



Pemberton & District Public Library Association

Policy Manual

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1. MISSION & GOALS

1.1 Mission, Vision, Values, Strategic Areas and Mandate

Our 2020-2023 strategic plan provides the framework for how the Library will sustain, and grow, its services until 2023.

Vision

The hub of our dynamic communities

Mission

A place to connect and inspire through ideas, programs, resources and technologies.

Values

Accessible | Curious | Engaging | Innovative | Responsive | Welcoming

Strategic Priorities

1. Inspire Minds Through Learning & Literacy
2. Create Welcoming Spaces
3. Live Our Values
4. Build Connections

The full strategic plan is located at Appendix O.

Mandate

The Pemberton & District Public Library Association operates under the authority of the *Library Act (RSBC 1996) Chapter 264*, to acquire, organize, preserve and make easily available free of charge materials which provide information, education and recreation for all persons residing in Electoral Area C of the SLRD and Village of Pemberton.

1.2 General Library Objectives

The Pemberton Library supports the principle of equality of opportunity for people in the pursuit of self-defined goals.

The general objectives of the Pemberton Library are:

- A. To assemble, preserve and administer in organized collections: books and related educational and recreational material in order to promote through guidance, stimulation and communication of ideas, an enlightened and enriched citizenry.
- B. To serve the community as a center of reliable information.
- C. To support educational, civic and cultural activities of groups and organizations.

To seek continually to identify community needs, to provide programs of service to meet such needs and to co-operate with other organizations, agencies and institutions that can provide programs of service to meet community needs

2 GOVERNANCE PROCESS

2.1 Governance Principles

The Board commits to a set of guiding principles in order to ensure careful stewardship of the public trust.

- 2.1.1 The Board governs the library on behalf of the people within the Village of Pemberton and Electoral Area C of the SLRD. It is to this group that the Board is primarily accountable.
- 2.1.2 The Board's priority is to determine Mission and Goals, liaise with the community, and monitor the Library Director's performance.
- 2.1.3 The Board is a governing body that speaks with one voice. All authority rests with the Board, and individual trustees have no authority except as conferred by the Board for specific purposes.
- 2.1.4 The Board has one employee: the Library Director. The Library Director is accountable to the Board as a whole.
- 2.1.5 The Board leads through policy, using a framework which defines four categories of Board Policy: Mission and Goals; Governance Process; Board – Library Director Relationship; and Executive Limitations.
- 2.1.6 The Board states the expected Mission and Goals, directing the Library Director to determine the “means” to achieve these results within limits of ethics, fiduciary and legal responsibilities and prudence.
- 2.1.7 When developing policy, the Board starts at the broadest most inclusive level, gradually moving towards more specific statements. Each policy is defined and narrowed to a point where the Board is satisfied that any reasonable interpretation would be acceptable.
- 2.1.8 When the Board approves policy, the Library Director is empowered to make all further decisions. The Library Director's authority begins immediately and automatically.
- 2.1.9 The Board monitors the Library Director solely on the basis of organizational performance, written policies and expectations.
- 2.1.10 The Board's ongoing agenda is based on its job description which is focused on governance issues rather than management issues.
- 2.1.11 Any Board member may request an in-camera meeting of the Board, or that a portion of a regular Board meeting be held in-camera. Topics that may be moved to in-camera discussions included employment/labour issues, Director evaluation, internal Board issues, legal issues, and discussion of government policies and their implication to the Library. The Director attends all in-camera meetings of the Board, except in instances

where the Director's performance and/or compensation are to be discussed.

2.2 Role of the Board

The job of the Board is to exercise its role as public trustee for the people within the Village of Pemberton and SLRD Area C. The Board is responsible for creating a vision of library service for the community, articulating values and principles, setting goals, developing effective governance policy, monitoring the Library Director's performance and meeting provincial standards. The appointment of Board Members is governed by the B.C. Library Act.

Accordingly, the contributions of the Board shall be to:

- 2.2.1 Liaise with the community to determine:
 - a) what they want the local library system to be.
 - b) what the local library system should accomplish.
 - c) what benefits are worth the costs.
- 2.2.2 Articulate the vision, values and principles which form the foundation for policy and define local library priorities.
- 2.2.3 Write governing policies which, at the broadest levels, define:
 - a) **Mission and Goals:** Which long range benefits will be achieved, for whom, and at what cost.
 - b) **Governance Process:** How the Board conceives, carries out and monitors its own job.
 - c) **Board-Library Director Relationship:** How the Board delegates authority to the Library Director and monitors staff performance.
- 2.2.4 Monitor achievement or compliance with policy against criteria it has previously set, using:
 - a) Reports authorized by the Library Director.
 - b) Reports from outside individuals or agencies.
 - c) Direct inspection by the Board.
- 2.2.5 Evaluate the Library Director's performance based on the objectives of the organizational plan.
- 2.2.6 Use the results of monitoring to improve Library performance by:
 - a) reviewing existing policies.
 - b) revising existing policies.
 - c) formulating new policies.
- 2.2.7 Develop long term financial stability and growth by advocating for equitable local tax funding that supports prudent long-term planning requirements for provision of library services to the whole community. The Board will provide task group assistance when requested by the Library Director.

- 2.2.8 Develop a strategic plan that is reviewed on an ongoing basis.
- 2.2.9 Advocate for increased community support for the library through raising the profile and awareness of the value of the library.
- 2.2.10 Create partnerships with other agencies to achieve the Library's Mission and to foster effective and efficient delivery of library programs and services.
- 2.2.11 Recognize the value and contributions of long serving staff, volunteers and trustees.
- 2.2.12 Carry out other responsibilities as specified in the Library Act.
- 2.2.13 Provide an orientation package to each new Trustee.

2.3 Governance Style

The Board shall govern with a style which emphasizes outward vision, encouragement of diversity in viewpoints, strategic leadership, clear distinction of Board and staff roles, collective decision-making, a focus on the future and proactivity.

Consequently, the Board shall:

- 2.3.1 Enforce upon itself and its members whatever discipline is needed to govern with excellence. Discipline will apply to matters such as attendance, governance principles, respect of roles, and support for Board decisions. It will allow no trustee, individual or committee of the Board to usurp this role or hinder this commitment.
- 2.3.2 Be accountable to its obligations as a public trustee.
- 2.3.3 Direct, control and inspire the organization through the careful establishment of the broadest written policies which reflect the community's values and perspectives.
- 2.3.4 Focus chiefly on intended long term benefits.
- 2.3.5 Monitor and regularly discuss the Board's own process and performance. Ensure the continuity of its governance capability through Board education and development.
 - a) Self monitoring will include at least annually, comparison of Board activity and discipline to its Governance Process and Board-Library Director Relationship policies.
- 5) Continuous development will include orientation of new members to the Board's governance model and policies, and periodic Board discussion of governance process improvement.

2.4 Role of the Chair

The role of the Chair is primarily, to ensure the integrity of the Board's process and secondarily, to represent the Board to outside parties.

Consequently, the Chair:

- 2.4.1 Upholds the Board's own policies and rules and those legitimately imposed upon the board from outside the organization.
- 2.4.2 Works with the Library Director to develop the Board meeting agenda package (e-mail) prior to a Board meeting and ensures all background information is provided.
- 2.4.3 Restricts meeting agendas and discussions to those issues which, according to Board policy, are clearly in the Board's jurisdiction, not the Library Director's.
- 2.4.4 Has the authority to call a special meeting of the Board at any time providing a quorum is present.
- 2.4.5 Chairs Board meetings with all the commonly accepted powers including ruling and recognizing.
- 2.4.6 Keeps deliberations timely, fair, orderly, thorough, efficient, limited to time, and to the point.
- 2.4.7 Has no authority to make decisions beyond policies created by the Board on Mission and Goals and Executive Limitations.
- 2.4.8 Has no authority to supervise or direct the Library Director. The Board as a whole directs the Library Director.
- 2.4.9 Represents the Board to outside parties, stating positions consistent with Board policies and resolutions.
- 2.4.10 Prepares and makes available to the membership a report for the Annual General Meeting.
- 2.4.11 Facilitates annual self-evaluation of trustees
- 2.4.12 Facilitates the Vice-Chair to fulfill the duties of the Chair in the absence of the Chair.

2.5 Role of the Vice Chair

- 2.5.1 Serves as the Chair in the Chairperson's absence

2.6 Duties of the Treasurer

- 2.6.1 Is the Chair of the finance committee

- 2.6.2 Evaluates a draft annual budget in consultation with the Library Director and Budget Committee for presentation to the Board
- 2.6.3 Evaluates and submits a financial statement for the Annual General Meeting
- 2.6.4 Reports income and disbursements to the Board on a quarterly basis.
- 2.6.5 Reviews monthly the Library's financial status, in consultation with the Library Director, who submits it to the required funding bodies
- 2.6.6 Will act as second signature on payroll when required.

2.7 Role of Board Committees

The Board shall operate as a committee-of-the-whole and shall designate committees or individuals on an ad-hoc basis to help carry out its governance responsibilities. This policy applies only to tasks delegated by Board action and not to those delegated under the authority of the Library Director.

Consequently, Board Committees:

- 2.7.1 Shall not interfere with the wholeness of the Board's job, or with delegation from the Board to the Library Director.
- 2.7.2 Shall not speak or act for the Board except when formally given such authority for specific, time-limited purposes.
- 2.7.4 Shall not exercise authority over the Library Director. The Library Director works for the full Board and is not required to obtain approval of a Board Committee before taking executive action.

2.8 Code of conduct

The Board and its members shall operate in an ethical and businesslike manner supporting the mission and values of the Library. This commitment includes proper use of authority and appropriate decorum when acting on behalf of the Board.

Consequently, Board Members:

- 2.8.1 Shall represent unconflicted loyalty to the interests of the Pemberton and District Public Library. This accountability supersedes any conflicting loyalty to advocacy or interest groups. Specifically, this accountability supersedes the interest of any Board member as an individual consumer of library services, or as a member of another governing body.
- 2.8.2 Shall avoid any conflict of interest with respect to their legal and fiduciary responsibilities as per the Library Act.
- 2.8.3 Shall conduct themselves in a manner which represents the Board in a positive light, taking no private action that will compromise the Board and its decisions.

- 2.8.4 Shall not attempt to exercise individual authority over the organization except as explicitly set forth in Board policies, or when acting under specific delegation by the Board. Specifically, Board members will recognize that:
- a) any interactions they, as individuals, have with the Library Director and staff lack authority;
 - b) individual interaction with the public, press or other entities has the same limitation;
 - c) judgements of the Library Director are made only by assessing performance against explicit Board policies through the official process.
- 2.8.5 Shall not speak or act for the Board except when formally given such authority for specific, time-limited purposes.
- 2.8.6 Shall not apply for a staff position.

2.9 Annual Agenda

To accomplish its job outputs consistent with Board policies, the Board will follow an annual agenda. The agenda will focus Board attention on governance priorities using a systematic approach.

- 2.9.1 Annually, the Board will establish a schedule which includes the following:
- a) Annual General Meeting
 - b) Board Orientation and Education
 - c) Election of Officers
 - d) Policy Evaluation, Review & Revision:
 - e) Library Director Evaluation
 - f) Board Self Evaluation
 - g) Review and update the strategic plan as needed

2.10 Community Relations and Advocacy

The Board will carry out its governance role emphasizing communications with the community. All communications support the mission, vision, values and goals.

Consequently the Board shall:

- 2.10.1 Develop a communications and advocacy plan which identifies:
 - a) who the Board communicates with.
 - b) what is communicated.
 - c) when communication activities occur.
 - d) how communications are delivered.
- 2.10.2 Annually review the Board Communication and Advocacy Plan.
- 2.10.3 Establish effective communication links with:
 - a) the people and communities they serve.
 - b) other libraries.
 - c) other local governing bodies and community agencies.
 - d) Libraries & Literacy Branch of the Ministry of Education
 - e) InterLINK

3 BOARD – LIBRARY DIRECTOR RELATIONSHIP

3.1 Director's Authority

- 3.1.1 The Director will be appointed by the Board on recommendation of a search committee established by the Board.
- 3.1.2 The Board will fix the Director's remuneration, and other terms and conditions of employment.

3.2 Delegation to the Library Director

- 3.2.1 The Board will delegate responsibility for the operational management of the Library to the Library Director.
- 3.2.2 The Board will delegate responsibility for the preparation of the annual budget, statutory and regulatory reporting, and administration of Board-approved policies to the Director.
- 3.2.3 The Board will direct the Library Director to achieve its defined objectives, through written policies, the strategic plan, budget approval, and Board motions.
- 3.2.4 The Library Director is authorized to establish further policies for Board approval, and make decisions and develop all activities to meet expected results.
- 3.2.5 The Board will not give direction to individuals who report to the Library Director.

3.3 Powers and Duties of the Library Director

The Director will:

- a) Report to the Board
- b) Be accountable for the management of Library operations.
- c) Be accountable for the hiring, and performance management, up to and including termination, of Library staff and for making recommendations regarding staff compensations as approved by the Board and for implementing any changes.
- d) Consider sponsorship, partnerships and grant applications for additional funding.
- e) Endeavour to accomplish the goals of the strategic plan
- f) Comply with the Board policies on Library Director's responsibilities

3.4 Monitoring the Library Director's Performance

The Board will monitor the performance of the Library Director in accordance with the Strategic Plan and Executive Responsibilities.

Consequently:

- 3.4.1 The purpose of monitoring is simply to determine the degree to which the Library's policies are being fulfilled.
- 3.4.2 Compliance with a given Board policy may be monitored in one or more of three ways:

- a) **Internal report:** Disclosure of compliance information to the Board from the Library Director;
 - b) **External report:** Consultation with community stakeholders on the relationship with the Library Director and PDPL;
 - c) **Board Review:** Discovery of compliance by a Board member, a committee or the Board through inspection of documents, activities or circumstances. Including the management of leave.
 - d) **360°** input from staff, stakeholders in the community and other Library Directors.
- 3.4.3 The Board shall be mindful of the professional, ethical and legal considerations in monitoring.

4 LIBRARY DIRECTOR RESPONSIBILITIES

The Library Director shall not cause or allow any practice, activity, decision or organizational circumstance which is either imprudent, discriminatory, or in violation of commonly accepted sound business and professional ethics, or is inconsistent with the policies of the Board or the Library Act.

4.1 Treatment of Employees

The Library Director shall treat employees in a fair and dignified manner.

Consequently, the Library Director shall:

- 4.1.1 Operate with personnel procedures which.
 - a) clarify personnel rules for staff.
 - b) provide for effective handling of complaints.
 - c) protect against wrongful conditions.
- 4.1.2 Allow staff to complain to the Board when:
 - a) internal complaint procedures have been exhausted; and
 - b) the employee alleges either that:
 - (i) Board policy has been violated to his or her detriment or,
 - (ii) Board policy does not adequately protect his or her human rights.
- 4.1.3 Communicate to staff their rights and obligations under this policy.
- 4.1.4 Take reasonable steps to protect staff from unsafe or unhealthy conditions.

4.2 Communication and Support to The Board

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

Consequently, the Library Director shall:

- 4.2.1 Submit the required reports in a timely, accurate and understandable fashion, directly addressing Board policies.
- 4.2.2 Inform the Board of relevant library trends, anticipated adverse media coverage, and material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.
- 4.2.3 Assist the Board in formulating policies, offering options and implications rather than recommendations.
- 4.2.4 Present information in a clear, concise manner.
- 4.2.5 Provide a record of official Board communications.
- 4.2.6 Deal with the Board as a whole except when responding to officers and / or committees duly charged by the Board.

- 4.2.7 Provide support to committees duly charged by the Board, and communicate when Board or task group expectations exceed available time and resources.
- 4.2.8 Develop an Operating Plan annually for presentation to the Board.
- 4.2.9 Inform the Board of significant donations to the library.
- 4.2.10 Report in a timely manner an actual or anticipated non-compliance with any policy of the Board.

4.3 Compensation and Benefits

The Library Director shall not cause or allow jeopardy to fiscal integrity or public image with respect to employment, compensation and benefits to employees, consultants and contract workers.

Consequently, the Library Director shall not:

- 4.3.1 Change his or her own compensation and benefits.
- 4.3.2 Promise or imply employment which cannot be terminated on reasonable notice.
- 4.3.3 Establish compensation and benefits which:
 - a) deviate materially from the geographic or professional market for the skills employed in similar service sectors.
 - b) create obligations over a longer term than revenues can reasonably be projected.
- 4.3.4 Establish or change pension benefits.

4.4 Asset Protection

The Library Director shall protect and maintain the assets of the Pemberton and District Public Library Association.

Consequently, the Library Director shall:

- 4.2.10 Insure against theft, casualty losses to a minimum of 80 percent replacement value, and against liability losses to Board members, staff or the organization itself in an amount greater than the average for comparable organizations.

4.5 Budgeting

The Library Director, in preparation of annual budgets and the five-year budget, shall adhere to the Board's Mission and Goals priorities, ensure financial integrity, and demonstrate an acceptable level of foresight.

Consequently, the Library Director shall:

- 4.5.1 Prepare budgets which contain sufficient detail to enable accurate projection of revenues and expenses, separation of capital and operational items, cash flow, and disclosure of planning assumptions.

4.6 Financial Stability

The Library Director shall not jeopardize the financial health and stability of the Pemberton and District Public Library or the effective and efficient use of financial resources.

Consequently, the Library Director shall:

- 4.6.1 Expend only funds that have been received in the fiscal year unless otherwise authorized by the Board.
- 4.6.2 Indebt the organization only for amounts that can be repaid within 90 days.
- 4.6.3 Use Long-term Reserves only for special expenses designated by the Board.
- 4.6.4 Only with prior approval of the Board, draw down the Planning /Capital Reserve Fund, including accumulated interest earned.
- 4.6.5 Maintain a sufficient level of available cash to settle payroll and debts in a timely manner.
- 4.6.6 File tax payments or other government-ordered payments in an accurate and timely manner.
- 4.6.7 Expend money in a manner presented in the annual budget approval process of the Board.

4.7 Treatment of The Public

The Library Director may not cause or allow treatment of the public, volunteers or library members that is unfair, unsafe or unhealthy within the Library.

Consequently, the Library Director shall:

- 4.7.1 Maintain complaint procedures that satisfy the Ombudsman's Fairness Checklist
- 4.7.2 Advise the Board of any complaints and how they were resolved at the earliest Board meeting.

References: Ombudsman Act (1996) Ombudsman Fairness Checklist

5 FINANCE POLICY

The Treasurer is an Officer of the Association in accordance with Policy 2.6.

The Finance Committee is standing committee of the Board in accordance with Policy 2.7.

The fiscal year shall start January 1 and end December 31

Unless otherwise directed by the Board, monies remaining in the budget as surplus at the end of the fiscal year are carried over to the following year for use by the Library. Deficits at the year-end are normally funded out of the following year's budget.

5.1 Budget

Definitions:

The *Draft Budget* is the annual budget prepared by the Library Director and the Finance Committee for presentation to the Board

The *Provisional Budget* is the annual budget approved by the Board for presentation to local government funding bodies.

The *Official Budget* is the annual budget adopted by the Board based on the approved funding level.

The Library Director prepares a draft annual budget in a timely manner, for review by the Board treasurer. Once approved by the Board treasurer, the draft annual budget is brought to the Board for approval.

- 6.1.1 The Board will be responsible for the preparation and approval of the core library services budget, in accordance with the provisions of Part 4 the *Library Act*
- 6.1.2 The Board will approve a *Provisional Budget* and may approve revisions to that budget upon recommendations of the Finance Committee.
- 6.1.3 The Finance Committee is responsible for presenting the *Draft Budget* to the Board
- 6.1.4 The Board will approve an Official Budget following receipt of final funding approval, based on recommendations from the Finance Committee.
- 6.1.5 The Library will operate within the approved *Provisional Budget* from January 1 until the Board approves the *Official Budget*

5.2 Revenues

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

Reserve funds are established at the discretion of the Library Board for future operating and capital expenditures. The reserves are held by the Library.

5.3 Expenditures

The Board has exclusive control over Library expenditures, in accordance with the provisions of the Library Act

6.3.1 Purchasing

Purchasing decisions are made on the basis of price, quality, and availability of the goods and services, with consideration given to local services and products.

6.3.2 Expenditure Approval

Exceptional expenditures not provided for in the budget require recommendation of the Finance Committee and approval of the Board.

All general expenditures provided for in the budget must be approved by the Library Director.

6.3.3 Signing authority

The Library Director and Senior Library Assistant shall be signing officers for the purpose of authorizing cheques and contracts for goods or services required in the day-to-day operation of the Library, within the parameters of the budget.

6.3.3.1 Cheque Signing parameters

All cheques require two signatures:

- Cheques in amounts up to \$10,000 may be signed by the Library Director and Senior Library Assistant
- Cheques in amounts of \$10,000 or more must be signed by the Library Director and a trustee.

5.4 Financial Reporting and Audit

The Board shall prepare and provide financial statements in accordance with the provisions of Part 4 of the *Library Act*

The Pemberton & District Public Library Board will ensure compliance with the Provincial Requirements and the submission of the annual Statement of Financial Information (SOFI) as per the *Library Act* and *Financial Information Requirements*.

Unless audited statements are expressly requested for, and financially accommodated for in the budget, by the local government funding bodies, the financial statements are unaudited.

5.5 Funding

The Board shall secure adequate funding to provide the library programs and services within the Library's service area.

The Board may raise funds to support the Library, in accordance with provisions of the *Library Act*

5.6 Disposition of Surplus Property

6.6.1 The Pemberton & District Public Library may dispose of library materials, equipment and furniture which are no longer required or appropriate for library use.

6.6.2 Library materials, equipment or furniture with little or no value, or no recognizable market, may be disposed of at the discretion of the Library Director.

6.6.3 Marketable property with an estimated value of less than \$1,000 may be disposed of either by sale at a fixed price or by sale at a public auction, at the discretion of the Library Director.

6.6.4 Marketable property with an estimated value of more than \$1,000 may be disposed of by a method determined by the Board. Methods of disposal may include sale at a fixed price, sale at a public auction, or sale by sealed bid.

5.7 Tangible Capital Assets

The Library leases the Library building from the Village of Pemberton. Leasing costs are recorded as an expense in the year they occur.

Tangible capital assets are recorded at cost which includes all amounts that are directly attributable to acquisition, construction, development or betterment of the asset. The cost, less residual value, of the tangible capital assets is amortized on a straightline basis over the estimated useful lives of the assets as follows:

Furniture and equipment	10 years
Technology	5 years
Print and audiovisual materials	1 year

Amortization commences when the asset is put into use. The cost of electronic resources, including books, magazines and other periodicals is expensed as they are generally licensed on an annual basis. Print and audiovisual materials are fully amortized in the year of purchase.

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

6. OPERATIONAL GOVERNANCE: (Rules and Regulations)

6.1 LIBRARY MEMBERSHIP

6.1.1 Membership Policy

6.1.1.1 Library membership is free to all people who live in or own property in the village of Pemberton and Area C of the S.L.R.D., as well as those who live within the region served by the Public Library InterLINK Association. The library will participate in the provincial OneCard program allowing free membership to residents of B.C. Proof of residence or property ownership, must be provided.

6.1.1.2 Children under the age of 14 may have their own library card with a parent or guardian's signature indicating acceptance of responsibility for materials borrowed.

6.1.1.3 Parents or legal guardians are responsible for the reading and viewing of choices of their children.

6.1.1.4 Library memberships that have been inactive/expired for over 3 years are deleted.

6.1.1.5 Library members are liable for any fees that are imposed for costs of lost or damaged Library materials borrowed on the card of the member.

6.1.2 Non-members' cards

6.1.2.1 Those ineligible for free membership may obtain a visitor's card for a fee (See Appendix L).

6.1.2.2 A visitor's card entitles the user to borrow up to fifteen items at one time, 3 of which may be audiovisual.

6.1.3 Membership cards

6.1.3.1 The initial permanent borrower's membership card is free of charge. There will be a charge to replace a lost card. (See Appendix L)

6.1.4 Restriction of Borrowing Privileges

6.1.4.1 The use of the library may be denied for due cause such as:

- Failure to return materials or pay penalties
- Destruction of Library property
- Disruptive behavior

6.1.5 Borrowing policy

6.1.5.1 On an adult card, thirty items may be borrowed at one time.

6.1.5.2 On a junior card, fifteen items may be held at one time of which 3 may be multimedia.

6.1.5.3 Borrowing privileges on Junior Cards are restricted to junior members.

6.1.5.4 Unless otherwise stated books and audio books may be borrowed for a period of three weeks.

6.1.5.5 DVDs may be borrowed for one week. TV series may be borrowed for 2 weeks

6.1.5.6 Magazines and music CDs may be borrowed for 2 weeks.

6.1.5.7 All materials may be renewed three times. However, items requested for hold by other patrons may not be renewed.

6.1.5.8 Extended loan privileges will be allowed at the discretion of the Librarian.

6.1.5.9 Deposits of replacement cost may be required for the loan of some special reference materials.

6.1.6 Personal Information and Privacy

The *Library Act* authorizes the Library to collect from its members only the personal information required to provide library service to them. As a public body, the Library abides by the guidelines outlined in the *Provincial Freedom of Information and Protection of Privacy Act (FOIPPA)* (Appendix I).

6.1.6.1 The Library values the privacy of its users. We take every reasonable precaution to ensure that personal information is accurate and up-to-date.

6.1.6.2 All records relating to patron registration and the circulation of materials are confidential. No person or organization outside the library may have access to them. Library Staff will not disclose details of Library materials borrowed to anyone, including family members of the Library member. For anyone other than the Library member to pick up an item on hold, or to obtain access to any information, that person must have authorization given by the Library member and noted on the Library member's account. Children, regardless of age, have the same protection as adults under the Library's confidentiality policy.

6.1.6.3 The Library does not reveal or retain information about an individual's use of its computer resources.

6.1.6.4 The Library does not keep records of answered reference questions that are linked to a specific library customer's name.

6.2 LIBRARY SERVICES

6.2.1 Charges and Fines

6.2.1.1 Fines will not be charged for overdue items, unless it is considered lost (see 6.2.1.2)

6.2.1.2 If items are not returned by their due date, an overdue reminder will be issued at 7 days and again at 14 days. A third and final reminder will be issued at 21 days after which point the materials will be considered lost. The replacement cost will then be

billed to the patron's account. Refunds are not issued if a lost and paid for item is later returned.

6.2.1.3 Borrowing privileges will be suspended if patrons have reached the maximum renewals allowed on their borrowed items or if they have fees for lost items in excess of \$10 on their account.

6.2.1.4 Patrons can choose to receive email notices notifying them of overdue items and can access and manage their account online through the Library website.

6.2.1.5 The Library may charge for services other than basic public library service.

6.2.1.6 The Library Director may, when appropriate, forgive imposed fines or fees.

6.2.1.7 The Library may make photocopying, printing and scanning services available on a pay for use basis.

6.2.1.8 A schedule of Library Charges is available online and in the Library (Appendix L)

6.2.2 Interlibrary loans

6.2.2.1 Interlibrary loan is a basic service provided free of charge to library members and subject to Public Library Service Branch interlibrary loan policies.

6.2.2.2 Materials available for interlibrary loan are at the discretion of the lending Library.

6.2.2.3 Loan period and renewal policies are set by the lending institution

6.2.2.4 Patrons may request up to two items at one time.

6.2.2.5 A charge may be imposed on any overdue item plus any penalty imposed by the lending library

6.2.2.6 A charge may be imposed for non-pickup of requested items.

Lending materials to other libraries

6.2.2.7 The library participates in the resource sharing of provincial wide interlibrary loan system.

6.2.2.8 The library exercises the right to limit the lending of materials to other libraries.

6.2.2.9 Some materials may be unavailable for loan. These would include magazines (periodicals), audio-visual materials, reference materials and items in high demand.

6.2.3 Use of Library Building for Events and Extra-Curricular Events

5.2.3.1. As a guideline, all programs taking place in the library building should conform to the objectives of the library as previously stated. Non library related events may take place at the discretion of the Director but must fall into the parameters as stated in the Lease Agreement with the Pemberton & District Community Centre.

5.2.3.2 All library events are open to all members of the public and no charge may be made to those attending.

5.2.3.3 The Library Director or designate may serve as an invigilator for examinations. A nominal fee will be charged (See Appendix L)

5.2.3.4. A Library board or staff member must be responsible for opening and locking up.

6.2.4 Hours of Operation

6.2.4.1. In order to be open sufficient hours to best meet the needs of the community, there shall be, together with weekday openings, at least one evening and a Saturday opening each week.

6.2.4.2. When economically feasible, the library hours will be expanded to increase the availability of library service to the public.

6.2.5 Public Access Computers and Internet Access

6.2.5.1. The Pemberton Public Library recognizes the Internet as a resource tool to be used to allow the public enhanced access to information.

6.2.5.2 Computer and Internet access is provided free of charge to library members and visitors.

6.2.5.3 There are no filters on the Internet access. The Library is not responsible for the content of what is viewed on the Internet.

6.2.5.4 The Library's public computer network is not secure. Use of the Library computers or of privately owned computers in the Library, is solely at the risk of the user.

6.2.5.5 Fees will be charged for each page printed. See Appendix L

6.2.5.6 Only one person at a time shall be on the computer.

6.2.5.7 Monitoring of a child's (up to 14 years of age) use of the Library's computer facilities and the Internet is the responsibility of the parent/guardian. Children under the age of 12 must be accompanied by an adult to use the Library computers. Children aged 12-14 must have parental permission in order to use the Library computers unsupervised.

6.2.5.8 It is not permitted to download, install or use any software program not provided by the Library, on Library computers or devices

6.2.5.9 Personal data cannot be saved on the hard drive

6.2.5.10 A patron may use the computer for one 30-minute session per day. Longer sessions are at the discretion of the Library Staff according to demand

6.2.5.11 Anyone misusing or damaging a Library computer, reprogramming a Library computer, tampering with hardware or software, or using the Internet for illegal or unethical purposes will have their computer use privileges suspended, may be prosecuted, and will be held liable for any damage to Library property.

6.2.5.12 The Library may require discontinuance of any computer display of information or images which may be offensive to other persons using the Library

6.2.5.13 Where time permits, Library Staff may provide assistance to computer users.

6.2.6 Volunteers

Library volunteers can become an integral part of the service team. Through their efforts, both Board and staff are able to enhance the quality of service and programs provided to the public. See Appendix N for the Volunteer Policy.

6.2.6.1. Friends of the Pemberton Library will be assigned staff & board liaisons to coordinate volunteer activities and fundraising efforts

6.2.6.2. The Board will not request funds from the Friends of the Pemberton Library for operational expenses.

6.2.6.3 Members of the public should be encouraged to offer their time and energy to the library. Their efforts will be recognized as a valuable contribution to the library, as well as the community.

6.2.6.4. Staff will ensure that volunteers are supported, trained and supervised and criminal records check may be required for any volunteer position.

6.2.6.5. Volunteer activities are considered ancillary, supportive and complementary to the role of the library employees. The Board endorses the policy that no employee will be removed or displaced in favor of an unpaid volunteer.

6.2.6.6. Volunteers must perform their functions to the standards set by the Library. In case of conflict of interest, their names may be removed from the Library Volunteer roster.

6.2.6.7. Volunteers are eligible to apply for paid positions, as outside applicants.

6.2.6.8. The board will welcome any suggestions from any source which would support trust, mutual respect and cooperation between employees and volunteers, to benefit of everyone, particularly library patron.

6.3 LIBRARY COLLECTIONS

The collection of the Pemberton and District Public Library includes all materials, both on and off site, electronic and otherwise, that patrons are able to access.

6.3.1 Collection Development

- 6.3.1.1 It is desirable that the materials acquisition budget be maintained at 20% of the total amount received annually from its funding bodies. (S.L.R.D./VOP and Province).
- 6.3.1.2 The librarians are responsible for book selection and purchasing of library materials. The materials selection will be made with the best available professional judgment based on reviews, bibliographies, patron requests, personal inspection and budgetary consideration. (Canadian sources will be used where feasible).
- 6.3.1.3 The Board supports selection of materials that reflects the needs of the community and expectation of library users
- 6.3.1.4 The Board favors ongoing assessment of the collection in order to identify areas in need of improvement and to set priorities for development of the collection.
- 6.3.1.5 The Library collection will be kept vital and contemporary through an active program of acquisition, maintenance and withdrawal.
- 6.3.1.6 Donations of materials will be accepted if they meet the Library's selection criteria. Conditional monetary donations are welcome if the conditions are acceptable to the Board. In all cases, the Library has complete authority over the disposal of donations

6.3.2 Intellectual freedom

- 6.3.2.1 The Board supports the Statement on Intellectual Freedom prepared and adopted by the Canadian Library Association. (See Appendix H)
- 6.3.2.2 Controversial material will be represented with as wide a variety of viewpoints as is reasonable within the scope of the collection.
- 6.3.2.3 When a patron requests withdrawal of a title from the collection, they will be referred to the acquisition policy and given a copy of the Request for Book Review form (See Appendix G). The Board, in consultation with the Library Director, will deal with the submission at its next regular meeting

6.4 LIBRARY FACILITIES

6.4.1 Conduct in the Library

- 6.4.1.1 Library users must respect other library patrons and staff. Disruptive or disrespectful behavior will not be permitted. Library staff may intervene as necessary.
- 6.4.1.2 The use of cell phones is permitted within the library so long as other patrons are not disturbed
- 6.4.1.3 Animals are not permitted in the library, with the exception of service dogs.
- 6.4.1.4 Smoking is not permitted in the Library.

6.4.1.5 Consumption of non-alcoholic beverages in covered containers is permitted in the Library. Food may also be consumed, with the exception of hot food. Alcoholic beverages may not be consumed unless at a Library event covered by the appropriate liquor license.

6.4.1.6 Mistreatment or destruction of library materials or property is prohibited.

6.4.1.7 Soliciting for donations, or sale of anything not related to fund-raising for the Library is not permitted in the public areas of the Library.

6.4.1.8 Abusive, obscene or threatening language or behavior is not permitted.

6.4.1.9 Drunk or disorderly persons may be refused admission to, or be ejected from, the Library at the discretion of Library Staff.

6.4.1.10 Young children shall not be left unattended in the Library (see 6.4.2)

6.4.1.11 Obstruction of public access points or fire exits is prohibited.

6.4.2 Children in the library

6.4.2.1 The Pemberton and District Public Library welcomes children to attend programs and to use library to the fullest. The library is a public place and provides service to all members of the community. The Pemberton and District Public Library is concerned about the safety and welfare of children when they are visiting the library. It is the policy of the Library Board that parents or legal guardians are fully responsible for the safety, security, and monitoring of their children while on the library property.

Children are welcome to use the Library and to attend Library programs. However, Library Staff do not provide child supervision and take no responsibility for children left unattended on the premises.

6.4.2.1.1 Children under five (5) years of age

Children under 5 must be accompanied in the Library at all times and may not be left unattended.

6.4.2.1.2 Children of elementary school age

Children of elementary school age may come to the Library independently but may not be left unattended for substantial periods of time. Should Library Staff observe that children of elementary school age are left in the Library for what, in the opinion of Library Staff, is a substantial period of time, parents or guardians will be contacted.

6.4.2.1.3 Unattended children at closing time

If a child is unattended when the library closes and library staff cannot locate a parent or guardian, the library staff may ask the RCMP to take responsibility for the child.

6.4.3 Library Displays & Arts Policy

- 6.4.3.1 Art displays will take place in the library on a monthly rotation basis, beginning and ending on the first and last days of the calendar month unless other arrangements are made and agreed to by all parties.
- 6.4.3.2 Art displays may include but not be limited to paintings or photography. Two-dimensional works will be hung from railings not displayed on easels.
- 6.4.3.3 Display space will be limited and outlined by the Library
- 6.4.3.4 Artists will be required to submit a brief portfolio/outline of work to the library arts committee to ensure suitability and determine a month available for display. Works on display must be suitable for public display in a family atmosphere.
- 6.4.3.5 Artists will be responsible for installation and removal of items with the assistance of the arts committee. The method of displaying art must not damage or mark the walls in any way. Picture rails and hooks have been installed to assist with this process. Art displayed must be removed before the beginning of the following month and at a time that is convenient to library staff.
- 6.4.3.6 Artists are responsible for preparing their work appropriately for gallery hanging (matting or framing – oils stretched on canvas).
- 6.4.3.7 Artists are responsible to provide a profile and supply “title and price” cards “not for sale” cards for each piece. In the case where there is more than one artist on display, these cards need; “artist, title, price”.
- 6.4.3.8 Artists will be responsible for insurance on their work. The Library’s insurance does not cover property of others on display in the library.
- 6.4.3.9 Artists selling pieces as a result of exhibition in the library will be subject to a 10% commission to the Library.

6.4.4 Gifts-In-Kind Policy

The Pemberton & District Public Library is a registered charity under the Canadian Income Tax Act and can provide charitable donation receipts for financial contributions over \$25. These contributions will be used for Library materials, programming or equipment. If the donor wishes to specify the use to which money is to be put, a special agreement with the Library is necessary at the time that the donation is made.

Non-monetary donations may be accepted at the discretion of the Library Director if they are considered to further the mission, goals, and objectives of the Library. Please note that the Library no longer accepts donations of books and other materials due to the associated costs of evaluating, sorting, and processing these items.

APPENDICES

Appendix A: Constitution of the Pemberton & District Public Library Association

CONSTITUTION of the

PEMBERTON & DISTRICT PUBLIC LIBRARY ASSOCIATION

The Pemberton and District Public Library is an Association Library that is incorporated and registered under the Companies Act of British Columbia. The Library operates under the provisions of the Public Library Act of British Columbia and its amendments. The Association has all the powers, rights and immunities vested by law in corporations. The Board has legal responsibility for the library and is its policy making body. Any person resident in the locality served by the Library may become a member of the association, subject to the rules and regulations made by the Library Board, but no member under the age of eighteen is eligible to hold office in or vote at meetings of the Association.

A Board of Management consisting of five to nine members of the Association shall be elected at the Annual General meeting and shall have charge of the business of the Association including the management, regulation and control of the Library established by it.

The Board shall appoint one of its members to act as Chairman of the Board and may appoint a secretary, treasurer, librarian and other such officers and employees as are necessary; and with the approval of the Commission may fix their salaries.

The Board may:

1. make rules and establish policies regarding the holding of meetings of the Association and for the management of the Association and the conduct of business of the Board.
2. define the duties of the officers and employees of the Board.
3. provide suitable accommodation for the Library as the funds at the disposal of the Board warrant.
4. adopt means for the raising of funds for the support of the Association.

This Association shall be carried on without the purpose of monetary gain for its members; and any monies obtained shall be used in promoting its objectives.

This constitution is effective as of May 15, 1979

Signed

1979 Board Members

Appendix B: Library Acronyms

LLB	Libraries & Literacy Branch
BCLA	<p>British Columbia Library Association</p> <p>The Library has an institutional membership. BCLA is made up of all types of libraries – public, school, university, librarians, other individuals.</p>
BCLTA	<p>British Columbia Library Trustees Association</p> <p>The library has an institutional membership. It is made up of Public Library Trustees only.</p>
InterLINK	Public Library InterLINK is a federation of libraries made up of 18 public libraries in the Lower Mainland, Sunshine Coast, Sea to Sky Corridor and Lillooet.
ABCPLD	<p>Association of B.C. Public Library Directors.</p> <p>Meetings are held twice a year – once during the spring conference and once at the UBCM (Union of B.C. Municipalities) meetings in the fall</p>
SLRD	Squamish Lillooet Regional District. The Library's service area includes SLRD Area C
VOP	Village of Pemberton
PVUS	Pemberton Valley Utilities and Services Committee. This committee includes representation from both VOP and SLRD Area C, and is responsible for administering funding to the Library as well as other joint services.

Appendix C: InterLINK Brochure

InterLINK Brochure not available in electronic format at this time.

Appendix D: Library Act

Included here is Section 4, pertaining to Public Library Associations, and Part 5, General Regulations pertaining to all libraries. The Library Act in its entirety is available separately in the Library or online

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96264_01

Part 4 — Public Library Associations

Existing public library associations continued

- 31** (1)A public library association that was incorporated before, and provided library service until, August 26, 1994 is continued, and the association may continue to provide library service in the locality for which it was formed.
- (2)A public library association has the powers and duties given to a library board under this Part.

Who can become a member

- 32** On application and subject to the rules of the public library association, the following are eligible to become members of a public library association:
- (a)residents in the locality for which the association was formed;
- (b)residents in an area in which library service is provided by the association by agreement.

Who cannot vote or hold office

- 33** No member under 18 years of age and no employee of a public library association is eligible to be elected to hold office in, or to vote at meetings of, the association.

Continuation and role of the library board

- 34** (1)The board of management of a public library association is continued as the library board of the association.
- (2)The library board is responsible for managing the library of the public library association and for exercising and performing on behalf of the association the powers and duties given in this Part.

Composition of the library board

- 35** (1)The library board is to consist of
- (a)not fewer than 5 or more than 9 members, elected by the members of the public library association from among themselves, and
- (b)any person appointed to be a member of the library board by a municipal council or regional district board under subsection (2).

- (2)A local government that provides assistance to the public library association by way of a grant may
- (a)appoint a representative from the council or from the directors of the participating areas to be a member of the library board for the financial year in which the grant or contribution is made, and
- (b)dismiss the appointee, with or without cause, and appoint another.

Elections and term of office of members

- 36** (1)Elections to the library board must be held each January or as soon afterward as is convenient.
- (2)In the first election after August 26, 1994,
- (a)if the number of elected members is even, 1/2 of them hold office for a term of one year, and the others hold office for a term of 2 years, and
- (b)if the number of elected members is uneven, a bare majority of them hold office for a term of one year, and the others hold office for a term of 2 years.
- (3)All subsequent elections are for terms of 2 years.
- (4)A member is eligible for re-election or reappointment to the library board, but no member may serve for more than 8 consecutive years.
- (5)The term of office of an elected member continues until a successor is elected.
- (6)A vacancy arising during the term of office of an elected member is to be filled, for the remainder of the term, by an appointment made by the library board at the first meeting after the vacancy arises or as soon afterward as is convenient.
- (7)The library board
- (a)may remove an elected member for cause, including if the member fails to attend 3 consecutive regular meetings of the library board without its written approval, and
- (b)must remove an elected member who ceases to be eligible to hold office in or to be a member of the public library association.

Election of chair and vice chair

- 37** (1)The library board must elect a chair and a vice chair at the first meeting after the elections to the library board and annually after that.
- (2)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.
- (3)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.

Regular and special meetings of library board

- 38** (1)The library board must meet at regular intervals at least 6 times a year.

- (2)A majority of all the members of the library board is a quorum.
- (3)The chair or any 2 members may call a special meeting of the library board by notifying, in writing, the other members at least 2 days before the meeting and stating in the notice the purpose of the meeting.

General powers and duties of library board

39 The library board

- (a)may make rules for holding meetings of the public library association and for managing the association,
- (b)may make rules for managing the business of the board and for regulating the use of its facilities and services by the public,
- (c)may appoint any committees of its members that it considers necessary to carry out its business,
- (d)must appoint a chief librarian,
- (e)may raise funds to support the public library association,
- (f)may hire and dismiss employees, enter into collective agreements with employees and set the terms of their employment, including fixing their remuneration and duties,
- (g)may lease land or buildings for library purposes or dispose of land or buildings acquired before August 26, 1994, but only with the prior approval of the minister,
- (h)may acquire personal property for library purposes and dispose of personal property,
- (i)may contract, for a term of not more than 5 years, for professional or other services for library purposes,
- (j)may sue and be sued in the name of the public library association,
- (k)may have a common seal and may alter or change it,
- (l)must prepare an annual report in the form approved by the minister and must send copies of it to the minister, and
- (m)must maintain a record of the members of the public library association.

Budget, expenditures and financial statements

- 40** (1)In each year the library board must prepare and approve a budget for providing library service.
- (2)The library board has, subject to the approved budget, exclusive control over the expenditure of
 - (a)all money raised by or grants or contributions provided to the public library association,
 - (b)all money given to the public library association,

- (c)the revenue derived from any source, including
 - (i)fees,
 - (ii)fines, and
 - (iii)money recovered by the library board for detention, damage or loss of library materials, and
 - (d)all money received by the public library association under an agreement to provide library service.
- (3)The library board must
- (a)prepare annual financial statements in accordance with generally accepted accounting principles,
 - (b)provide a copy of the financial statements for inspection by the members of the public library association at or before the annual general meeting, and
 - (c)provide a copy of the financial statements to any municipality or regional district that is eligible under section 35 to make an appointment to the library board.

Powers and duties of chief librarian

41 The chief librarian

- (a)has general supervision and direction of the library and its staff,
- (b)is the secretary to the library board and to the public library association, and
- (c)has the powers and duties the library board assigns to the chief librarian from time to time.

Request to municipality to take over library

- 42** (1)A public library association may, by a vote of at least 1/2 of the members present at an annual meeting of the association or at a special meeting of the association called for the purpose, request the municipality in which the library of the association is located to assume responsibility for providing library service in the municipality.

(2)No request may be made under subsection (1) after October 1 in any year.

Dissolution if municipal library established or regional library district

established or extended

- 43** (1)If, after receiving a request under section 42 from a public library association, a municipality adopts a bylaw under section 3 establishing a municipal library, the association is dissolved as soon as the bylaw takes effect.
- (2)If, after an agreement is made under section 14 or 28, a municipality or part of a regional district in which the library of a public library association is located becomes part of a regional library district, the association is dissolved as soon as the agreement takes effect.

Dissolution of public library association by minister

- 44** The minister may, by order, dissolve a public library association on the date specified in the order if
- (a)the association, by a vote of at least 1/2 of the members present at an annual meeting of the association or at a special meeting of the association called for the purpose, requests the minister to dissolve the association,
 - (b)the association has fewer than 50 voting members,
 - (c)the library board has not met for 6 months or has not provided library service for 6 months, or
 - (d)the library board has not complied with this Act or the regulations.

Transfer of assets on dissolution

- 45** (1)When a public library association is dissolved under section 43 or 44, its assets are vested in and its liabilities and obligations are assumed by
- (a)the municipality in which the library of the association is located, or
 - (b)the regional district in which the library of the association is located if the library is not located in a municipality.
- (2)The minister may direct the Registrar of Companies to cancel the certificate of incorporation of a public library association as of the date of its dissolution under section 43 or 44.

Part 5 — General

Free basic public library service

- 46** (1)A library board must not charge for
- (a)admission to any part of a building used for public library purposes, or
 - (b)using library materials on library premises.
- (2)A library board must allow residents and electors of any area served by the library board to do the following free of charge:
- (a)borrow library materials that are normally lent by the library and that belong to prescribed categories of library materials;
 - (b)use reference and information services as the library board considers practicable.
- (3)A library board may charge fees for services not required to be provided free of charge under this section, including for the use of services described in subsection (2) by anyone who is not a resident or elector of an area served by the library board.

Enforcement of library rules

- 47** A library board may
- (a)impose fines for breaches of the library rules,
 - (b)suspend library privileges for breaches of the library rules, or
 - (c)exclude from the library anyone who behaves in a disruptive manner or damages library property.

Agreements

- 48** (1)Subject to subsection (2), a library board may enter into a written agreement to cooperate in the provision of library services with one or more of the following:
- (a)another library board;
 - (b)a municipality;
 - (c)a regional district;
 - (d)an aboriginal government;
 - (e)a board of school trustees;
 - (e.1)a francophone education authority as defined in the *School Act*;
 - (f)an institution under the *College and Institute Act*;
 - (g)the board of governors of a university;
 - (h)the minister;
 - (i)a prescribed body.
- (2)Before entering into an agreement under subsection (1), the library board of a municipal library must obtain the approval of the municipality that established the municipal library.

- (3) An agreement under this section may provide as follows:
- (a) for the appointment of one or more members to the library board of a municipal library by a municipality, regional district or aboriginal government that enters into the agreement with that library board;
 - (b) for the appointment of one or more members to the library board of a public library association by an aboriginal government that enters into the agreement with that library board.
- (4) Members appointed by agreement under this section are additional to those appointed to the library board under any other provision of this Act and members appointed under this section may vote at meetings of the library board.
- (5) An agreement under this section must be consistent with this Act and the regulations.
- (6) A library board may spend money available from its budget for the purposes of an agreement under this section.

Library federations

- 49** (1) Two or more library boards may enter into a written agreement to establish a library federation.
- (2) An agreement under subsection (1) has no effect until it is approved by the minister.
- (3) An agreement under subsection (1) must include terms
- (a) establishing a plan for the cooperative provision of library service,
 - (b) establishing a federated library board,
 - (c) establishing a procedure for adopting bylaws,
 - (d) establishing requirements for membership in the library federation,
 - (e) relating to the budget of the library federation, and
 - (f) providing for disestablishing the library federation, distributing its assets and assigning its liabilities.
- (4) A federated library board has the power and capacity of a corporation under the *Interpretation Act* and, in addition, may acquire and dispose of real property.

Unserved areas

- 50** (1) The minister may provide library service to individuals and communities that, in the minister's opinion, are unable to obtain public library service.
- (2) For the purpose of subsection (1), the minister may enter into an agreement with a library board, including an agreement under which a library board extends free library service to residents of a reserve as defined in the *Indian Act* (Canada).

Director of public library service

- 51** (1)The minister must designate as director of public library service a person who is appointed under the *Public Service Act* and is a qualified librarian.
- (2)The director of public library service is responsible, under the direction of the minister, for administering this Act and promoting the improvement and extension of public library service throughout British Columbia.
- (3)Without limiting subsection (2), the director of public library service may
- (a)apportion money annually appropriated by the Legislature for grants to help library boards and to help public bodies that are engaged in promoting library service and improving library service,
 - (b)impose conditions for the payment of grants, and
 - (c)refuse or reduce a grant to a library board or public body that does not comply with a condition imposed under paragraph (b).

Advisory bodies

- 52** (1)The minister may establish one or more bodies to advise the minister on matters relating to this Act.
- (2)The minister may appoint, or provide for the manner of appointment of, the members of a body established under this section and may set the terms of reference for those bodies.
- (3)The members of any body established under this section are entitled to be reimbursed for reasonable travelling and out of pocket expenses necessarily incurred by them in performing their duties under this Act, and may be paid for their services an amount determined by the Lieutenant Governor in Council.

Conflict of interest

- 53** (1)A member of a library board who has a direct or indirect pecuniary interest in a matter considered at a meeting of the library board
- (a)must declare that he or she has a pecuniary interest in the matter,
 - (b)must not take part in the discussion and is not entitled to vote on any question respecting the matter,
 - (c)must leave the meeting, and
 - (d)must not attempt in any way, whether before, during or after the meeting, to influence the voting on any question respecting the matter.
- (2)Subsection (1) does not apply
- (a)if the matter relates to expenses payable to one or more members of the library board in relation to their duties as members, or
 - (b)if the pecuniary interest is so remote or insignificant that it cannot reasonably be regarded as likely to influence the member in relation to the matter.

(3)A person who contravenes subsection (1) is disqualified from continuing to hold office as a member of the library board unless the contravention was done through inadvertence or because of an error in judgment made in good faith.

Protection against lawsuits

54 (1)No action for damages may be brought against an existing or former member, officer or employee of a library board or against a person acting under the direction of the library board for

(a)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, or

(b)any alleged neglect or default in the performance or purported performance of a duty or exercise of a power.

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

(3)Subsections (1) and (2) do not provide a defence if

(a)the member, officer, 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 wilful misconduct, or

(b)the cause of action is libel or slander.

(4)This section does not absolve a library board from vicarious liability for anything said or done or omitted to be said or done by, or for any neglect or default of, an individual referred to in subsection (1), for which the library board would have been vicariously liable had this section not been in force.

Reimbursement of expenses

55 (1)The members of a library board are not entitled to be paid by the library board for their services but may be reimbursed by it for reasonable travelling and out of pocket expenses, including child care expenses, necessarily incurred by them in performing their duties under this Act.

(2)A library board may not reimburse a member for any expenses if another body reimburses the member for the expenses or pays the expenses.

Power to make regulations

56 The Lieutenant Governor in Council may make regulations referred to in section 41 of the Interpretation Act.

Appendix E: Travelling expenses

1. Traveling expenses incurred by staff or a trustee to attend out of town Library related business will be reimbursed at the current rate set by the Canada Revenue Agency rates for staff mileage reimbursement.
2. For travel of less than 24 hours, the following allowances may be claimed in lieu of reimbursement for receipted expenses:

(5) breakfast: \$12 (ii) Lunch \$14 (iii) Dinner \$22

For travel of more than 24 hours away, a per diem rate of \$70 will be paid to cover all meals, gratuities, local telephone and other miscellaneous costs incurred.

3. The Library will cover accommodation expense as required at the most reasonable rate offered or up to \$25 /night for accommodation in a private residence.

Appendix F: Trustee Job Description

**Pemberton and District Public Library
Trustee Job Description
& Board Committees**
Adopted at the Regular Board Meeting October 19, 2004

5. Nature and Scope of Work

An elected position with rights and responsibilities as per the Library Act of B.C. As a Pemberton Public Library Trustee, you are a citizen who the community has “trusted” to care for its library. This implies a challenge, an obligation and an opportunity. Your responsibility is to represent the public interest in libraries. To see that the Pemberton Public Library offers comprehensive and efficient service to the community that supports it, you act with other Board members to fulfill a variety of responsibilities as a Trustee.

Trusteeship is not an honorary position. You will be asked to give freely of your time, talents and energy. It will involve establishing effective working relationships with local government, library staff and fellow trustees. It will require becoming a part of a team. The demands are high but so are the rewards, for your contribution can make a difference to library service in both our community and province. Training is available.

2. Qualifications

The following are required of Trustees of the Pemberton and District Public Library Board:

- 2.1 To have interest in and participate in library activities.
- 2.2 To hold a current library membership card
- 2.3 To be a resident or elector in Pemberton or Area C of the Regional District.
- 2.4 Cannot be an employee of the Pemberton and District Public Library.

3. Duties of the Board of Library Trustees

- 3.1 Develops and reviews mandates, missions, values and goals for the library.
- 3.2 Sets annual priorities.
- 3.3 Represents the library to local government and the community.
- 3.4 Hires and evaluates the Director
- 3.5 Approves the annual budget which has been prepared by the Library Director in consultation with the Treasurer and Budget Committee and ensures it is presented to the SLRD.
- 3.6 Develops and approves policies including staffing and working conditions and collection development policy.
- 3.7 Develops and approves the library's long-range plan
- 3.8 Develops a facilities plan
- 3.9 Explores funding sources to support and secure adequate funds for the library
- 3.10 Develops and approves the public relations plan
- 3.11 Is an active advocate for the Library and library services
- 3.12 Is aware of the needs of the community in relation to the library.

4. Responsibilities of a Library Trustee

- 4.1 Attend Board meetings with regularity and punctuality.
- 4.2 Before the meeting, read the Board material which has been sent out ahead of time. Take time to note any comments or concerns you have about matters which will be discussed at the meeting.
- 4.3 Participate in the discussions and decisions at the time they are taking place rather than waiting to state your opinions after action has been taken.
- 4.4 Ask questions or request additional information about any issue you do not understand. Chances are, you are not the only one who does not understand. No Board member should vote without clearly understanding that which is being voted on.
- 4.5 Abide by decisions duly made by the Board.
- 4.6 Raise any library-related concerns which you have observed or which community members have brought to your attention.
- 4.7 Know and understand the mission and policies of the Library Board
- 4.8 Responsible for being aware of relevant information pertaining to the library ie. Policy, trustees handbook, annual reports, library act, governance.
- 4.9 Maintain an objective and unbiased approach free of conflict of interest.
- 4.10 Understand and fulfill legal responsibilities.
- 4.11 Participate in committees.
- 4.12 Volunteer time in fundraising and other activities of the library as requested.

5. Additional Responsibilities

If you have been elected chairperson of the Board or a Board Committee, you have additional responsibility to:

Chairperson – of Board or of a Board Committee

- 5.1 Prepare an agenda, in consultation with the Chief Librarian, and ensure that this agenda, along with any supporting material, is sent out ahead of time to each Board or Committee member
- 5.2 Understand each agenda item and its purpose on the agenda
- 5.3 Call the meeting to order when a quorum is present at the appointed starting time.
- 5.4 Introduce and welcome any visiting staff, community members or other guests.
- 5.5 Facilitate the meeting's discussion and decision-making processes by:
 - allowing all members full and equal opportunity to participate
 - keeping order in the meeting according to the Board's recognized by-laws and rules. (Usually *Robert's Rules of Order* will be chosen as the guide to procedure)
 - 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.
- 5.6 Represent the Board to the press.

Board Committees:

The Library Director and Board Chair works with all the Committees.

1. Policy : reviews the Policy Document annually. The Policy sets out the Governance (rules and regulations) concerning all Library operations and organization. The Mandate and Objectives of the Library Service are included in this document.
2. Budget : the Library Director, Treasurer and other trustees make up this committee. The 5 Year Financial Plan is generally submitted to PVUS by the end of Sept. This committee should be well versed in the future needs of the library as well as statistics of service in order to set out budget requirements for the coming year.
3. HR/Personnel: Directly oversees the position of Library Director and is aware of all other positions & employees ;
 - Responsible for hiring of Library Director.
 - Responsible for evaluating Director annually.
 - Reviews staffing and working conditions annually.
 - Reviews pay and benefit packages for staff.
 - Is aware of standards of competency and qualification requirements for library jobs.
 - Monitors performance reviews.
 - Reviews policies regarding professional development, volunteerism, and other matters related to staffing.
4. Arts: The arts committee will develop and implement an arts policy. This will be reviewed as necessary. The arts committee members will be responsible for selecting art for show in the library as well as managing the method(s) of installation. The committee or its representative will ensure consistent & complete communication with the artists with respect to our policies, procedures & liability for art installments.
5. Strategic Plan Committee: This committee is responsible for overseeing the implementation of the strategic plan, reporting back to the Board on progress made and areas for concentration. The committee will also begin the process of renewing the strategic plan in a timely manner.
6. Friends of the Library Liaison
A member of the Board will be appointed to be a liaison between the Friends of the Library and the Board. He/She will report at the regular Board meeting as well as attend meetings of the Friends of the Library as necessary.
7. InterLINK Board appointee
A member of the Board will be appointed to the InterLINK Board of Directors annually. This director will be expected to attend meetings of the InterLINK Board (meets 5 times annually). An 'alternate' will also be appointed to attend in their absence.

Appendix G: Request for Material Review

Pemberton & District Public Library Association Request for Material Review

Author/Creator of material:

Title:-

Publisher and edition (if known):

Your name: _____

Address: _____

Telephone: _____

Cell: _____

1. Is this a personal request? YES NO
2. If you are representing a group please give the name and address of the organization: _____
3. How much of this material have you read?
All _____ None _____
4. What is it about this material that prompts your request for review? Please be specific, and continue to another sheet of paper if necessary.
5. What other materials on this subject or of this type have you read? (Please give authors and titles if known.)
6. Are you aware of the judgment of this book by literary critics?

Date_____

Signature_____

Appendix H: Statement on Intellectual Freedom

Canadian Library Association / Association 44anadienne des bibliothèques Position Statement on Intellectual Freedom

Approved by Executive Council ~ June 27, 1974; Amended November 17, 1983; and November 18, 1985

All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

Appendix I: Legislation of Interest

[Canadian Charter of Rights and Freedoms](#)

[Freedom of Information and Protection of Privacy Act \(FOIPPA\)](#)

Appendix J: Job Description – Library Director

Job Description - Library Director Pemberton & District Public Library

Overview

The Director serves as the chief executive officer of the library and is responsible for the administration of all library functions within the goals, guidelines, and policies established by the Library Board of Trustees. This responsibility includes the organization and dissemination of information and services through the effective utilization of library resources. The director is also responsible for the facilities, financial management, and personnel of the library, under the governance and oversight of the Board.

The Director is expected to provide a leadership role within the library, the community, and the library profession. The Director serves as the official representative of the library.

AREAS OF RESPONSIBILITY:

General Administration and Management

- Formulates and recommends policies to the library board
- Implements library policies and procedures
- Prepares an annual budget and five year budget in consultation with the Treasurer and Finance Committee
- Directs and monitors expenditures
- Presents the annual budget to government bodies, with the Board, as required
- Prepares the annual SOFI Report in consultation with the Treasurer and Finance Committee.
- Provides monthly financial planning data to the library board to assist in establishing long and short-term financial priorities
- Looks for new revenue sources, collaborations with other organizations, and profit-centered approaches to services with the business community
- Applies for and administers grants to supplement and extend the library's services. Ensures accurate and timely reporting in accordance with grant requirements
- Provides support and expertise to the Board in preparing and reviewing the strategic plan for the Pemberton Library.
- Employs management techniques effectively in directing, planning, organizing, staffing, coordinating, budgeting, and evaluating the library's operation
- Directs the maintenance of the library building and grounds and recommends future space needs
- Establishes, maintains and updates a staff manual of library procedures
- Demonstrates leadership within the organization: Takes initiative, solves problems, effects change through the action of others, and encourages the development of other staff through creating a positive work environment

Planning, Organization, and Evaluation

- Plans, organizes, coordinates, and directs a balanced program of library service to meet the immediate and long-range goals of the library and the community
- Identifies the standards of excellence for all operations
- Evaluates the effectiveness of library services in relation to the changing needs of the community
- Develops and executes plans for automation of library routines and services
- Provides for critical review of internal library operations such as acquisitions, circulation, and changing technologies etc.
- Maintains contact and oversees sharing of resources with the community of libraries on a regional and provincial level
- Analyzes data affecting the library's operation such as legal, physical, and statistical factors
- Investigates new trends and specific library programs and facilitates testing of new techniques, materials, and equipment to improve the operation of the library

Personnel Management

- Develops and updates staff job descriptions, recommends and administers personnel policies
- Hires, evaluates, promotes and terminates staff (except when library board consultation is required)
- Defines expectations for staff performance and sets goals for service and programming
- Works to promote high staff morale
- Supervises planning for optimum utilization of personnel
- Provides in-service programs for employee training and development, encouraging staff input
- Encourages staff professional growth at all levels by supporting participation in professional associations, workshops, seminars, and activities
- Ensures that staff performance appraisals are done on a regular schedule
- Acts as a consultant, mediator, and facilitator for staff

Community and Professional Development

- Recommends and administers public relations programs and advocates on behalf of the Pemberton and District Public Library
- Represents the library and speaks before community, civic, and other groups regarding the objectives and activities of the library
- Establishes and maintains effective working relationships with other governmental agencies, civic and community groups, and the general public
- Serves as official representative of the library in actions that legally bind or Politically influence the library
- Serves as a model to staff in the sense of professionalism, demonstrating strong professional ethics
- Supports and facilitates the work of the Friends of the Library
- As budget and library commitments allow, attends professional and other meetings to maintain contact with other professional and library-related agencies

- Participates in professional development opportunities to enhance managerial skills and maintains an awareness of new trends and developments in the library field

Acts as Secretary to the Board

- Attends meetings, takes minutes. Ensures minutes of previous meeting and coming agenda and associated materials are distributed to the Board members in a timely manner.
- Deals with Board correspondence, keeps records of statistics of use and ensures that the required annual reports and statistics are completed and summated to the Board, funding bodies in a timely manner.
- Ensures the minutes of the Board once approved are posted to the website in a timely manner.

Appendix K: Calendar for Library Business Year

Calendar for Library Business Year

Board Meetings are held on the 1st Thursday of the month at 7pm in the library
Committee meeting schedules are determined by the Chair of the Committee.

- January: Annual General Meeting
Year End Financial Reports
GST/HST rebate submitted
Budget presentation to PVUS
- February: Budget committee prepares final budget based on actual contribution from PVUS
Board of trustees orientation
- March: Provincial Library Grants Report due
- May: Annual Survey submitted
Charity Return (T3010) submitted
Statement of Financial Information (SOFI) report submitted
- June: GST/HST rebate submitted
- July: Summer Reading Club begins
Provincial funding received at end of month
- August: Operating funds in August 1.
Budget committee initial meeting to prepare new 5 year plan
- October: Budget and 5 Year Plan submitted
- December: Director Evaluation and Board self evaluation

Appendix L: Charges & Fees

Charges & fees

Replacement Library cards: \$2.00

Printouts & photocopies: \$.25 per page black & white
\$.75 per page colour

Exam invigilation: \$15 per scheduled hour with a 2-hour minimum (\$30)

Lost or damaged materials: Current retail replacement cost

Temporary Membership
(visitors) Card \$10 (non-refundable)

Interlibrary loans: Overdue charges for interlibrary loans will be charged
as per fee requested by lending library.

Appendix M: Art Exhibition Space application

Pemberton and District Public Library Art exhibition space application

Artist's name.....

Address.....

PhoneNumber.....

Web site:..... Email:.....

Date of show:.....

Set up time..... Takedown date and time:.....

Medium..... Show title/theme.....

Group/ solo.....

The Artist is responsible to deliver the following to the librarian PRIOR TO setup day:

- a one page (max) biography with artist's statement
- quality photos representing work to be exhibited
- a numbered list of all artwork, itemizing each piece with title, medium, size and retail price (tax included) for sales purposes. Note: artwork for the show should be for sale unless you notify the librarian or art committee beforehand that a piece coming in is for exhibition only.
- Any publicity the artist wishes to organize

The Artist is responsible for the following:

- timely arrival upon set up and take down days, as arranged with the librarian or arts committee
- professionally presented or framed work, with hangers (eye-hooks) compatible with Library-hanging system for all wall mounted displays.
- typed card for each artwork with artist's name, title, medium and retail price (tax included).
- a biography, artist's statement and any other material for display during the show.
- an agreement via this contract regarding 10% commission of any sales will be due to the Pemberton Library.
- paying the tax due on the sale of any goods to the government bodies applicable.
- shipping of purchased artwork to the purchaser (any costs and arrangements)
- insurance coverage if the artist so chooses for the duration of exhibit.

The Pemberton and District Library will provide the following services and facilities:

- arts committee/ artist liaison.
- exhibition walls and hanging system.
- help installing and dismantling artist show.
- **Does Not Include** supply of insurance for displayed art work.
- Collects cash or cheque payment for art; all artwork remains in Library exhibition until end date; purchaser may obtain purchased art after the clearing of a cheque payment.

To secure the exhibition the Artist will sign two copies of this contract, keeping one and returning the other to the Librarian.

.....
Artist's signature

.....
Date

Questions? Contact the Trustee's Board Arts Committee or Library Director.

Appendix N: Library Volunteer Policy

VOLUNTEER POLICY

DEFINITIONS

A **volunteer** shall be considered as any individual, 16 years or older, who assists with work done at the Pemberton & District Public Library, without remuneration. Exceptions to the age limit are at the discretion of the Library Director.

Volunteers are a valuable resource for the library; their energy and talents help the library meet its commitment to providing quality service to the public. Volunteers make a commitment and are accountable to the Library. Volunteers do not replace paid employees and are not considered as employees of the Library. Their services aid the library in making the best use of its fiscal resources and help connect the library to other community groups and organizations. Volunteers can also be valuable advocates for the library in the community.

RECRUITMENT AND SUPERVISION

Available volunteer positions will be identified by the Library Director and advertised locally.

To apply for a position, volunteers will be required to complete an application form and provide a Police Records Check. Prior to being offered position, volunteers will be interviewed to ascertain their suitability for, interest in, and ability to understand the position. Volunteer talents, experience, availability, and interests will be considered. All volunteer tasks must aid the library in achieving its goals and objectives, and be consistent with the purpose and intent of the volunteer program.

Youth or Special Volunteers

The library accepts as volunteers and provides opportunity for:

- Students participating in community service activities as an educational requirement.
- Individuals participating in work programs provided by community health and social service agencies.
- Individuals performing under Community Service Orders.
- Students requiring cooperative placements (not paid).

In each case, an agreement must be in effect with the organization, school or program from which the volunteers originate and must identify responsibility for management and care of the volunteers.

A *Library Volunteer coordinator* will schedule volunteer activities after assessing the library's needs and considering each volunteer's capabilities and wishes. Volunteers will work directly with library staff members and will be given proper orientation to the tasks to which they are assigned. Hours of volunteer service will be determined by the Library, in discussion with the volunteer. **Volunteers are expected to arrive at the library in time to begin work as scheduled or call the library if they will be absent.** All volunteer work is scheduled within

normal library hours. Some exceptions may occur at the discretion of the Library Director (i.e. events, programs).

CONDUCT

Volunteers are responsible for maintaining the confidentiality of all 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 are responsible for presenting a good image to the community. Volunteers shall dress appropriately for the performance of their duties.

Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily meet the expectations of the volunteer assignment are subject to dismissal.

PRIVACY AND PROTECTION

All personal information is collected for internal purposes only and will be maintained in a secure location. Volunteer records will be kept in a secure location until the volunteer is no longer active. Files will be deleted in a responsible manner.

INSURANCE

All registered volunteers assigned to tasks and programs working with the Pemberton & District Public Library are covered through the Library's general liability insurance.

Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle and are liable for their own parking tickets and/or fines related to driving offenses. Volunteers are advised to inform their insurance company of their volunteer driving activity to ensure adequate insurance protection.

RECOGNITION

Recognition is an important component of a volunteer program and is often the only way in which the Library can say "thank you" to a volunteer. Although individual, informal recognition of volunteers should be ongoing, it is important that volunteers be recognized formally as a group on a regular basis, at least annually. In appreciation for valuable contributions, an annual recognition event will be planned, by the Library to honor volunteers serving the library.

Pemberton & District Public Library Strategic Plan 2020 - 2023

Inspire Minds Through Learning & Literacy

Goals	<ul style="list-style-type: none">• Engage community expertise to expand and diversify programming.• Embrace creative approaches to learning opportunities that will broaden horizons and inspire curiosity.• Create a technology plan to improve the technology infrastructure and digital learning opportunities.
Strategies	<ul style="list-style-type: none">• Ongoing staff professional development to remain current with technology.• Establish regular speaker series on different topics of interest to the community.• Continue to expand on non-traditional resource lending opportunities.

Create Welcoming Spaces

Goals	<ul style="list-style-type: none">• Reduce barriers to accessing library services.• Promote the Library as a shared space for all.• Determine future opportunities to continue to provide space that is functional and adaptable to community needs.
Strategies	<ul style="list-style-type: none">• Increase collaboration to offer programming and resources that celebrate our diversity.• Expand on existing outreach initiatives to 'meet people where they are'.• Fully assess the potential and the need to expand existing space.• Make the Library easier to use.

Live Our Values

Goals	<ul style="list-style-type: none">• Foster our culture of service excellence.• Cultivate a resilient and healthy workplace.
Strategies	<ul style="list-style-type: none">• Assess and evaluate services and programs for continuous improvement.• Build a strong customer-focused team that embraces our core values and team agreements.• Assess and enhance staff capacity through appropriate staffing levels and ongoing professional development opportunities.• Foster an environment supportive of physical and mental wellbeing.

Build Connections

Goals	<ul style="list-style-type: none">• Strengthen the role of the Library in the community.• Increase advocacy and awareness of the Library.
Strategies	<ul style="list-style-type: none">• Create a marketing strategy to proactively extend our reach and raise awareness of Library services.• Assess and enhance staff capacity through appropriate staffing levels and ongoing professional development opportunities.• Increased promotion of services through alternative channels (local media etc.).

Our Vision

The hub of our ideas, programs, resources and technology.

Our Mission

A place to connect and inspire through dynamic communities.

Our Values

Accessible, curious, engaging,
innovative, responsive, welcoming.



Date Adopted: November 20, 2012	
Revision history	
DATE	REVISION
August 15 th , 2015	
May 18 th , 2016	Addition of 5.4.4 Gifts in Kind Policy
September 20 th , 2016	Review and amendments to Articles 1-4: Governance Policy
December 15 th 2016	Amendment of 5.2.5.7
January 31 st 2017	Amendment of 1.1 to reflect 2017-2019 strategic plan
February 7 th 2019	Appendix L: amendment to non-resident fee
December 5 th 2019	Inclusion of Finance Policy
January 22, 2021	Amendment of 1.1 to reflect 2020-2023 strategic plan and Appendix O