used for activities that go against any policies of the library or the District, that are illegal or threatening.

Any internet browsing unrelated to an employee’s position with the library must be limited to coffee breaks, lunch periods, or reasonable short margins immediately before the start or after the end of a shift, provided that such use, in the assessment of the library, does not interfere with the work of others, violate any of the above guidelines, or reflect negatively upon the organization.

Adopted: December 2008

Amended: September 21, 2016

6.29 Social Media

Squamish Public Library strives to enhance communication, better serve library patrons and build stronger community relationships through the use of social media.

Social media is defined as any web application, site or account created and maintained by the library which facilitates an environment for library staff and library patrons to share opinions and information about library-related subjects or issues. We recognize and respect differences in opinion.

The creation of an official Squamish Public Library social media site is subject to approval by the director before the account is established.

Designated employees (as assigned by the director) may create content on Squamish Public Library social media sites at their discretion as long as it does not constitute inappropriate use as defined in this policy.

Social media accounts shall be monitored at least once a day during regular business hours.

Inappropriate content posted by visitors will be removed.

When representing the library on social media, whether on official Squamish Public Library social media applications or on their personal accounts, employees are expected to communicate in a respectful and professional manner.

As much as is reasonably possible, information will be confirmed for accuracy before posting.

Inappropriate use is defined as creating public posts or sending private messages which:

- Reflect negatively on the library or library staff
- Contain personal or confidential information
- Do not abide by library policies
- Do not abide by municipal, provincial and federal laws
- Include profanity, copyrighted information, defamatory or offensive comments, sexual content, promotion of illegal activities, discrimination
- Contain content deemed inappropriate by the director or the library board

Adopted: September 21, 2016

6.30 Absence of the Library Director

When the library director is absent from work for any reason, one of the librarians may be put in the role of acting library director. The employee shall receive the library director rate of pay for the time he or she is performing the principal duties of the higher paying position.

Adopted: December 2008

Amended: September 21, 2016

6.31 Discipline and Disciplinary Action

All employees of the Squamish Public Library will follow all policies and guidelines. However, errors in judgment are occasionally made and any breaches of policies, procedures or guidelines may be subject to discipline. The library will undertake to treat each incident as fairly and confidentially as possible.

The discipline policy is designed to support an employee in making the changes necessary to be successful in their position. The policy ensures that employees who do not follow the guidelines, policies and/or procedures are given the opportunity to correct the behaviour. Discipline will be commensurate with the infraction.

The library director and/or supervisor (or the chair of the library board, if the employee in question is the library director) will carefully research and consider the facts of each situation

Causes for disciplinary action may include, but are not limited to, the following:

- Disclosure of confidential information
- Negative criticism of the library board or employees outside of established procedures (Resolution Process for Employee Concerns)
- Promoting any group or organization in which a worker has a vested interest (Conflict of Interest Policy)
- Removal of any confidential material from the work place
- Theft of library property or willful damage to library property
- Possession of or use of illegal substances or alcohol while on the job
- Any illegal act
- Dishonesty
- Unauthorized use of library funds, material or equipment
- Unacceptable absenteeism
- Disregard for the safety of yourself, co-workers or patrons
- Failure to follow library policies and/or procedures

Although the levels of discipline will vary, progressive discipline will apply in the majority of cases:

- Step 1: Verbal warning - recorded in personnel file and signed by employee
- Step 2: Written warning - recorded in personnel file and signed by employee
- Step 3: Discipline report - implying discharge, suspension or extension of probation if the offense is repeated and the nature of the infraction
- Step 4: Suspension or termination

In cases of serious misconduct, discipline may commence at any step, including suspension or termination.

Records of disciplinary action remain in an employee's personnel file for eighteen (18) months.

Adopted: December 2008

Amended: September 21, 2016

6.32 Termination of Employment

Employees shall give written notice of intention to resign to the library director no less than fourteen (14) calendar days prior to the last day of work. The period of notice must include only actual time to be worked and not vacation or statutory holiday time.

The requirement to work through the notice period may be waived by the library director.

In the case of the library director, two months' written notice must be given.

In the case of a termination, the provisions of the Employment Standards Act of BC apply.

Vacation pay in year of termination

Employees are required to work the full calendar year in order to be entitled to that year's full vacation and pay. Employees who have used their annual vacation and are terminated prior to the end of the calendar year will have their unearned portion deducted from their last pay cheque.

Adopted: December 2008

Amended: September 21, 2016

6.33 Contractors

The library director is able to hire people on a contract basis as long as:

- The terms of the contract meet the CRA's definition of contractor
- The person is not delivering library services – library services should be delivered by staff

The library director is authorized to determine the terms of the contract.

Examples of contractors are the Foyer Galley curator, a supplier of communications services, a designer and a workshop facilitator.

Adopted: September 21, 2016

6.34 Volunteers

Squamish Public Library welcomes those who wish to donate their knowledge and skills to the library.

Volunteers bring energy, enthusiasm, special skills and a new perspective to the library. Volunteers help the library by connecting it to other community groups, acting as valuable advocates and enabling it in make best use of its finances.

Volunteers make a commitment and are accountable to the library.

Volunteers do not replace paid employees and are not considered employees of the library. Squamish Public Library does not compensate volunteers for time spent or unapproved expenses incurred.

Recruitment

Volunteers will be recruited based on their suitability to perform a task on behalf of the library.

The library director takes ultimate responsibility for the volunteer placements.

Volunteer applicants who will be working with children or vulnerable adults or who will have unsupervised access to children or vulnerable adults shall complete a criminal record check and a vulnerable sector check.

Volunteers shall sign a volunteer agreement that makes clear their role and our expectations.

The work of volunteers must be of benefit to the library and meet the needs and requirements of the Library.

Performance of duties

Each volunteer shall:

- Perform his or her duties in the library in the presence of at least one paid staff member
- Commit to a specific schedule or commit to complete a specific project within a particular time frame
- Have a specific paid staff member to whom he or she reports
- Be made aware of and follow the library's policies and procedures

In the event that a volunteer is unable to adequately perform the duties assigned to him or her, and no other appropriate positions are available, the volunteer may be released from service.

Discretionary matters

Volunteers shall maintain the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a library volunteer. This includes respecting the privacy of all library staff and patrons. Volunteers must protect confidential information and exercise good judgment when acting on the library's behalf

As representatives of the library, volunteers should act in a professional and friendly manner.

Volunteers shall behave in a way that is beneficial to the library. They must not make statements or take actions that are intended to or could reasonably be expected to damage the integrity or reputation of the library.

Recognition

The board may choose to recognize and thank volunteers on an annual basis through a tea, luncheon or dinner.

The library shall keep records of length of service and provide the volunteer with a letter of reference if requested.

Adopted: September 21, 2016

6.35 Friends of the Library

Squamish Public Library is helped by a Friends of the Library group. The Friends is an independent group that works to raise funds for the library, amongst other activities. The Friends is autonomous from the library and is responsible for its own record-keeping, financial management and volunteer oversight.

Friends volunteers are not library volunteers in the sense of policy 707.2. The group is not covered by library policies.

The library board appreciates the help the Friends provide.

Adopted: September 21, 2016

7. Finance

- 7.1 Guiding Principles for Finance**
- 7.2 Budgeting and Financial Reporting**
- 7.3 Reserve Fund**
- 7.4 Donations and Sponsorship**

7.1 Guiding Principles for Finance

The board of the Squamish Public Library is committed to the provision of excellence in library service. In order to achieve this, the board will continually seek to secure and maintain appropriate levels of funding for all aspects of the operation of the library.

The board recognizes its responsibility to ensure that all aspects of the library operations are managed in a prudent and appropriate manner consistent with good accounting practices and respectful of the use of public funds.

The board also recognizes its responsibility to ensure all financial reports are presented in a timely and comprehensible manner.

Adopted: Date of Manual Adoption

Amended: January 20, 2016

7.2 Budgeting and Financial Reporting

Funding sources

The District of Squamish is the primary funder to the library, providing funding for staff costs, materials, resources and special capital items – in addition to offering corporate support services. The library also receives provincial funding, funding from the Squamish Lillooet Regional District, donations and income from fees and often receives grant funding, including from the federal government.

The library has its own budget which includes all income and expenses.

Annual budget

The library board has exclusive control over the expenditure of all money provided by the District for library purposes, all money given to the library board, the revenue derived from fees, fines and fundraising, and all money given in donations and sponsorships.

The library director shall prepare a draft annual budget in a timely manner. This draft shall be reviewed with the finance committee. After this review process is complete, the draft annual budget shall be brought to the Board for approval.

The Board expects that it will be kept current with the status of the budget throughout the fiscal year and that any unexpected or unusual budget expenditures will be brought to the Board's attention in a timely manner. The Board expects that the library budget practices will comply with the principles of good fiscal management and accounting procedures.

Request for District funds

With the support of the library director, the library board will submit to the District of Squamish an annual budget request for providing library services. The District has the right to reject the requested amounts or ask for a reduced request. It is the role of the library board, not the District, to decide how a reduced budget might impact programming.

Financial reporting and auditing

The library adheres to District policy for financial reporting. The funding from the District is reported in the District's annual financial statements. The library also reports financial information in a separate Statement of Financial Information (SOFI) from that of the District.

The library's financial information is externally audited. The library board aims to use the same accountants as the District.

Charitable reporting

As a charity, Squamish Public Library follows all financial record-keeping, reporting and receipting rules set out by Canada Revenue Agency.

Adopted: Date of Manual Adoption

Amended: November 17, 2010, January 20, 2016

7.3 Reserve Fund

Future Needs Fund

Squamish Public Library board, in keeping with the vision, mission and values of the strategic plan, has designed reserve funds that have accumulated from donations, fundraising and cost savings to be labelled 'Future Needs Fund'. This is intended to ensure our ability to be the trusted choice for inspiration, information and connection.

Future Needs Funds is to be utilized for special projects initiated by library staff. Each project will clearly state how it supports the strategic plan, impacts future budgets, effectiveness of library service to the community and measurable outcomes.

As funds are depleted, the board will initiate fundraising projects to continue enhancing library growth and future expansion.

Library Director's Fund

The library director will have a fund of \$20,000 to meet unexpected expenses or develop small special projects or innovations that is to be topped up annually from Future Needs Fund. To be reviewed every two years for effectiveness.

Adopted: February 17, 2016

7.4 Donations and Sponsorship

Any donation over \$100 should be brought to the attention of the board as soon as it is received or proposed.

Squamish Public Library board may accept monetary gifts and donations. All monetary gifts and donations so accepted shall give all due consideration to the donor's suggestion as to the final disposition of the donated monies. All library programs to be presented with donated monies shall meet the approval of the library board prior to acceptance by the library director.

All library materials, equipment and furnishings bought with donated monies may bear appropriate donor markings.

All non-monetary donations made to Squamish Public Library become the absolute property of the library and may be placed, loaned, reproduced or disposed of in such a manner as the library director deems advisable.

Sponsorship

Squamish Public Library welcomes and encourages the business community and other organizations to support the library through the establishment of sponsorships that will provide the Library with the resources to enhance events, programs, activities and services.

Squamish Public Library board endorses the Canadian Library Association's Position Statement on Corporate Sponsorship Agreement in Libraries.

Squamish Public Library is a cornerstone of the community. Sponsorships must not undermine the integrity of the non-commercial public space that the library provides.

Sponsorship agreements, outlining sponsor recognition and acknowledgement as well as responsibilities, shall be drawn up on a case-by-case basis. In developing sponsorship arrangements, the library will:

- Not compromise the public service objectives and practices of the library or of the sponsored event, service, program or activity
- Protect its principle of intellectual freedom and equity of access to its programs, services, and collections
- Protect the confidentiality of user records
- Not permit sponsors to have any undue impact on the policies and practices of the library or information provided by the library (e.g. materials selection, purchasing or web content) or to influence or alter the basic goals and objectives of library programs
- Not allow corporate names and/or logo to have prominence over the library name and/or logo
- Not seek or accept sponsorships for programs, events, services or activities involving or targeted to children from companies whose products cannot legally be sold or distributed to children or from companies whose products are inappropriate for use by children

Adopted: June 7, 2006

Amended: January 20, 2016

8. Facilities

- 8.1 Guiding Principles for Facilities**
- 8.2 Conduct in the Library**

8.1 Guiding Principles for Facilities

The board of the Squamish Public Library is committed to the provision of library facilities that are welcoming, safe, well designed, well maintained and accessible. The board also believes that library facilities should support and enhance a sense of community and provide a place where community members can come together.

Adopted: Date of Manual Adoption

Amended: June 17, 2015

8.2 Conduct in the Library

The board authorizes the following list for guiding conduct in the library. The list is not exhaustive but rather to be a representation.

- There is no smoking in the library
- Certified assistance dogs are the only animals allowed in the library
- Eating in the public areas in the library, excluding the BC Hydro Meeting Room, is not permitted during normal library hours. Drinks with lids are permitted
- The public is not allowed in the 'staff only' areas unless accompanied by an authorized person
- Misuse or defacement of library materials or property is prohibited
- The possession of any article that may be used in the mutilation of library property or material is not permitted
- Abusive, obscene or threatening language or behaviour is not permitted
- Drunk and/or disorderly individuals may be refused admission at the discretion of the staff member in charge
- Children shall not be left unattended. Staff members are available to help and support children; however, the library is not able to provide childcare, or be responsible for unattended children. Parents, guardians, and/or caregivers are responsible for the safety, behaviour, and supervision of children at all times
- Obstruction of public access points or fire exits is not allowed
- Noise, whether by speech or other activity, that is preventing the peaceable enjoyment of the library by patrons is not permitted
- For safety and security reasons, sleeping in the library is not allowed

Violation of any of the above prohibitions may result in temporary or permanent expulsion from the library.

Adopted: 1991

Amended: February 20, 2008, March 23, 2011, June 17, 2015

9. Community Relations

- 9.1 Guiding Principles for Community Relations**
- 9.2 Co-operation with Other Libraries and Educational Agencies**
- 9.3 Meeting Room**
- 9.4 Public Relations**

9.1 Guiding Principles for Community Relations

The board of the Squamish Public Library is committed to the ongoing development and maintenance of good community relations. In both the corporate and operational areas, the Library shall endeavour to represent the best ideals of citizenship.

In carrying out this commitment, the Bboard shall endeavour to work collaboratively within the community of Squamish with such diverse groups as the school district, community agencies and groups, and institutions.

It will seek to continue to develop productive and positive working relationships with the larger library community in the province and the country. This commitment is demonstrated through membership in a variety of library organizations and associations.

Adopted: Date of Manual Adoption

Amended: June 17, 2015

9.2 Cooperation With Other Libraries and Educational Agencies

The Squamish Public Library board recognizes that public, school, college, professional and industrial libraries working together sharing their services and resources can meet more adequately the full needs of the community. Therefore the board will be alert to opportunities for cooperating with other libraries in addition to its obligations to InterLINK.

Adopted: Date of Manual Adoption

Amended: June 17, 2015

9.3 Meeting Room

Squamish Public Library will offer the BC Hydro Meeting Room to public groups subject to the following conditions:

- Rental fees and damage deposits must be paid. Waiving of rental fees – for example, for groups offering events in partnership with the library – is at the discretion of the library director
- A booking agreement must be signed by the group's contact person, someone 19 years of age or older, indicating that the person understands and agrees to all the terms and conditions. All user groups must provide proof of insurance or purchase insurance for the event from the library. The insurance form must be signed by the group's contact person
- All groups must be accompanied by an adult, 19 years of age or older
- Use of audio/visual equipment is available at an extra charge
- Anyone renting the room for an event where alcohol will be served must obtain a liquor licence and must abide by the regulations in the Municipal Designated Driver Policy

Adopted: Date of Manual Adoption

Amended: November 17, 2010, June 17, 2015

9.4 Public Relations

General

Squamish Public Library uses public relations to promote community awareness and use of its resources and services and to increase the public's understanding and support of the library.

Library staff support public relations in many ways, including by:

- Being approachable and accessible in the library
- Maintaining a library website and social media presence
- Maintaining a close working relationship with the Friends of the Library
- Connecting with local schools, groups, clubs and agencies
- Creating and distributing electronic and paper promotional and informational materials
- Attending events
- Holding events
- Conducting community surveys

The library director coordinates public relations activities. All public relations materials must be reviewed and approved by the library director.

Library trustees and staff are encouraged to give talks and to participate in community activities. When a staff member is requested to represent the library in an official capacity, or is invited because of the association with the library, such invitations or requests must be referred to the library director for approval before acceptance by the staff member.

A reasonable amount of library time is allowed for staff members for preparing and speaking. Any monies received in compensation for such activities will be passed to the library.

Because library policy is created by the board, library staff should not comment publicly on library policy. Staff are allowed to publicise and share policy – for example, around the code of conduct. If staff have questions or comments about policy, they should speak with the library director or board chair.

Membership Dues

Membership dues are paid on behalf of all trustees and the library director for the following:

- B.C. Library Trustees' Association
- B.C. Library Association
- Other associations as deemed necessary

Membership dues for the American Library Association will be only for individual trustees or staff attending the annual conference.

Institutional membership dues will be paid to the Squamish Chamber of Commerce.

Attendance at Executive Meetings of Professional Associations or to Give Workshops

Staff members are encouraged to actively participate in professional associations, whether as a member of an

executive committee or as a participant at or leader of a workshop or seminar. The board recognizes that a staff member elected to an executive committee of a professional association may be required to attend meetings of the committee and the board would view this responsibility positively as a part of the staff person's job, with approval to attend being at the discretion of the library director (or, in the case of the library director, the discretion of the board).

Adopted: Date of Manual Adoption

Amended: June 17, 2015