

# **Prince Rupert Library**

## **Policy Manual**

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## **PREFACE**

The Prince Rupert Library Board's policies governing library operations have been compiled in this manual for the use of board members, staff and patrons. The manual is intended to ensure consistency in service, to inform the public about the principles on which decisions are made, and to provide a base for the growth of new policies and plans for the library.

## **1. GENERAL**

### **1.1.0 Mission, Objectives, and Values**

#### **Mission Statement:**

The Prince Rupert Library serves the community as a centre of reliable information, and promotes literacy, lifelong learning, and the development of an enlightened citizenship thereby enriching lives through the communication of ideas.

#### **Objectives:**

a) to assemble, preserve and administer, in organized collections, books and related educational and recreational material, in order to promote, through guidance and stimulation in the communication of ideas, an enlightened citizenship and enriched personal lives;

b) to serve the community as a centre of reliable information;

c) to provide a place where inquiring minds may encounter the original, sometimes unorthodox and critical ideas so necessary as correctives and stimulants in a society which depends for its survival on the free competition of ideas;

d) to support educational, civic, and cultural activities of groups and individuals;

e) to promote literacy and to provide opportunity and encouragement for children, young people and adults to continuously educate themselves;

f) to continually seek to identify community needs, to provide programs of service to meet such needs, and to cooperate with other organizations, agencies and institutions which can provide programs of service to meet community needs; and

g) to provide opportunity for recreation through the use of literature, music, film and other art forms.

#### **Values:**

##### **Community Focus**

- Be involved in community groups and organizations
- Form partnerships
- Reach out to provide services to those who are unable to visit our library
- Share knowledge, information and resources
- Encourage feedback

##### **Excellence in Service**

- Provide responsive service by listening to our patrons
- Effectively identify trends and innovations

## Respect for Self and Others

- Appreciate diversity
- Maintain confidentiality
- Communicate openly

## Early Literacy and Lifelong Learning

- Encourage literacy and the love of reading throughout life
- Promote reading throughout life
- Collaborate with community partners to emphasize the importance of early literacy
- Provide resources to support learning activities and personal growth of all ages

## Intellectual Freedom

- Provide free and equitable access to resources, services and programs for citizens at all stages of their lives in a non-partisan and non-judgemental manner
- Provide resources and programs that reflect a wide range of views on current and historical issues
- Advocate for the right to free expression and access to ideas

## Stewardship and Accountability

- Preserve the human record for future generations
- Practice effective stewardship of library resources
- Enact decisions that support our mission, values and strategic priorities

### **1.2.0 Organization and Structure**

**1.2.1** The Prince Rupert Library operates according to the Library Act of British Columbia.

**1.2.2** The Prince Rupert Library is governed by a library board constituted according to the terms of the Library Act of British Columbia.

**1.2.3** The Prince Rupert Library board is composed of a representative from Prince Rupert City Council, and up to eight additional members selected and appointed by the city council. The Chief Librarian is ex-officio secretary of the board.

**1.2.4** The Prince Rupert Library is an employer separate from the City of Prince Rupert under the Labour Code of British Columbia.

**1.2.5** The Prince Rupert Library Board determines and adopts policies governing the services and operation of the library. The policy manual will be periodically reviewed and revised or reaffirmed by the board.

**1.2.6** The Prince Rupert Library Board determines the purpose of the library and secures adequate funding to carry out approved objectives.



**1.2.7** The Prince Rupert Library Board has exclusive control of funds provided for library purposes from the city general revenue, and of all money granted, donated or bequeathed to the board, and of the revenue derived from fines or money recovered for detention, damage or loss of books belonging to or in the custody of the library and of all money received under agreement for library service.

**1.2.8** The Chief Librarian is appointed by and reports to the Prince Rupert Library Board.

**1.2.9** The Chief Librarian is accountable to the Prince Rupert Library Board for planning and recommending effective and efficient ways to meet community needs for library service and for directing the activities of all departments to ensure that library service is provided in accordance with library board policies and directives.

**1.2.10** The Chief Librarian shall be designated as the Head for the purposes of the Freedom of Information and Protection of Privacy Act. He/she will work in consultation with the Corporate Administrator.

### **1.3.0 Prince Rupert Library Board**

#### **1.3.1 Library Board Appointments**

**1.3.1.1** Each member appointed by the city council holds office for two years, or for the remainder of the term during which he/she is appointed, and is eligible for reappointment. The member representing city council holds office for one year or for the remainder of the year for which the appointment is made.

**1.3.1.2** Up to eight members are appointed for terms of two years and are eligible for reappointment to a maximum of three additional terms, or a maximum total of eight years. The board must have a minimum of four members plus a council representative according to the Library Act.

**1.3.1.3** Appointments are normally made by city council in December of each year. Library board members may take an active role in recruiting potential trustees. Upon the request of city council, the board may provide advice on the applicants. In doing so, they shall review applications and consider the qualifications and experience suggested in the information package that is provided to prospective trustees by the library.

**1.3.1.4** If a board member fails to attend three consecutive regular meetings without approval from the board, or becomes an employee of either Prince Rupert Library or the City of Prince Rupert, or ceases to be a resident of the city of Prince Rupert, the board may request the city council to remove that board member for cause.

**1.3.1.5** Any vacancy on the library board arising from any cause other than the

expiration of the term for which the member was appointed, is filled for the unexpired portion of the term only. The member would be eligible for reappointment.

1.3.1.6 Library board members serve without remuneration but may be paid travel and other expenses that are necessarily incurred in connection with their duties and are approved by the board.

1.3.1.7 Upon their appointment to the Prince Rupert Library Board, trustees receive material relating to the policies and administration of the Prince Rupert Library together with background material concerning library trusteeship. Trustees receive reports, minutes, policy statements, etc., from time to time thereafter. Upon termination of office, trustees must return items of a confidential nature and unpublished plans.

### **1.3.2 Inaugural Meeting**

The inaugural meeting normally occurs at the first scheduled board meeting of the year, or at the first scheduled meeting following the appointment of new members of the board for the current term.

The Chief Librarian calls the meeting to order and conducts the meeting until the election of the chairperson.

The chairperson shall be elected by the board members present by majority vote. In case of a tie vote, a second ballot is taken. If the tie persists, election results shall be determined by a draw from the second ballots by the Chief Librarian.

The chairperson serves until the next inaugural meeting and is eligible for re-election.

Following the election of chairperson, the board members present shall elect a vice-chairperson by majority vote. In case of a tie vote, a second ballot is taken. If the tie persists, election results shall be determined by a draw from the second ballots by the Chief Librarian.

The vice-chairperson serves until the next inaugural meeting and is eligible for re-election.

Committee members shall be appointed by the board chairperson with prior consultation with the trustees. All board members except the council representative shall serve on a committee. The council representative may choose to serve on a committee.

### **1.3.3 Chairperson and Vice-Chairperson**

The chairperson shall vote and shall have the same rights and be subject to the same rules for participation and debate as other board members.

The chairperson may vacate the chair for the purposes of debate only. In this case, the vice-chairperson or, if absent, another board member shall take the chair pro tem.

The chairperson shall be an ex-officio member of all committees.

In the event that the chairperson is absent from a meeting the vice-chairperson shall take the chair pro tem. In the event that the chairperson resigns, or is absent for whatever reason for three consecutive regularly scheduled board meetings, the position shall be declared vacant and the vice-chairperson shall be declared chairperson.

In the event that the office of vice-chairperson is declared vacant, the board shall elect a new vice-chairperson from among its members by majority vote. The person shall serve the remainder of the term and shall be eligible for re-election.

### **1.3.4 Committees**

At the discretion of the chairperson, specific committees may be created to investigate or to develop information and recommendations on matters of concern to the library board. Membership, purpose and status of the committee will be specified in the terms of reference for such committees. The chairperson may create standing committees to deal with ongoing matters or ad hoc committees to allow the board to focus on short-term matters.

Standing committees may be: Planning and Personnel Committee; Programs and Services Committee. Standing committees shall normally meet in the months that the board meets, at a time to be determined at the inaugural meeting. A majority of the appointed members shall constitute a quorum.

Committees shall forward consensus decisions based on the committee's deliberations in the form of motions to the board. If there is no consensus on an issue discussed at a committee meeting, the committee shall bring forward the issue for discussion and decision by the board. The chairperson of the committee, or in his/her absence, another committee member shall present motions or issues to the board.

### **1.3.5 Meetings**

The library board shall meet at regular intervals at least six times a year.

The board shall hold its meetings openly and no person shall be excluded except for improper conduct or for creating a disturbance.

The chairperson or any two members may call a special meeting to deal with any matter by notifying, in writing, the other members at least two days before the meeting and stating in the notice the purpose of the meeting. The notice period may be waived in an emergency situation.

Should a board decision be required and it is not possible to call a meeting, the chairperson may conduct a poll of the board by telephone or electronic mail in order to arrive at the decision. The decision shall be ratified at the next board meeting.

The agenda for each meeting shall be prepared by the Chief Librarian in consultation with the chairperson.

The Chief Librarian shall ensure that copies of the agenda are delivered to each board member and appropriate staff so that they are received at least three days before the meeting time. Copies of the agenda will also be distributed to the Corporate Administrator's Office for posting at city hall. Copies will be posted at all library locations, on the library website, and will be made available to the general public as required.

Minutes of the proceedings shall be recorded and distributed to each board member with the agenda for the next regular meeting, and after any necessary amendments and approval by the board, a copy shall be filed and the approved minutes posted on the library's website.

### **1.3.6 Meeting Procedures**

A quorum of the board shall be a majority of its total membership, participating in person or via telephone. If there is no quorum present after fifteen minutes from the appointed meeting time, the chairperson may convene a meeting of the Committee of the Whole. This committee shall follow the agenda and the board shall ratify any decisions taken at its next regular meeting.

Board members who will be out of town or who are unable through health reasons to attend a particular meeting may participate by telephone with the permission of the chairperson for up to three meetings in a year. If more than two board members desire to participate through this means, consideration will be given to either changing the date of the meeting or holding the meeting by means of a teleconference.

If there is a quorum present at the time, the meeting should be called to order, and if the chairperson and vice-chairperson are absent, the Chief Librarian shall

call the meeting to order and a chairperson pro tem shall be chosen by a resolution of the meeting.

Decision shall be by majority vote of those members participating and voting. A tie vote means that the motion is defeated.

Separate minutes of an in camera meeting will be maintained, including all decisions made during the in camera session. The minutes will be circulated to board members with the agenda for the next regular meeting and listed on the regular meeting agenda for approval. Minutes of the in camera meeting shall be available only to the Chief Librarian and members of the board, subject to the provisions of the Freedom of Information and Protection of Privacy Act.

No motion passed by any board shall be rescinded during the board's term of office except by a two-thirds vote of the entire board. The board's term of office shall be from inaugural meeting to inaugural meeting.

New Business shall be considered as business not on the agenda. Any member desiring to bring before the board any new matter requiring a decision at that meeting, other than a point of order or privilege, shall do so by way of a motion. If any member present at the time of the motion and before debate begins calls for a "notice of motion", then the motion shall be ordered to be placed on the agenda of the next meeting of the board.

Any member may present "notice" of a motion to be placed on the agenda of the next meeting and it shall appear in the minutes of the meeting as a "notice of motion" and be duly placed on the agenda of the next regular meeting of the board.

Any rule of procedure under this policy may be suspended during the meeting by a vote of two-thirds of the members present.

When any matter relating to procedure arises in board meetings that is not covered by this policy, the matter shall be decided by reference to Robert's Rules of Order, Newly Revised.

### **1.3.7 In Camera Meetings**

The board may hold an in camera meeting only if the subject matter being considered is related to:

- a) the security of the library
- b) personal information of an individual, including an employee of the library
- c) the Chief Librarian's performance and pay review
- d) proposed or pending property acquisition
- e) labour relations or negotiations

- f) litigation, potential litigation or other legal matters
- g) any matter that would cause financial or economic harm to the library, or to the relationship between the library and the government or other public bodies

A motion to move in camera shall include the reason for holding the meeting in camera.

Minutes of the in camera meeting shall be available only to the Chief Librarian and members of the Board, subject to the provisions of the Freedom of Information and Protection of Privacy Act.

### **1.3.8 Delegations to Board Meetings**

Any person or organization wishing to appear as a delegation before the library board shall submit a written request to the attention of the secretary of the board (Chief Librarian) not less than 10 days prior to the regular monthly meeting of the library board. The request must indicate the subject matter and particulars upon which the delegation wishes to make the presentation.

Late submissions will not be accepted unless otherwise determined by the chairperson of the board.

The library board reserves the right to refuse a request for a delegation appearance.

Upon approval, the delegation shall be allotted a period of time to make a presentation, with additional time for board members to ask questions. The allotted time shall be set by the chairperson.

### **1.3.9 Board Development**

Board members are encouraged to pursue activities that will enhance their ability to perform their duties and bring to the library information and ideas gained from programs and contacts. The library expects that new board members will participate in the BCLTA Trustee Orientation Program, whether in person or online, as part of their orientation to the library board. The library will fund any expenses related to participation in the Trustee Orientation Program and the following activities:

#### Association Membership

- British Columbia Library Trustees Association
- Canadian Library Trustees Association
- Other trustee related associations at the discretion of the chairperson

## Attendance at Conferences and Workshops

Requests to attend conferences are granted whenever possible, depending on the availability of funds. Approval of the board chairperson is required. Expenses incurred for authorized attendance will be reimbursed as outlined in Appendix D.

### **1.4.0 Acceptable Conduct**

#### **1.4.1 General**

The Prince Rupert Library is committed to being inclusive and welcoming to the broadest possible spectrum of the community. The library seeks to provide a safe, healthy environment for its employees, trustees, volunteers, patrons, contractors and visitors.

Everyone who works in or uses Prince Rupert Library is expected to conduct themselves in a manner that is supportive of this philosophy.

The library board has the authority to make rules for the use of library facilities and to impose sanctions for breaches of acceptable conduct under the Library Act.

#### **1.4.2 Human Rights**

Prince Rupert Library is committed to creating an environment that is free from any form of discrimination or harassment as prohibited under the B.C. Human Rights Code.

All individuals are responsible for ensuring that their own conduct is in accordance with the B.C. Human Rights Code.

#### **1.4.3 Respectful Workplace**

Prince Rupert Library is committed to creating an environment where employees, trustees, volunteers, patrons, contractors and visitors are treated with respect and dignity and can contribute to a productive and professional atmosphere. Bullying or other aggressive or demeaning behaviour towards others will not be tolerated.

#### **1.4.4 Violence in the Workplace**

Prince Rupert Library seeks to provide a safe and healthy work environment for its employees, in accordance to regulations under the Workers Compensation Act. The library will strive to ensure that staff are educated and procedures are

developed and implemented in an effort to eliminate and/or minimize the risk of violence in the workplace.

#### **1.4.5 Collective Agreement**

Nothing in this policy should be construed as depriving employees covered under the Collective Agreement of their rights.

#### **1.4.6 Parental Responsibility**

The library will not usurp parental authority by restricting materials or services available to children.

It is the prerogative of parents or guardians to develop, interpret and apply their code of acceptable conduct in their own families.

Responsibility for the control and safety of children in the library rests with the parent or guardian. Children seven years of age and under must be accompanied by a responsible caregiver.

### **1.5.0 Personnel**

#### **1.5.1 Hiring**

The Prince Rupert Library is an Equal Employment Opportunity employer. All appointments to positions within the library shall be based on merit, skills and abilities and be in accordance with pertinent provincial and federal government legislation concerning employment equity and human rights.

This policy shall also apply to promotions.

##### **1.5.1.1 Hiring of Relatives**

Relatives of employees can be appointed to positions, providing there is no real or perceived potential for one family member to exercise influence or direct administrative control in the working relationship over their relative (defined here as biological or legal parent, sibling, child, grandparent, grandchild, cousin, uncle, aunt, niece, nephew, guardian, ward, spouse, and in-law, including common law relationships).

Friends and relatives of the applicant must remove themselves from the selection process.

This policy shall also apply in the event when two employees of the library become related under the definition stated above.



### 1.5.1.2 Criminal Records Checks

New hires shall be required to undergo a criminal record check. The library shall determine the relevancy of a confirmed criminal record and reserve the right to subsequently deny the applicant employment.

The library shall be responsible for any costs incurred in obtaining a criminal record check.

### **1.5.2 Performance Appraisal**

After completion of the probationary period all employees will receive a performance appraisal at least once annually.

### **1.5.3 Violence in the Workplace**

(See 1.4.4)

### **1.5.4 Respectful Workplace**

Prince Rupert Library is committed to providing a workplace and service environment free from any form of discrimination, harassment or workplace conflict for all its employees, trustees, volunteers, patrons, contractors and visitors. Everyone shall be treated with respect and dignity.

The library will strive to ensure that staff are educated to recognize, create and maintain a respectful workplace environment and are provided with procedures to handle complaints and remedy situations whenever workplace discrimination, harassment or conflict occurs.

### **1.5.5 Staff Development**

Prince Rupert Library is committed to providing a high level of service to both library patrons and the community as a whole and, as part of this commitment, actively encourages professional development and job-related training for employees. The library will fund the following activities:

#### 1.5.5.1 Association Membership

At the discretion of the Chief Librarian, membership in one of:

- Canadian Library Association
- British Columbia Library Association
- Pacific Northwest Library Association
- Other Library-related associations

### 1.5.5.2 Attendance at Conferences and Workshops

Employees are encouraged to attend conferences and workshops in order to enhance their ability to perform their duties and bring to the library information and ideas gained from programs and contacts.

Applications for attendance should be addressed to and approved by the Chief Librarian or designate. Approval of requests to attend conferences depends on appropriateness of program content to job duties, departmental workloads, schedules and available funds.

Leave with pay is granted for the scheduled working time on which the conference falls. If the conference falls outside normally scheduled work time, the employee will not be reimbursed for such time, unless the employee's attendance has been specifically requested by the Chief Librarian.

Expenses incurred for authorized attendance will be reimbursed as outlined in Appendix D. (Travel and Per Diem Rates)

### 1.5.5.3 Courses and Training Programs

All employees are encouraged to take advantage of opportunities for continued growth and career development. Employees are encouraged to participate in courses and training programs that will increase their skill levels and job satisfaction, increase their ability to contribute to library service and assist them in preparing for advancement opportunities.

Where an employee's attendance at a course or program is required by the library, the employee will be given time off with pay and course costs will be paid by the library.

Employees considering enrolling in job related courses and programs of their own choice may request that the library pay course fees.

Administration shall review course requests and may pay up to 100% of costs for registration fees, texts, and materials for approved courses, subject to the availability of budgeted funds; 50% upon enrolment and 50% upon successful completion. Employees who fail or do not complete the course for reasons other than serious illness, may be required to refund the initial 50% advance for course fees, texts or materials.

All regular employees are eligible for an education reimbursement. Employees considering enrolling in job related courses and programs of their own choice may request that the library pay course fees. Prior approval of the course or program must be obtained from the Chief Librarian or designate.

Employees are normally expected to attend courses on their own time; however, a leave of absence without pay may be considered in special circumstances to facilitate course requirements.

## **1.6.0 Finance**

### **1.6.1 General**

1.6.1.1 The library is financed according to the provisions of the Library Act.

1.6.1.2 The fiscal year for Prince Rupert Library runs from January 1 to December 31.

1.6.1.3 Unless otherwise directed by the library 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.

#### 1.6.1.4 Expenditures

Purchasing decisions are made on the basis of price, quality, and availability of the goods or services. Expenditures are approved as follows:

- Expenditures up to \$24,000 must be approved by the Chief Librarian
- Expenditures in excess of \$24,000 must be approved by the Chief Librarian together with a resolution from the library board
- Travel expenditures up to \$2,000 for any one individual must be approved by the Chief Librarian
- Travel expenditures over \$2,000 for any one individual must be approved by the Chief Librarian together with the Chairperson or Vice-Chairperson of the library board

#### 1.6.1.5 Agreements

The Chief Librarian and the Deputy Chief Librarian are authorized signing officers of the library and may enter into agreements and contracts for the supply of goods and/or services on behalf of the library, subject to the expenditure limits specified in 1.6.1.4.

#### 1.6.1.6 Disposition of Surplus Property

The library may dispose of library materials, equipment or furniture which are no longer required or appropriate for library use. Methods of disposal may include: sale at a fixed price, sale by sealed bid, sale by open bid, transfer of property to the City of Prince Rupert for sale at a public auction, donation to a local group or organization, or offer to other libraries in the province of BC.

Property with an estimated value of less than \$1000 may be disposed of at the discretion of the Chief Librarian.

Property with an estimated value of \$1000 or more may be disposed of by a method determined by the board.

All monies received from the sale of surplus items by the library will be returned to the library's general revenue fund.

#### 1.6.1.7 Customer Charges

Charges levied against a customer must be paid in the following tenders: cash, cheque, debit card or credit card. The library will not accept donations of books or other materials in lieu of payment, but may accept in lieu of payment for a lost item another new copy of that same item with the prior approval of a librarian. The library cannot accept replacements for lost or damaged CDs, videos, DVDs or CD-ROMs except with prior approval of a librarian.

A service charge will be levied for payments that do not clear, such as NSF cheques. The charge will be in the amount of any additional processing charges incurred by the library.

### **1.6.2 Revenue and Petty Cash**

1.6.2.1 All monies collected are incorporated into the general revenue fund, unless otherwise specified.

1.6.2.2 A petty cash fund will be maintained to be used for minor purchases. Expenditures from petty cash funds must have prior approval from the Deputy Chief Librarian or designate.

1.6.2.3 The library maintains a cash float to be used for making change and completing sales transactions for patrons, photocopying machines and Internet service.

### **1.6.3 Risk Management**

#### 1.6.3.1 Insurance

All library buildings, furniture, equipment and library materials are covered under the City of Prince Rupert's comprehensive insurance policy.

### **1.7.0 Volunteers**

Members of the public are encouraged to apply to offer their time and energy to the library through membership in the Friends of the Library. Library staff ensure that volunteers are supported and supervised.

**1.7.1** Volunteers must provide a current criminal records check and, if applicable, a driver's licence abstract, as well as complete the necessary screening and training requirements specific to the volunteer position when working in the library.

**1.7.2** The board regards its paid staff as the backbone of its service to the public; it considers the maintenance of good staff morale and job security as fundamental to the success of the library and endorses the position that no employee is to be removed or displaced in favour of an unpaid volunteer.

**1.7.3** Volunteer activities, while providing a source of personal satisfaction and growth for those members of the community who seek such activities, are regarded by the board as ancillary, supportive and complementary to the role played by the Prince Rupert Library's employees. Through their service, the library board and staff are able to enhance the quality of service and programs we provide to our customers.

**1.7.4** Volunteers must perform their functions to the standard set by the library; those who do not do so are subject to having their names removed from the library's volunteer roster.

**1.7.5** Volunteers are eligible to apply for paid positions as outside applicants.

**1.7.6** Prospective volunteers are advised that Prince Rupert Library is a respectful workplace as defined in section 1.5.4 of this policy manual, and that their conduct with staff and customers is expected to follow this policy.

### **1.8.0 Electronic Communications**

**1.8.1** The library provides approved employees with access to various communications devices to perform library business. These communications devices include, but are not limited to: desk and mobile phones, facsimile machines, pagers and other devices that provide communications and Internet services.

**1.8.2** Employees are responsible for the appropriate use of these technologies. These devices must be used in accordance with local, provincial or federal laws that govern the use of these communication devices in Canada.

**1.8.3** Unacceptable uses include, but are not limited to: transmitting any materials in violation of Canadian laws; duplicating, storing, or transmitting pornographic materials; using vulgar, profane or inappropriate language; transmitting or posting threatening, abusive or obscene material; duplicating, storing or transmitting copyrighted material that violates copyright law; advertising items for sale; lobbying for political purposes; operating a personal business; deliberately damaging equipment; participating in

pyramid or chain schemes.

**1.8.4** Prince Rupert Library and/or the City of Prince Rupert have the right to audit its systems to ensure compliance with this policy.

## **2. LIBRARY MEMBERSHIP**

### **2.1.0 General**

**2.1.1** Library membership is granted to any person who meets the residency requirements outlined in section 2.2 and 2.3.

**2.1.2** Lost cards may be replaced for a fee. (see Appendix C)

**2.1.3** Library cards may be renewed upon verification of customer information and the payment of all outstanding fees and fines.

**2.1.4** If a card remains unused for three years, registration information may be destroyed.

### **2.2.0 Prince Rupert Residents**

**2.2.1** All Prince Rupert residents may have a library card provided that they can show satisfactory proof of identification and residence. Two pieces of identification are required for adult cards, including one proof of residence. These two requirements can be satisfied by one up-to-date piece of identification such as a driver's licence or BC ID. When proof of resident's address cannot be provided, a borrower may register as a non-resident.

**2.2.2** Persons under the age of 12 require the signature of a parent or guardian acknowledging responsibility for borrowed material. Such cards require the parent or guardian's identification and proof of residence. Junior cards permit use of all aspects of the library's collection and services. Responsibility for the use of the collection and services of the library rests with the parent or guardian of the child.

High school students who present their student card or school library card when registering may provide us with their address verbally.

**2.2.3** Library membership is free to residents of Prince Rupert, Port Edward, and other communities in the Skeena Queen Charlotte Regional District, to cardholders from the North Coast Library Federation, and to the B.C. OneCard program. Some other categories of non-residents may also register free. (See 2.3.0)  
(See Appendix A for list of libraries)

### **2.3.0 Non-Residents**

### **2.3.1 Institutions**

2.3.1.1 Any business or other organization which pays for a business licence in Prince Rupert may join the library without charge. Responsibility for borrowed material lies with the agency. Such responsibility must be authorized by a signing officer of the business or organization.

### **2.3.2 Taxpayers**

2.3.2.1 Persons and families residing outside the City of Prince Rupert but owning property or a business within Prince Rupert or the Skeena Queen Charlotte Regional District may join the Library as personal members without charge, upon presenting satisfactory identification. Two pieces of identification are required for adult cards, including one proof of residence. These two requirements can be satisfied by one up-to-date piece of identification such as a driver's licence or BC ID. When proof of resident's address cannot be provided, a borrower may register as a non-resident.

### **2.3.3 Students**

2.3.3.1 Persons living outside the City of Prince Rupert or North Coast Library Federation area but attending an educational institution within the North Coast Library Federation area may join the library without charge upon presenting satisfactory identification and proof of registration.

2.3.3.2 Students' library cards expire one year from date of issue.

### **2.3.4 Reciprocal Borrowers**

2.3.4.1 Members of libraries with which Prince Rupert Library has reciprocal borrowing agreements may join the library without charge upon presenting satisfactory identification. (See Appendix A)

### **2.3.5 Non-Residents**

2.3.5.1 Non-residents are adults or children who do not fall into one of the exemptions above, and may obtain a library card for a non-refundable fee upon presenting satisfactory identification. (See Appendix C)

2.3.5.2 Non-resident library cards expire after six months or one year from date of issue depending on the fee paid.

### **2.3.6 BC OneCard Members**

**2.3.6.1** Members of libraries participating in the BC OneCard program may join the library without charge upon presenting satisfactory identification and proof of membership in their home library.

**2.3.6.2** BC OneCard members shall access online subscription databases through their home library website.

**2.3.6.3** Those wishing to register for a library card and who reside in areas that do not pay taxes for library service, may obtain a non-resident card for a non-refundable fee upon presenting satisfactory identification.

#### **2.4.0 Suspension of Borrowing Privileges**

**2.4.1** Borrowing privileges may be suspended when a patron exceeds maximum allowable fines, is issued a bill for replacement or a collection agency warning, or violates other library policies.

**2.4.2** The Prince Rupert Library card is the property of the Prince Rupert Library and must be returned on request.

**2.4.3** Cardholders who have filed for bankruptcy and received a discharge shall have any outstanding balances on their library accounts removed upon presentation of documents. They may use the services of the library, but their borrowing privileges may be suspended until materials are returned or an alternate agreement has been made.

#### **2.5.0 Personal Information and Privacy**

**2.5.1** The library values the privacy of its customers. We take every reasonable precaution to ensure that personal information is accurate and up-to-date. Customers requiring information about our personal Information and privacy policy may contact the Chief Librarian.

**2.5.2** The library will not collect, use or disclose personal information, unless individuals have provided consent in accordance with the library's privacy policy or where required or permitted by law. As a public body, the library abides by the guidelines outlined in the provincial Freedom of Information and Protection of Privacy Act.

**2.5.3** The library collects the names and contact information of individuals for the purpose of:

- Issuing library cards and identifying materials the cardholder currently has out on loan
- Recording and identifying overdue materials
- Placing and tracking holds



- Tracking suggestions for purchase
- Placing and tracking interlibrary loan transactions
- Providing reference service
- Faxing materials as requested
- Informing people about library programs and services
- Fundraising
- Debt collection
- For the administration and operation of library activities in accordance with its mandate

2.5.3.1 Individuals not wishing to be informed about library programs, services and fundraising activities via email may choose to opt out.

2.5.3.2 All records relating to customer registration and the circulation of materials are confidential. No person or organization outside the library may have access to them, with the exception of a collection agency for the purpose of tracking the library's delinquent accounts. Where other organizations require personal information in order to provide service on behalf of the library, Prince Rupert Library endeavours to ensure that these organizations treat personal information in compliance with FOIPPA and the library's privacy policies.

2.5.3.3 Patron records that have been inactive for three years will be deleted from the system provided that there are no charges such as fines or lost items.

2.5.3.4 Patrons have the right to access their personal information held by the Prince Rupert Library. Personal information related to registration will not be divulged voluntarily except to the cardholder or where required by law.

2.5.3.5 Children have the same rights as adults with respect to their personal information under FOIPPA. Where a child is incapable of exercising his or her right to access, correct, or consent to the disclosure of his/her personal information, the child's parent or guardian may do so on his/her behalf.

Prince Rupert Library assumes that children 12 years of age and older are generally capable of exercising their own rights for policy purposes. However, the library may treat a request on an individual basis where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances. Personal information about a child will be released only with the written approval from the parent or guardian or where required by law.

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

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

2.5.3.8 Prince Rupert Library will only use personal information for the purposes for which it was originally collected or in a manner that is consistent with those purposes. The library does not sell, rent or lease personal contact information stored in the library's database to outside parties.

### **3. SERVICES OF THE LIBRARY**

#### **3.1.0 Materials Circulation**

##### **3.1.1 Loans**

3.1.1.1 Registered borrowers may borrow materials from and return them to any NCLF Library.

3.1.1.2 Loan periods are set to provide reasonable and equitable access to library materials and to ensure the return of items. (See Appendix B)

3.1.1.3 Materials which are in heavy demand, such as seasonal or holiday books, school project materials, award books or best sellers, may be given shorter than usual loan periods. Where the size of, and demand for, a collection warrant it, the number of items loaned to a customer at one time may be restricted.

3.1.1.4 In order to provide prompt service on an equitable basis to all customers, reference materials are generally non-circulating.

##### **3.1.2 Renewals**

3.1.2.1 If no holds have been placed on an item, it may be renewed twice for the normal loan period. There may be exceptions on particular collections.

3.1.2.2 Renewals may be done in person, by phone or online.

##### **3.1.3 Holds**

3.1.3.1 Holds may be placed on catalogued items which are circulating, and on items requested for purchase or on order. Holds may not be placed on interlibrary loan items from other institutions. In order to ensure that collections resources are shared equitably, there is a limit of three holds that each customer can have at one time.

##### **3.1.4 Overdue Materials**

The library may impose fines, or other penalties for overdue materials where required to ensure the return of borrowed materials. (Appendix C)

3.1.4.1 The fine or penalty is calculated from the due date of renewal or return.

3.1.4.2 Outreach services customers are not subject to overdue fines.

3.1.4.3 Customers are contacted by telephone, email or mailed notices to remind them to return overdue materials or to pay fines. Failure to notify the library of a change in contact information may result in fines accruing.

### **3.1.5 Outstanding Accounts and Debt Collection**

If a customer does not pay their outstanding debt, the library may forward the account to a collection agency. If the account remains unpaid the customer may be taken to Small Claims Court. Collection agency accounts must be settled before borrower privileges are reinstated.

### **3.2.0 Library Home Service**

**3.2.1** Library home service is available to Prince Rupert residents who are confined to a private residence or institution for three months or more as a result of ill health or a physical, visual or age related disability.

The Library participates in the Audiobook Service. These items are loaned to customers who meet the eligibility requirements and have completed the necessary application forms.

### **3.3.0 Programs**

**3.3.1** Prince Rupert Library offers a wide range of public programs as part of its normal service to the community. The programs are designed to fulfil one or more of the following functions:

- Supplement the collection by providing an alternate format for communicating ideas or information.
- Highlight and encourage the use of particular parts of the collection or promote the library as a resource centre for further exploration of issues.
- Actively assist the public in discovering the resources that pertain to their needs and interests.
- Provide effective publicity so that potential users are attracted to the library and so that community awareness of, support for and use of the library is increased.
- Actively encourage the benefits of reading and promote literacy.

**3.3.2** Programs organized by the library are open to the public, but when necessary,

numbers may be restricted and registration required.

**3.3.3** Programs may be conducted by staff members or qualified speakers from outside the library. Speakers may receive honoraria or reimbursement for travel expense, with the approval of the Chief Librarian.

**3.3.4** The library may charge fees to recover costs associated with planning and implementing the programs. Children's programs are offered free of charge.

**3.3.5** Reference made in programs to any specific products or services does not necessarily constitute or imply its endorsement or recommendation by the library. The activities, beliefs or opinions of the speakers expressed in the program do not necessarily state or reflect those of the library.

**3.3.6** Library staff will invigilate exams if necessary. Students will not be charged an invigilation fee unless extra staff is needed. In cases where extra staff would need to be scheduled, the student would pay the wages that were incurred.

#### **3.4.0 Meeting Rooms**

**3.4.1** The library's meeting rooms are primarily intended for library purposes, including programs conducted, initiated or co-sponsored by the library.

**3.4.2** When the library does not require the meeting rooms the library may permit their use by community organizations, businesses, government agencies or individuals for meetings and programs of an informational, educational or cultural nature.

**3.4.3** Users agree that they will comply with applicable federal, provincial and municipal laws in their use of library meeting rooms.

**3.4.4** Rental fees for use of the meeting rooms may be charged. (Appendix C)

**3.4.5** Activities that are likely to result in more than normal wear and tear on meeting rooms, cause disruption to other library services or library users, or create hazardous conditions will not be permitted.

**3.4.6** Rental of meeting rooms does not imply endorsement of the group, its beliefs and activities.

**3.4.7** The library reserves the right to revoke meeting room privileges if users fail to comply with this policy.

#### **3.5.0 Community Information**

**3.5.1** As part of its regular service to the community, the library provides space and facilities for announcements, pamphlets, newsletters, newspapers and magazines in print and other media that deal with cultural, recreational, informational and educational activities. Space may also be provided for displays and petitions that contribute to the free flow of information on issues of importance to the community. (See Appendix J).

**3.5.2** All materials posted or displayed and any petitions are subject to prior permission from the library. Community information that contravenes applicable federal, provincial or municipal laws will not be accepted. The library reserves the right to remove materials at any time.

**3.5.3** Materials are made available in response to the diverse informational, recreational, cultural and educational needs of the community. These materials may represent varying points of view. They will reflect current conditions, trends, and controversies so that members of the community may inform themselves and make individual judgements.

**3.5.4** Particular beliefs or views are not promoted, nor is the acceptance of any item for this space equivalent to endorsement of the viewpoint expressed therein. Materials accepted for display may represent a range of viewpoints and every effort will be made to ensure that all sides of an issue have the opportunity to present their views.

**3.5.5** Access to materials is guided by the B.C. Human Rights Code, 1996, which guarantees that no person shall be discriminated against "because of the race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age of the person or that group or class of persons."

**3.5.6** In providing these materials, it is accepted that while people have the right to reject for themselves material of which they do not approve, they do not have the right to restrict the freedom of others.

**3.5.7** The library does not participate in partisan politics nor take an advocacy role on issues outside the library world.

**3.5.8** The library does not normally provide space for fundraising initiatives, except in its meeting rooms and in connection with art displays. (see section 3.6.0)

**3.5.9** In providing space for groups wishing to set up information displays or conduct interviews, surveys or petitions, the library will respond to each request on an individual basis, taking into consideration:

- Availability, location and setup of space required
- Relevancy of issue to the library
- Library staff assistance required; and
- Interference with normal library operations

**3.5.10** Groups conducting interviews, surveys or petitions may not solicit or approach library customers.

### **3.6.0 Displays**

**3.6.1** The library provides for exhibits that direct the public's attention to the materials and services of the library, provide exposure to work of artisans and artists or provide information on subjects of general public interest.

**3.6.2** Exhibitors must assume all risk for articles displayed. A signed release form will be required.

**3.6.3** The library does not post prices for artwork or any other items on display, but may provide contact information about an artist or exhibitor, if the customer is interested.

**3.6.4** Transactions for the purchase of items exhibited must be made directly between the purchaser and the exhibitor or his/her official agent.

**3.6.5** The library reserves the right to reject any part of an exhibit or to revise displays.

**3.6.6** Displays that contravene applicable federal, provincial or municipal laws will not be accepted.

### **3.7.0 Internet**

The library will provide Internet access as a complement to other information resources and to enhance access to electronic services. Customers who do not abide by the library's Internet Terms of Use Statement (Appendix K) may be denied access to the library's internet workstations.

### **3.8.0 Lost and Found**

The library attempts to contact owners of lost items whenever possible. Inexpensive articles found on library premises are retained for three months, then forwarded to a charitable organization. Valuable articles are retained for three months, then forwarded to the City Works Yard for disposal.

## **4. COOPERATION WITH OTHER LIBRARIES, AGENCIES AND EDUCATIONAL INSTITUTIONS**

#### **4.1.0 General**

**4.1.1** The library cooperates with other libraries, agencies and institutions in order to meet more fully the needs of the community, but will not unnecessarily duplicate materials and services available elsewhere.

#### **4.2.0 Reciprocal Borrowing**

**4.2.1** Reciprocal agreements with other libraries are established and maintained where possible in order to augment the services and materials of Prince Rupert Library. The library is a member of NCLF which grants library privileges to any resident of the participating northern communities. (See Appendix A) The library also participates in the BC OneCard program. (See also 2.3.6 and Appendix H)

#### **4.3.0 Interlibrary Loan**

##### **4.3.1 Borrowing from Other Libraries**

**4.3.1.1** Items that, due to space and budgetary limitations, are not available in the library's collection are sought through interlibrary loan. Both print materials and non-print materials, such as microfilm, may be requested. Audio-visual material and items published within the past 12 months may be requested from NCLF libraries.

**4.3.1.2** Interlibrary loans may be requested only by Prince Rupert residents with a valid Prince Rupert Library card.

**4.3.1.3** Customers may request up to three interlibrary loans at one time. Any exceptions are at the discretion of the librarian.

**4.3.1.4** The library does not charge for interlibrary loan service. However, if the lending institution requires a fee, this fee will be charged to the customer.

**4.3.1.5** Loan periods and renewal policies are set by the lending institution.

**4.3.1.6** Interlibrary loans requests from BC OneCard holders will not be accepted.

**4.3.1.7** The library follows the practices outlined in the Inter-library Loan Code for British Columbia Public Libraries and the National Guidelines for Document Delivery.

##### **4.3.2 Lending to Other Libraries**

4.3.2.1 The library does not allow inter-library loan of the following materials: reference books, audio-visual materials, periodicals or newspapers, book club kits, best sellers in high demand or items published within the past six months. These items may be loaned to other NCLF libraries.

4.3.2.2 No interlibrary loan charges are levied to other libraries.

4.3.2.3 Renewals may not be permitted if the materials on loan are in demand at Prince Rupert Library.

#### **4.4.0 Student Practicums**

**4.4.1** The Prince Rupert Library will cooperate with educational and rehabilitative institutions where possible to allow students to complete fieldwork assignments and special projects within the library system. Students are supervised by library staff.

**4.4.2** When considering such placements, the efficient and optimum operation of library services is of prime importance and the library reserves the right to discontinue any placement which unduly disrupts library operations.

**4.4.3** Library employees shall not be displaced by any student program and work experience students shall not receive remuneration or be considered employees of the Prince Rupert Library.

#### **4.5.0 Use of Library Space for Fundraising by Non-Profit Organizations**

**4.5.1** Library space may be used for fundraising by non-profit community organizations. Approval by the Chief Librarian or designate will be required. Fundraising activities shall not involve active solicitation and may not interfere with normal library operations.

**4.5.2** Any non-profit agencies using library meeting rooms for fundraising purposes will be responsible for any meeting room charges that apply. (Appendix C).

### **5. COLLECTIONS**

#### **5.1.0 Preamble**

The success of a democracy is dependent on the full range of human ideas being accessible to all members of the community. Proponents of various points of view must be able to fully explore, express and communicate their points of view. These principles are guaranteed in the Constitution Act, Part I, Canadian Charter of Rights and Freedoms. This charter protects the free expression of ideas and the private reading rights of individuals.

The library plays a key role in the realization of this democratic ideal by offering access



to a marketplace of ideas that is diverse and inclusive. For this reason, the library collection will be selected and maintained so that it enables each person to find the library materials and information that he or she wants according to his or her free choice. The collection, taken as a whole, will be an excellent and unbiased source of information and will include as wide a selection as possible.

The library exists not to protect people from diversity but to empower them to deal with it in a positive and meaningful way.

### **5.2.0 Statement of Principles**

**5.2.1** The selection of all materials and media of communication used or collected by the library is guided by the principles defined in the library's mission statement and values statements.

**5.2.2** Collections are developed in response to the diverse informational, recreational, cultural and educational needs of the community. Materials are included to meet demand, and also for their potential to foster or create interests and to contribute to a balanced collection.

**5.2.3** Materials and information resources are selected in appropriate formats to enhance accessibility. Qualified staff will evaluate new technologies and formats to determine their suitability, feasibility and longevity for the library.

**5.2.4** Materials are acquired that represent varying points of view which are of current interest and future significance. The materials will reflect current conditions, trends and controversies so that members of the community may inform themselves and make individual judgements.

**5.2.5** Materials collected will support current interests or recurring interests of the local community rather than scholarly research.

**5.2.6** Where appropriate, the library may cooperate with other library systems to provide access to resources through services such as interlibrary loan and consortium purchasing.

**5.2.7** In upholding these principles it is accepted that, while people have the right to reject for themselves material of which they do not approve, they do not have the right to restrict the freedom of others.

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

**5.2.9** Selection will not contravene the provisions of the Canadian Criminal Code with regard to the distribution of illegal material.

**5.2.10** The library will purchase only materials that are legally published or produced or sold.

### **5.3.0 Responsibility for Selection**

**5.3.1** The responsibility for the selection of all library materials lies with the Chief Librarian acting in accordance with the policies established by the library board. The Chief Librarian may delegate the task of selection to qualified staff.

### **5.4.0 Intellectual Freedom**

**5.4.1** Selection is guided by the Constitution Act, Part I, Canadian Charter of Rights and Freedoms, Section 2b, that guarantees "everyone the following fundamental freedoms... b) freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication."

**5.4.2** Particular beliefs, philosophies or viewpoints are not promoted, nor is the selection of any given item equivalent to endorsement of the viewpoint expressed therein. Materials will be provided that represent a range of opinions on issues.

**5.4.3** Some individuals may take issue with the selection of any specific item. Their opinions on library materials are welcome and a process for review is provided for this purpose. An item will be reviewed in terms of its compliance with the library's collections policy. Individuals wishing to challenge a specific item are referred to the Challenges to Library Materials procedure in Appendix I.

### **5.5.0 General Criteria for Selection**

**5.5.1** Materials are considered for selection in terms of the following criteria:

- Popular demand and current trends;
- The importance of the author/creator;
- The suitability and durability of physical form for library use;
- The relationship of the item both to the existing collection and to other material on the subject; also the uniqueness of the item's content;
- The present and potential relevance of the material to community needs;
- Recommendations for purchase from the public;
- The attention of critics, reviewers and media;
- The cost of each item considered in relation to its contribution to the overall development of the collection;
- Materials will be selected to include both of Canada's official languages and languages which reflect the diverse linguistic and cultural heritage of the community. The same principles of selection and intellectual freedom will apply to these materials;
- Textbooks or similar material that support school curricula, higher education

courses or training programs will be selected only if they fulfil the general informational needs of the community.

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

**5.5.3** Material that has been adjudged illegal by the courts will not be acquired nor retained.

**5.5.4** Internet resources or websites may be included in the library catalogue or on the library's website according to the criteria of 5.5.1, 5.5.2, and 5.5.3.

### **5.6.0 Organization and Access**

**5.6.1** The classification, organization and labelling of the Library's collection are designed to minimize barriers and enhance access to the collection. Materials will not be marked or identified to show approval or disapproval of the contents. Videos rated as Restricted will be labelled as such, in accordance with the Motion Picture Act of British Columbia.

**5.6.2** No items are sequestered except to protect them from damage or theft.

**5.6.3** Programs, brochures, reader's advisory services and the Prince Rupert Library homepage will be provided to assist children and their parents or guardians to make reading, listening or viewing choices that complement their personal and family values and goals.

### **5.7.0 Collection Maintenance**

**5.7.1** Regular discarding of material is important to keep the collection current and relevant to community needs and in a state of good repair. It will entail the same care, thought and judgement as selection and will be based on the same guiding principles.

**5.7.2** Materials that are lost or damaged will be replaced depending on the availability, cost and demand for them.

**5.7.3** Materials that are in poor physical condition will be placed in the book sale or discarded if they cannot be mended.

## **6. PUBLIC RELATIONS**

### **6.1.0 General**

**6.1.1** The library maintains a program of public relations activities to promote community awareness of the library's services and resources, to stimulate public interest in and usage of the library and to ensure that the library's role in the community is perceived as a prominent one.

**6.1.2** Board members and staff are encouraged to participate in community activities and to make public appearances as representatives of the library. Staff members must obtain approval for such activity from the Chief Librarian; board members should consult with the board chairperson.

## **6.2.0 Media Relations**

**6.2.1** The library board is the source of information for the media on matters under discussion, such as budget, service expansion or reduction, policy or personnel. The Chair usually speaks on behalf of the board.

**6.2.2** The Chief Librarian, or designate, may respond to requests for information about matters of established board policy, service or procedure.

**6.2.3** All media contacts will be cleared with the Chief Librarian, who will refer appropriate requests to the Library Board Chair, or designate.

**6.2.4** Responses will be timely and accurate.

## **7. COPYRIGHT INFRINGEMENT**

### **7.1.0 General**

**7.1.1** The library encourages its customers to conform to the provisions of the Canadian Copyright Act and the Public Library Copying Licence Agreement with Access Copyright (The Canadian Copyright Licensing Agency).

**7.1.2** Notices warning about the risk of copyright infringement are posted at public photocopiers in the library. Copies of the act are held at the Library. (See Appendix F - Public Use Photocopier Copyright Notice)

**7.1.3** The library assumes no responsibility for customers' infringements of copyright should they occur.

**7.1.4** Library staff will comply with the provisions of the Canadian Copyright Act and the Public Library Copying Licence Agreement with Access Copyright. Notices are posted at staff photocopiers. (See Appendix G - Information for Library Staff)

## **8. GIFTS AND FUNDRAISING**

### **8.1.0 General**

**8.1.1** The library welcomes gifts of money, securities, books, equipment, furnishing, services and other items that help the library provide service to the community, in accordance with the values and objectives of the library. The library can only accept

donations of materials or items that are legally published, produced or acquired.

**8.1.2** Any conditions attached to donations to the library of money or other assets are subject to established policy and procedures, or are approved by the library board on a case-by-case basis.

**8.1.3** The library may refuse gifts that are not in keeping with the policies of the Library or are not of financial benefit to its mission of enhancing Prince Rupert Library services.

**8.1.4** Donors will be issued with tax receipts for all eligible gifts, in accordance with Canada Revenue Agency guidelines.

## **8.2.0 Donations to the Collection**

### **8.2.1 Donations of Materials**

**8.2.1.1** Donations of materials are evaluated according to the same selection criteria that govern the acquisition of purchased material.

**8.2.1.2** The library reserves the right to refuse donations of materials that may not be in accordance with the selection policy.

**8.2.1.3** Materials donated become the exclusive property of the Prince Rupert Library. The acceptance of a materials donation does not mean that the library will automatically add the donation to the collection. Items may be disposed of as the library sees fit.

**8.2.1.4** Gift-in-kind tax receipts will only be issued by request for books and other donations that are in good condition and are accompanied by a sales receipt, or if accompanied by an appraisal of their value from a qualified appraiser.

## **8.3.0 Recognition**

**8.3.1** The purpose of the recognition program is to thank donors, to encourage others to give, and to build healthy long-term relationships between the library and its donors. Every effort is made to ensure that recognition is timely, meaningful to the donor, appropriate and equitable. Recognition of donors will conform to established guidelines.

**8.3.2** Donors may designate their gift to any specific service or collection of the library. These funds will be used for the purposes identified and the designation recorded in the donor's file.

**8.3.3** Donations may be recognized in materials such as newsletters, annual reports and the library's website. Individual donor names will only be listed with their permission.

**8.3.4** Gift recognition by means of standard bookplates designed by the library may be placed in solicited and unsolicited books upon request. A special identification bookplate may be made for memorial gifts and major collection donations.

#### **8.4.0 Fundraising**

**8.4.1** All funds raised will be used for the stated purposes and established priorities of the fundraising program as determined by the library board. Subject to library board approval, funds will be used as designated by the donor.

**8.4.2** Use of funds raised for fundraising operating expenses will be within the Revenue Canada Taxation guidelines and every effort will be made to maximize dollars raised in relationship to dollars spent.

**8.4.3** All research on established and potential donors will be confined to information relative to the cultivation and solicitation process. Research methods will respect the individual's right to privacy.

**8.4.4** All records pertaining to established and potential donors will be held confidentially and in accordance with section 2.5.0 - Personal Information and Privacy.

#### **8.5.0 Sponsorship**

**8.5.1** A sponsorship is a mutually beneficial business arrangement between Prince Rupert Library and an outside organization, in which an external party contributes funds, goods or services to the library in return for recognition, acknowledgement or other considerations.

**8.5.2** Only organizations and arrangements deemed appropriate and compatible with the policies, mission, philosophy and priorities of the library will be considered for potential sponsorships. The library's reputation must be considered in any agreement.

**8.5.3** Any program undertaken by the library and any of its sponsors must respect the library's commitment to intellectual freedom.

**8.5.4** Sponsors may not have any undue impact on the policies and practices of the library or the information provided by the library (e.g. materials selection, purchasing or web content) or influence the goals and objectives of library programs, nor require explicit endorsement of products or services.

**8.5.5** All sponsorship agreements must include the dates of the agreement, clearly indicating what the sponsor is contributing to the project, the value of that contribution

(best market value estimate) and the forms of recognition the library will provide to the sponsor in return. The agreement must be signed by authorized representatives from both the library and the external organization.

**8.5.6** The library ensures the confidentiality of its records by not selling or providing access to customer records. (See also section 2.5.0)

**8.5.7** Sponsors' corporate names and/or logos may not have prominence over the Prince Rupert Library name and/or logo. The library reserves the right to determine the placement of such names and logos.

**8.5.8** Any naming opportunity will conform to the Naming Opportunities Policy. (See section 8.6.0)

**8.5.9** Sponsorship agreements valued at \$25,000 or less shall be approved by the Chief Librarian and reported to the board. Sponsorship agreements valued at \$25,000 or more shall be presented to the library board for approval.

**8.5.10** Recognition of the sponsorship and ongoing support will be handled by the Prince Rupert Library staff, in accordance with guidelines set up by the library board. (See section 8.3.0)

**8.5.11** The parameters of any exclusivity agreement shall clearly define the nature, extent and duration of the exclusivity.

**8.5.12** The library reserves the right to immediately terminate an existing sponsorship if the sponsor uses Prince Rupert Library's name outside the parameters of the agreement, without prior consent, or if the sponsor develops a public image inappropriate to the library's service and philosophy.

**8.5.13** Should there be a change in ownership or name or both of a sponsor during the term of the agreement, Prince Rupert Library reserves the right to immediately cancel the agreement if the new organization fails to meet any of the principles or conditions outlined in this policy, or in the contractual agreement.

**8.5.14** Tax receipts are not issued for funds, products or in-kind services made to the library as part of a sponsorship agreement.

**8.5.15** The library board endorses the Canadian Library Association's Position Statement, Corporate Sponsorship Agreement in Libraries, approved June 1997.

**8.5.16** This policy does not apply to:

- Philanthropic gifts or donations
- Grants or funds obtained from other levels of government
- Media sponsorships

- Arrangements where the library sponsors or contributes to external projects or other organizations

### **8.6.0 Naming Opportunities**

**8.6.1** New libraries are named according to the geographical location of the branch unless there is an unusual circumstance.

**8.6.2** Naming a library for a person or entity is unusual, but may be considered at the discretion of the library board to recognize the rare, unique and substantial contributions of an individual or organization to the library or the community.

**8.6.3** Naming opportunities within the library (e.g. designation of rooms, special furniture, equipment or discrete areas within the library) may be considered by the library board. Appropriate contributions for such naming opportunities will be determined by the library board.

**8.6.4** If a library facility is relocated the facility may be renamed to reflect the new location.





## APPENDIX A

### -RECIPROCAL BORROWERS-

#### PARTICIPATING NORTH COAST LIBRARY FEDERATION LIBRARIES:

- Houston Public Library
- Hazelton and District Public Library
- Kitimat Public Library
- Prince Rupert Public Library
- Smithers Public Library
- Stewart Public Library
- Terrace Public Library

The Prince Rupert library enjoys a special relationship with the libraries in the North Coast Library Federation. In order to enhance the experience of library users in our communities while maintaining the autonomy of each library, the library boards have agreed to extend full borrowing privileges to any member of a North Coast Library Federation Library.

The rules and procedures governing this relationship are laid out in the North Coast Library Federation Policy Manual.

## APPENDIX B

### -LOAN LIMITS AND LOAN PERIODS-

#### LOAN LIMITS

Music CDs	5
Audiobooks	5
DVDs	3
Videos	No limit
Individual author or subject	3

There is no limit to the number of items that may be borrowed by Library Home Service patrons.

All other patrons are limited to a maximum of 50 items which may be borrowed at one time, except new borrowers, who are restricted to a maximum of 10 items per card for a period of 90 days.

#### LOAN PERIODS

Magazines, books, CDs, audiobooks	21 days
VHS, DVD	7 days
Vertical File materials	7 days
Reference materials	Variable
Interlibrary loans	Variable
Equipment loans	Variable

#### VACATION LOANS

On request, materials with a 21 day loan period may be taken out on a six (6) week vacation loan, as long as there are no waiting lists.

#### HOLDS LIMIT

To ensure that collections are shared equitably, there is a limit of 3 active holds per patron.

## APPENDIX C

### -CHARGES, FINES & FEES-

NON-RESIDENT FEES (Non-refundable) \$25.00 for six months

#### FINES FOR OVERDUE MATERIALS

	<u>Per day per item</u>	<u>Maximum per item</u>
Books, Paperbacks, Magazines, Music, Audio Books	\$ .25	\$2.00
Interlibrary Loan Items	\$ .50	\$10.00
Videos	\$0.25	\$5.00*
DVDs	\$1.00	\$10.00

\*Videos reduced from \$1.00 since May 2011

#### **Note:**

- Maximum amount owing in overdues before stop/block on patron record: \$10.00
- Library Home Services patrons may be exempt from fines and Lost or Damaged charges.

#### CHARGES FOR LOST or DAMAGED MATERIALS

The cost of an item is as shown on the computer record. Where the cost is unknown, replacement charges are determined annually by considering the average fair market values of such material types.

Overdue fines accrue until the day the materials are reported lost. A handling fee is charged on all lost or damaged items.

Processing fee - catalogued items	\$5.00
Processing fee - uncatalogued items & magazines	\$2.00
Replacement fee - Paperback	\$10.00
Replacement fees - Barcode/Barcode card	\$2.00
Replacement fees - Book & Tape bag	\$4.50
Replacement fees - Video case	\$4.00
Replacement fee - DVD case	\$7.00
Replacement fees - Library card	\$5.00

## MISCELLANEOUS CHARGES, FEES AND FINES

Invigilation Fee		\$30.00
Photocopier or Printer		\$ .25
Colour Printing		\$1.00
Microfilm Reader/Printer		\$ .25
Faxes:	Minimum charge 1-5 pages	\$3.00
	Each additional page	\$1.00
International Faxes	Minimum charge 1-5 pages	\$7.00
	Each additional page	\$1.00
Receiving Faxes	\$ .50 per page, maximum charge \$5.00	

- Applicable taxes included in the above amounts

## BOOK SALE PRICES

### Library Discards:

Paperbacks	\$ .25
Trade paper	\$ .50
Hard cover	\$1.00

### Uncatalogued Donations

Paperbacks	\$ .50
Trade paper	\$1.00
Hard cover	\$2.00

Videos \$ .50

Magazines \$ .10

### **Note**

- Notwithstanding the above, the Librarian or designate may use their discretion to mark down outdated, obscure or poor condition material. Alternatively, items may be marked up where the value, quality or marketability would warrant.
- Discretion is used to reduce prices during the course of the sale in order to facilitate disposal of the material.
- Materials that remain unsold shall be recycled.

## MEETING ROOM FEES

### Library sponsored programs:

-no charge

### Non-profit groups:

-\$15.00 for 1/2 day

-\$30.00 for full day

Fee may be waived for programs directed at the community.

### Commercial and government groups:

- \$75.00 / full day

-\$40.00 / half day(4 hours or less)

-\$20.00 / first hour; \$10.00/ successive

### **Rental Rates for Equipment :**

Overhead Projector : \$10.00 per session

Computer Projector : \$10.00 per session

Flipchart Rental : \$5.00 per session

Groups using the computer stations will be charged double the normal room fee.

The library loans equipment to individuals and organizations at its discretion. In such cases, the Projector Loan Agreement is to be used.

## **APPENDIX D**

### **-EXPENSE REIMBURSEMENT-**

Employees and board members who travel to attend meetings, conferences or workshops on behalf of the library will be reimbursed as follows:

REGISTRATION - up to full amount

TRANSPORTATION

- Air Travel - up to equivalent of Economy return fare.  
Reimbursement of airport shuttles, taxi fares, car rentals and parking costs where required.
- Road Travel outside area of North Coast Library Federation - up to equivalent of normal bus return fare.  
Reimbursement of taxi fares, car rentals and parking costs where required.  
Reimbursement of gasoline payments, when using own vehicles on library business.
- Road Travel within the area of the North Coast Library Federation - Automobile allowance reimbursed, when authorized to use own vehicle, at .47 per kilometer.  
Reimbursement of transit fares, taxi fares where required and authorized.

ACCOMMODATION - Up to equivalent of single room rate. If employees do not use hotel accommodation they will receive a 1 day allowance in lieu of hotel, regardless of how many days they find alternate accommodation (ie. stay with family or friends).

ALLOWANCE for meals and incidentals - up to \$70.00 per day.

Expenses incurred outside Canada will be reimbursed in Canadian funds at current exchange rates.

Receipts must be submitted for reimbursement approval.

Expenses are reimbursed subject to the availability of budgeted funds.

## **APPENDIX E**

### **- WIRELESS INTERNET ACCESS -**

Free wireless Internet access is available at Prince Rupert Public Library. You can now surf the Internet from your own laptop while in the Library. You don't need a plug or phone jack, just turn on your notebook/laptop or other wireless device and start surfing.

#### **Requirements:**

You will need a notebook/laptop computer or other wireless device with 802.11b or 802.11g or 802.11n wireless networking.

If you are not sure if your notebook/laptop or other device has this functionality, please check with the manufacturer or supplier of your equipment.

If your notebook/laptop computer or other device does not include wireless networking, you may be able to purchase a variety of external notebook/laptop pc card and USB devices. The manufacturer or supplier of your equipment, or local technology merchants can help you find the right product for your notebook/laptop computer or other device.

#### **Limitations and Disclaimers:**

We have tried to make wireless access as available as possible in our library, but you may encounter some "dead" spots where wireless reception may be limited. If you have trouble accessing the Internet or staying online please move to a different location within the library.

The wireless Internet access we offer is unfiltered. By choosing to use this free service, you agree to abide by the Prince Rupert Library's Internet Usage Policy. This policy states the limitations of Internet access, your responsibilities for using that access.

The library's wireless network is not secure. Information sent to and from your notebook/laptop computer or other wireless device may be captured by anyone else with a wireless device and the appropriate software.

Library staff is not able to provide technical assistance and no guarantee can be made that you will be able to make a wireless connection.

The library assumes no responsibility for the safety of equipment or for notebook/laptop computer or other wireless device configurations, security, or data files resulting from connection to the Library's wireless access or power supply.

The library reserves the right to limit access to its power supply and to its wireless network within the building.

ADOPTED: September 5, 2006



## APPENDIX H

### -BC ONECARD POLICY-

#### Membership and Registration

- To register for BC OneCard membership in Prince Rupert Public Library, the applicant must show a card issued by their home library.
- Prince Rupert Public Library ID requirements apply when signing up for BC OneCard.
- BC OneCard registrations expire 1 year after being issued.
- BC residents who live in areas that are not paying taxes for library service must pay a non-resident fee and acquire a library card at a participating library in order to be eligible for BC OneCard service elsewhere.

#### Loan Limits

- BC OneCard cardholders may have a total of 10 items at a time on their card with the following limits:
  - 5 books
  - 3 *magazines*
  - 5 *books on tape*
  - 3 *Book and tape kits*
  - 5 *CDs*
  - 3 *DVDs*
  - 5 *Videos*
  - 5 *Audiobooks for the print-disabled*

#### Renewals

- BCOneCard cardholders may renew items twice. Items may be renewed in person, by phone, or through the website.
- BCOneCard cardholders must contact the lending library to renew items or to pay fines and other charges.

#### Returning Materials

- BCOneCard cardholders may return borrowed items to any public library participating in OneCard.
- The due date on items borrowed by BCOneCard cardholders will be the same as for Prince Rupert Library members. There will be no penalty for mail time for items returned to a library other than the lending library.

## **Fines and Overdues**

- Fines will be charged on items at the regular rate, based on the return date noted by the receiving library.
- BCOneCard cardholders are responsible for paying their fines to the Prince Rupert Library.

## **Interlibrary Loans**

- Prince Rupert Library does **not** handle Interlibrary loan requests from BC OneCard cardholders.

## **Internet Access**

- BCOneCard cardholders wishing to access the Internet at the Prince Rupert Library are entitled to the same privileges as any other customer.

## **Online Database Use**

- BCOneCard cardholders are entitled to use online databases that are paid for by the province, or those licensed for use by residents of the municipality in which they live.

## **Print Disabled Customers**

- Print Disabled Customers wishing to borrow audio-books must present a note or some other indication on their home library card showing that they are entitled to this service.

ADOPTED : November 6, 2006

## APPENDIX I

### -CHALLENGES TO LIBRARY MATERIALS-

#### Challenges to Library Materials

##### 1. Position of the Board

The Prince Rupert Public Library Board endorses the Statement on Intellectual Freedom of the Canadian Library Association and the British Columbia Library Association Statement of Intellectual Freedom. These guiding principles further describe the Board's commitment to making available the widest possible diversity of materials and its opposition to censorship of the collection.

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

##### 2. Challenge Procedures

◦ If a library employee is approached by a patron who wishes to complain about any library material, the complaint shall be treated with dignity and courtesy. Under no circumstances is the employee to express agreement or disagreement with the customer's concern.

◦ The patron will be advised of Collections policy 5 to 5.4.3 and of the Challenges to Library Materials procedure.

◦ If the patron wishes to file a written complaint, the employee should provide the complainant with a copy of the Request to Challenge an Item in the Prince Rupert Public Library Collection form.

◦ The employee must advise the complainant at same time that no employee has the authority to remove any item from the collection.

◦ If the complainant wishes to see the Chief Librarian, or a designate, the employee should request that the complainant make an appointment after completing the form. No discussion will occur until the complainant has completed the form and made the appointment. At this stage, the board chair shall be advised of the challenge.

◦ The Chief Librarian, or designate, shall meet with the complainant. If there is no resolution to the challenge at this stage, then a Challenge Committee shall be formed.

◦ The minimum requirement for membership on the Challenge Committee is: the Chief Librarian, two trustees, and two community members. The committee shall have at least five members and a simple majority shall prevail in its decision.

- The members of the Challenge Committee shall read and review the material prior to convening an evaluation meeting.
- The Challenge Committee shall meet in a timely manner after receiving the challenge and reviewing the material.
- The Committee will recommend appropriate action and the Chief Librarian will communicate this in writing to the complainant.
- If the person challenging the material is not satisfied with the Challenge Committee's decision, an appeal can be made to the full Prince Rupert Public Library Board. Its decision on the disposition of the material is final.

## Request to Challenge an Item in the Prince Rupert Public Library Collection

### 1. Personal Information:

Name

Address

City and Postal code

Telephone number

E mail address

Complainant represents:

- Himself/herself
- Organization (name)
- Group (identify)

### 2. Information about the challenged material:

- Description of the challenged item:
  
- To what in the material do you object? (Be specific)
  
- What do you feel might be the result of reading/watching/listening to this material?
  
- What redeeming features are there in this item?
  
- Did you read/view/listen to the entire item? If not, what parts did you read/watch/listen to?
  
- Have you read or heard any critiques or reviews of this item?
  
- What do you believe is the theme or message in the item?
  
- What action by the library do you think is appropriate for this item?
  
- In its place, what item of equal value would you recommend that would convey a comparable theme or message?

Signed:

Date:

## APPENDIX J

### -GUIDELINES FOR PUBLIC POSTERS-

The Prince Rupert Library has become a well known place to hang posters and advertisements. The following are guidelines as to what material can hang where.

#### **The Front Doors**

These doors are for LIBRARY postings only. Place items only on the non-opening door so that people going in or out of the doors can see who is coming.

#### **The Glass Windows and Doors from the Foyer into the Library**

This area is designated as an area to publicize public events. No commercial postings are to be placed in this area.

Examples of what is okay for this area:

- Performing Arts – music, dance, theatre
- Harbour Theatre
- Youth Councils
- Health oriented classes (offered for free)
- Local Events
- Recreation Centre Programs

Examples of what is not okay for this area:

- Dance Lessons
  - Music Lessons
  - Massage Therapy
  - Washing Machines for Sale
  - Garage Sales
- (anything that is for commercial gain, i.e. selling a product)

#### **The Cylindrical Bulletin Board within the Library**

This bulletin board is for health & education issues only. (Appropriate education posters are those from a public institution like Northwest Community College, UNBC or School District 52 – *not* piano lessons or private art classes).

Examples: Victims Services, Cancer Services or Support Groups, Early Childhood Education, Writing Contests.

#### **The Bulletin Board in the Foyer**

This bulletin board is basically for everything else. Posters advertising for-profit events or courses can

be posted here.

Examples: Lost pets, garage sales, lessons not sponsored by the Recreation Centre.

## APPENDIX K

### -INTERNET TERMS OF USE-

The Prince Rupert Library provides public internet access to information and resources to meet the educational and recreational needs of the community.

The Internet provides access to a wealth of information. Because the Internet is a vast, dynamic and unregulated information network, it also allows access to ideas, information and images beyond the scope of the library's collection development policies.

Internet users are subject to federal, provincial, and municipal legislation related to Internet use, including the provisions of the Criminal Code regarding obscenity, child pornography, sedition, and the incitement of hatred. Users are also subject to the provisions of the Canadian Copyright Act. Using the library's computers for illegal purposes is prohibited and may result in prosecution.

The library recognizes that the Internet is a global computer network with no central control over content. The Prince Rupert Library does not censor, filter, or protect users from information which may be offensive, inaccurate or controversial. As with print material, the Prince Rupert Library is not responsible for the content of this material.

The library strives to balance the rights of users to access a wide range of information with the rights of users to work in a public space shared by people of all ages, with a variety of information interests and needs.

The library has the responsibility to help provide users with the knowledge and tools needed to make effective and safe use of the Internet. In order to accomplish this the library:

- Provides Internet orientation and individual help for the public
- Maintains a website that points to appropriate sites for general use and to age appropriate sites for children
- Provides an environment free from sexual harassment and discourages Internet use that denies others a safe environment
- Protects the privacy of users and ensures confidentiality of legitimate users
- Trains staff on the effective use of the Internet
- Promotes public awareness of the Internet Policy and the consequences of disruptive behaviour or activity

#### **Parental Responsibility and Child Safety on the Internet**

As with other library materials, parents and guardians are responsible for supervising their children's selection of information on the Internet. Parents are advised to supervise their children's Internet sessions as they would monitor a child's television viewing. Children 7 years of age and under must be accompanied by an adult when using a public internet station.



## **Privacy**

All are expected to respect the privacy of others using public workstations

To protect your privacy and security, please log out of any programs by clicking the upper right corner of the program screen before leaving the workstation.

Due to the public nature of library workstations, we recommend that you do not use library computers for secure transactions, such as on-line banking or credit card purchases. The library assumes no responsibility for the security or privacy of on-line banking transactions.

## **Disclaimer**

Not all the information available via the Internet is accurate, current or complete. Users are encouraged to exercise critical judgement. The library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. Prince Rupert Library cannot be held liable for any information that may be lost, damaged or unavailable due to technical or other difficulties.

## **Responsible Use of the Internet at the Library includes:**

- Refraining from illegal or unethical use of the Internet.
- Refraining from attempting to alter or damage computer equipment, software configurations, or files belonging to the library, other users or external networks.
- Refraining from attempting unauthorized entry into the library's network or to any other computer system.
- Refraining from behaviour which disrupts other people. Library staff are authorized to ask you to stop using the Internet if you are disturbing others.
- Refraining from distributing unsolicited advertising or propagation or computer viruses.
- Refraining from violating copyright, software license agreements or communications laws.

Everyone is entitled to 30 minutes of Internet access free per day.

Patrons may purchase extra time at the rate of \$1.00 per 30 minutes. Extra time may be purchased when signing in or before the end of a session provided that there isn't a waiting list. If there is a waiting list, patrons may purchase more time when their name comes up again. No refunds will be given for unused time.

## **School Age Patrons**

Children under the age of 19 are prohibited from using the Internet stations before three o'clock on

school days unless accompanied by a parent or guardian. Children must be in grade three or older to use public internet stations without a parent or guardian present. Library staff reserve the right to ask anyone for identification to verify that person's age.