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Job Descriptions for Head Librarian and Deputy/Youth Services Librarian

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Existing Management Benefits (2011)

# **1. Foundation of the Library**

## **1.1 Structure**

The Terrace Public Library operates as a Public Library Association under the provisions of the Library Act of British Columbia.

Reviewed on March 17, 2016

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Melanie Wilke, Board Chair

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Cheryl Block, Chair of Policy Committee

## 1.2 Vision and Mission

### Mission Statement

A safe place to learn stuff (neat stuff!!)

The Terrace Public Library is a safe and welcoming environment that fosters a love of reading and life-long learning, beginning with our youngest members.

### Vision Statement

As a key community space, the Terrace Public Library's core mandate is to provide access to information and knowledge – both written and electronic.

We seek to inspire the spirit of exploration, the joy of reading, and the pursuit of knowledge for people of all ages and backgrounds, beginning with the very young. Our ultimate vision is of a literate citizenry, transforming lives through knowledge and information.

Our vision centers on creating a welcoming and safe space for cultural, personal and intellectual enrichment, delivering a wide-range of programs that:

- entertain and inspire;
- celebrate our diverse cultures, communities and people; and
- support lifelong learning, reading and enjoyment.

The Terrace Public Library board, management and staff accept a collective accountability for the effective management and stewardship of library resources and for the overall quality of library services offered to the people of Terrace and surrounding communities.

Amended on March 17, 2016

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Melanie Wilke, Chair

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Cheryl Block, Chair of Policy Committee

## **2. Services**

### **2.1 Membership**

#### **All Memberships:**

To obtain a membership, a piece of government issued identification with name and current mailing address must be presented. Library memberships expire after two years of non use, with the exception of the memberships of users with outstanding charges or items on loan.

#### **Childrens' Memberships:**

A parent or legal guardian must sign for children under 15 years of age. Parents/guardians will be held responsible for all materials borrowed by children. A child's account may only be used to sign out materials for the child.

#### **Designated Area Memberships:**

The Library will serve, free of charge, all residents of the City of Terrace and the designated area as included in the referenda of November 1979 and November 1983. This includes residents of Terrace, Thornhill, Rosswood, New Remo, Old Remo, Jackpine Flats, Copperside, Usk, and all communities east to Chindemash. The Library will also serve, free of charge, all residents of the Kitselas, Kitsumkalum, Kulspai reserves, and Nisga'a Nation.

#### **Outside Designated Area Memberships:**

Persons outside the designated area shall pay a non-refundable fee for a minimum three-month or maximum twelve-month membership with the following exceptions:

1. Northwest Library Federation (NWLF) card holders;
2. Persons covered by a service agreement;  
or,
3. Persons eligible to participate in the BC OneCard Program.

Refer to Section 2.3 for current rates.

#### **NWLF Memberships:**

NWLF card holders will be extended full borrowing privileges at the Terrace Public Library. NWLF members include residents from Prince Rupert, Kitimat, Stewart, Houston, Smithers, and Hazelton residents, and NWCC students.

#### **Service Agreement Memberships:**

The Library may enter into service agreements with third parties in order to provide library service to persons not covered by any other membership policy. Current service agreements will be included in this manual as an Appendix.

**BC OneCard Memberships:**

The Library supports the provincial BC OneCard Program. Residents of BC who reside outside of the designated area can access Library services free of charge by presenting their home library card and a piece of government issued identification. Restrictions on materials borrowed may apply.

**Confidentiality:**

All membership records are confidential and will be used only for Terrace Public Library business.

**Suspension of Privileges:**

A user's privileges may be suspended for:

- Failure to return materials or pay penalties.
- Damage to or destruction of library property.
- Disturbance of library users and staff.
- Any objectionable behavior on library premises.

The immediate decision of the librarians or library staff to suspend privileges is final. Suspension in excess of 48 hours will be at the discretion of library administration. Suspensions may be appealed in writing to the Library Board of Trustees.

**Visiting Guests**

As a courtesy visiting guests will be granted access, when available, to the internet/Public Access Computers. This includes those outside the library's Designated Area Memberships or the areas within the Designated Area Membership that have opted out of the tax structure.

Policy amended on March. 17, 2016

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Melanie Wilke, Chair

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Cheryl Block, Chair of Policy Committee

## **2.2 Hours of Operation**

Regular hours are posted on the front doors and on the web site.

The Library is closed on all public holidays and Sundays during July and August.

Any exceptional closure will be advertised.

Policy reviewed on March. 17, 2016

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Melanie Wilke, Chair

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Cheryl Block, Chair of Policy Committee

## 2.3 Borrowing Periods & Charges

### SCHEDULE OF CHARGES AND BORROWING PERIODS

#### Schedule in effect April 17, 2014

Library Materials	Borrowing Period (days)	Fines (per day)	Maximum Fine
Adult books, and magazines	28	\$0.30	\$5.00
Junior and YA books and magazines	28	\$0.20	\$2.00
Adult audio books	14	\$0.30	\$5.00
Junior and YA audio books	14	\$0.20	\$2.00
Adult Compact Discs	14	\$0.50	\$5.00
Junior and YA Compact Discs	14	\$0.25	\$5.00
Software	14	\$0.50	\$3.00
Home Videos (DVDs)	3	\$0.50	\$5.00
TV Series Videos	7	\$0.50	\$5.00

Photocopies	\$0.10 per page
Printer copies	\$0.10 per page
Microfilm printer copies	\$1.00 per page
Fax	\$2.00 per page to send; \$1.00 per page to receive

All fines and charges noted above are subject to change. Changes will be posted in a public place.

#### **Maximum number of borrowed items:**

Items checked out on a single Library card - 50  
DVDs per card - 3  
CDs - 6  
Audio books – 10

#### **Renewals:**

Books and other materials may be renewed as long as the items are not on reserve. Renewals may be completed over the phone, online, or in person.

#### **Fines:**

The maximum fine an adult borrower is required to pay at one time is \$25.00. The maximum fine a juvenile borrower is required to pay at one time is \$10.00. Please refer to Schedule of Charges for fines per item.

#### **Lost or damaged items:**

Member's responsibility for lost or damaged items:



1. Items that can no longer be circulated:

The member is charged the list price of the item at the time of purchase including tax, shipping charges, processing fee, and any additional charges levied against the Library at that time.

2. Damaged items that can be repaired:

Charges apply to repair an item in order to return it to circulation. Some examples of damaged items are mutilated bar codes, missing audio or visual cases, and incomplete sets of materials. These examples do not preclude charges for other damages.

**Lost Library card replacement fee:**

\$1.00 per card

**Borrowing privileges are suspended:**

1. The total amount owed in fines or lost material exceeds \$5.00
2. Five items or more are overdue
3. A final notice for any overdue item has been sent.

**Borrowing privileges will be reinstated:**

1. When the amount owing is brought below \$5.00.
2. When there are fewer than 5 overdue items on the card.
3. When all final notice materials have been returned.

**Outside Designated Area Membership Charges:**

\$50.00 non-refundable per year per family at the same address

\$12.50 non-refundable for three months per family at the same address

**BC One Card and NCLF Memberships**

There are no fees associated with these memberships.

Policy approved on October 21, 2010

Policy amended on March 19, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

## **2.4 Overdue Items & Collection Agency**

### **Overdue notices:**

Patrons who wish to receive notice of overdue materials should provide a valid email address to the Library. Overdue notices will be sent automatically by the Library's electronic circulation system.

The Library will make every reasonable effort to contact patrons before declaring an item lost and applying a replacement charge against the patron's card.

### **Lost items:**

Members are responsible for all materials borrowed on their cards including any charges for overdue, lost, or damaged items. This responsibility is accepted when they become Library members.

Items not returned three months after their due date will be considered lost and the replacement cost will be assessed. The member's borrowing privileges will be suspended until the lost item is paid for or returned.

### **Collection agency:**

The collection agency may be notified to act on charges in excess of \$20.00.

Policy approved on October 21, 2010

Policy reviewed on April 17, 2014

Policy reviewed on March 19, 2015

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Patti Chapman, Chair

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David Try, Chair of Policy Committee

## 2.5 Services

**Lending of Material:** A collection of books, digital collections and other materials are available for lending.

**Reference:** Staff will assist and guide persons in obtaining the information they seek. The Library will maintain a current collection of information materials.

**Readers' Advisory:** Staff will assist persons in obtaining reading materials for recreational purposes by suggesting specific titles, authors and subjects.

**Inter-Library Loans:** The Library will attempt to obtain materials and information from other libraries and agencies if unavailable in its collection. Costs incurred by the Library may be charged to the member.

**Requests for Purchase:** Members may request that the Library purchase items that are not available in the collection. If purchased, a hold will be placed for the member. The Library will not purchase books for individuals. (See section 3.2 for the Materials Selection policy)

**Holds:** Members may place holds on items in the collection through the library's integrated library system. There is a maximum of 25 holds per member at one time. Materials on reserve will be held for one week following notification to the member.

**Homebound Service:** The Library will provide a free delivery service of books and materials to members who are confined at home for reasons concerning health.

**Computer Stations:** Computers for word processing and Internet are available for public use on a first come first serve basis. Time restrictions may apply. All printing from the computers is spooled to the copier. There is a fee charged for printing services.

**Computer Lessons:** Group and individual lessons are available free of charge. Lessons are subject to funding availability.

**Programs:** The Library will endeavor to provide stimulating programs and activities for adults, children and young adults.

**Photocopier:** A photocopier is available for public use. See section 2.3 for charges.

**Fax:** A fax machine is available for public use. See section 2.3 for charges.

Policy approved on January 24, 2011

Policy amended on April 16, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

## **2.6 Physical Facilities**

### **The Willy Schneider Meeting Room:**

The Willy Schneider Meeting Room is available free of charge to non-profit community groups and organizations on a non-continuing basis. These groups may not charge admission at the door for any of their events. The Meeting Room is not available for fund-raising events except as approved by the Library. Groups are responsible for leaving the premises clean and tidy.

### **The Ed Curell Reading Lounge:**

The Ed Curell Reading Lounge is available free of charge to non-profit community groups and organizations for programs run in partnership with the Terrace Public Library. These groups may not charge admission at the door for any of their events. The Reading Lounge is not available for fund-raising events except as approved by the Library. Individual tables can be booked on a non-continuing basis. Groups are asked to be respectful of noise levels in this multi-use space and are responsible for leaving the premises clean and tidy.

### **Bulletin Board:**

Items may be displayed on the bulletin board only with the approval of the Librarian or staff. Preference will be given to items of literary or educational interest. Failure to comply with these policies may lead to the loss of display privileges.

### **Inside Library Premises:**

Smoking, roller blades, bicycles, skateboards, and animals (with the exception of service dogs) are prohibited in all areas of the Library. Covered drinks and cold snacks may be brought into the library but patrons are expected to clean up any litter they create. No food or drinks are permitted at computer terminals.

No vending machines are permitted in the library.

Policy approved on November 19, 2009

Policy reviewed on April 16, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

## **2.7 Businesses in the Library**

Profit-making businesses may not use the Library as a place of business.

Policy approved on June 18, 2009  
Policy reviewed on April 16, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

## **2.8 Supervision of Children**

1. Children under the age of eight must be supervised at all times by a person twelve years of age or older. During children's programming, parents of children under eight years of age are free to browse in the library but must not leave the premises.
2. Children eight years of age or older may come into the library independently at the discretion of their parent or guardian but should not be left unattended for substantial periods of time. If library staff notices that children are left for extended periods of time, the parent or guardian will be contacted.
3. Patrons who persistently disregard this policy may be asked to leave the library.
4. If staff cannot locate parents or guardians of unsupervised children, they will contact the RCMP or Ministry for Child and Family Development.

Policy approved on November 18, 2010  
Policy amended on April 16, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

### **3. Operations**

#### **3.1 Library Administration**

Library Administration shall consist of one full-time equivalent Head Librarian and one full-time equivalent Youth Services/Deputy Librarian. Current job descriptions for these positions will be attached as an Appendix to the Policy Manual.

Policy approved on January 24, 2011  
Policy reviewed on April 16, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

### **3.2 Materials Selection**

The Terrace Public Library recognizes that there are groups and individuals with diverse interests, backgrounds, cultural heritage, social values, and needs.

The Library has been created to serve all the people within its service area regardless of age, race, creed, national origin, political, or social views. Therefore, the selection policy for Library materials shall be as follows:

The selection of Library materials is vested in the Librarian and, under his/her direction, such members of the staff who are qualified by reason of education and training.

Books and other materials for Library use are selected according to the following criteria:

- suitability of physical form
- attention to critics and reviewers
- value or relevance to community
- relation to existing collection

The Library will select any materials that will help it to achieve its objectives. Materials may include print and non-print resources.

All materials selected will be lent for home use with the exception of those that cannot be duplicated, rare and fragile items, and those designated as reference books.

The Library will endeavor to collect those materials that have particular importance to the history and culture of the area.

Policy approved on January 7, 2006  
Policy Reviewed on May 21, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee



### **3.3 Intellectual Freedom**

The Library Board does not wish to act as censor; however, the Board supports the public's right to express its feeling on the suitability of materials available at the Library. The Board reserves the right to review complaints. Such complaints should be addressed to the Board in writing and should evaluate the item in question as a whole rather than selected parts only.

The Board supports and hereby adopts the Intellectual Freedom Statement of the Canadian Library Association as follows:

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

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

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

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

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

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

Library staffs are not responsible for a child's choice of Library materials.

Policy approved on January 24, 2011

Policy reviewed on May 21, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

### **3.4 Weeding & Withdrawal**

The Library maintains an active policy of withdrawal based on the elimination of outdated material, books no longer in demand, unneeded duplicates, and worn or mutilated copies.

Prime considerations are frequency of circulation, community interest, and availability of newer or more valid materials. Local history and important books such as classics and award-winning children's books may be exceptions.

Policy approved on January 7, 2006  
Policy reviewed on May 21, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

### **3.5 Disposal of Withdrawn Material**

After materials have been withdrawn, they will be disposed of in one of four ways:

1. Gifts to other libraries:  
Materials in good condition, yet no longer needed or appropriate for our collection, may be offered.
2. Book sales:  
Outdated, damaged, duplicate, or worn materials, which could be of interest to others, may be made available through a Library book sale.
3. Discards:  
Materials of very limited use to the general public and those in very poor physical condition will be discarded as necessary.
4. Materials may be donated to Friends of the Library or another group/organization for library activities, library programs, or for fundraising for the library.

Policy approved on January 7, 2006

Policy amended on May 21, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

### **3.6 Competitive Purchasing**

The Library is committed to fair, open and competitive purchasing. When the Library wishes to buy goods or services costing more than \$1,500 but less than \$5,000 Library staff will, where reasonable and practical, obtain three competitive offers. When the Library wishes to buy goods or services costing more than \$5,000 the Librarian will, where reasonable and practical, obtain three competitive offers and will consult with the Board. Purchases that are billed on a monthly basis will be reviewed annually by the Finance Committee as part of the Library's budgeting process. The Library is not required to accept the lowest offer and may give due weight to quality, reputation, support and other relevant factors in selecting a supplier.

Policy approved on June 17, 2010

Policy reviewed on May 21, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

### **3.7 Internet Access Policy**

Terrace Public Library provides access to the Internet according to the terms and conditions of usage, as part of its mandate to meet the information needs of its users.

In accord with the Statement on Intellectual Freedom, the Library does not control, and assumes no responsibility for, information accessed on the Internet. Library users are responsible for the sites they visit and any text or images they print out. As is the case with materials in the Library collection, any restriction of a child's access to the Internet is the responsibility of the parent or guardian.

The Library reserves the right to restrict users access to Internet workstations when they have made inappropriate use of them. Inappropriate use may include the viewing of websites which others may find offensive.

Policy approved in January 2006  
Policy amended on May 21, 2015

Approved by:

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

## **3.8 Privacy Policy**

### **1. Introduction**

The Terrace Public Library is committed to protecting the privacy of its patrons. Any personal information collected, used or disclosed by the Terrace Public Library is in accordance with the *B.C. Freedom of Information and Protection of Privacy Act (FOIPPA)*.

The Terrace Public Library is a member of the BC Libraries Cooperative and adheres to their privacy policies which can be viewed at:

[http://docs.sitka.bclibraries.ca/Policy/current/pdf/Sitka\\_Policy\\_Manual.pdf](http://docs.sitka.bclibraries.ca/Policy/current/pdf/Sitka_Policy_Manual.pdf).

### **2. What is personal information?**

Personal information is defined by *FOIPPA* as information about an identifiable person. Some examples of personal information are name, age, home address, phone number, email address, IP address (a computer's address), *FOIPPA*'s definition of personal information does not include work contact information (including library staff), which is information that would allow a person to be contacted at a place of business, such as the person's name, title, business address, business phone number, and business email address.

### **3. Collection of personal information**

When collecting personal information Terrace Public Library will advise the patron of the purpose for collecting it and the legal authority for doing so. The library will also provide the patron with contact information of the library's FOI/Privacy Officer, who can answer questions regarding the collection of said information.

### **4. Information automatically collected when visiting our website**

Some information is automatically collected when browsing the library's website, including

- The domain name and/or IP address of the Internet provider
- Internet browser being used
- geographic region browsing from
- The date and time the website is accessed
- What pages were visited
- What website the traffic visited from, if applicable

Terrace Public Library collects this information to help make the library's website site useful by assessing the library's web services and system performance, as well as learning how many people are visiting the site and how they are using it. No attempt is made to use this information to identify visitors, unless it is necessary for an investigation or it is required by law.

Cookies are small files that are saved to a computer and used to store information that is communicated back to the website being accessed. Terrace Public Library uses cookies to monitor how the library's website is used. It is possible to change the settings in a browser so that cookies will be denied or so the browser will notify the user before cookies are saved on the computer.

### **5. Personal information collected via email and web forms**

Personal information is collected by Terrace Public Library when a library web form is filled in or an email is sent to the library.

Personal information sent to the library by email or by web forms will only be used by authorized staff for the purpose for which it was collected or for a consistent purpose, unless otherwise consented to or authorized or required by law.

#### **6. Personal information collected when using our Internet stations**

Patrons are required to sign in with their library card barcode number or a guest number in order to use the public computers stations. This process creates a log of barcode numbers and patron names. There is no additional personal information attached to the list. This information is collected in order to enforce the library's use policies (see the Terrace Public Library Internet Access Policy) and gather general statistical information about the service.

#### **7. Wireless service**

The Library provides wireless access to the Internet in most of the building. Use of this service is at the user's risk and is intended for public use.

#### **8. Video surveillance**

The Terrace Public Library employs a video surveillance system for the purpose of protecting library property and for the safety and protection of library patrons and staff. These records are reviewed only for the purpose of investigating incidents relating to property and persons inside and outside the library. These video images can only be viewed by authorized persons.

#### **9. How is personal information used?**

The following are some examples of purposes for which Terrace Public Library may collect personal information

- issuing library cards
- identifying material currently on loan
- placing and tracking interlibrary loans
- identifying and recording overdue materials
- placing and tracing material on hold
- providing answers to reference questions
- faxing material
- providing information about library programs and services
- providing Home Service for patrons with special needs
- recording book suggestions
- recording comments or suggestions
- general library operations
- library fundraising

Terrace Public Library will only collect personal information for purposes for which it was originally collected or in a manner that is consistent with those purposes. The Library will only use the personal information collected for a different purpose if it is explicitly consented to or the use is authorized under FOIPPA or is otherwise required by law.

#### **10. When is personal information disclosed?**

Terrace Public Library does not sell or rent personal information. Personal information is disclosed only in accordance with *FOIPPA* and the library's privacy policies. Examples of where personal information may be disclosed include:

- when a patron explicitly consents to the disclosure;
- to a collection agency for the purpose of collecting a debt;

- for law enforcement purposes, such as where required by a subpoena, warrant or other order;
- where there are compelling health and safety concerns;
- to contact a person's next of kin in the case of an emergency while that person is visiting the library.

### **11.How is personal information kept secure?**

Terrace Public Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure or disposal. Security measures include physical, technological and operational safeguards that are appropriate to the nature and format of the personal information. Terrace Public Library's security cannot protect information while it is in transit over the Internet. Information sent to Terrace Public Library in email messages is not secure.

### **12.Links to other sites**

Terrace Public Library strives to provide a wealth of resources from our website, including links to sites outside of the library, such as encyclopedias, reference database, and private organizations.

Terrace Public Library has no control over the management of these websites and is not responsible for their privacy policies. Terrace Public Library encourages every individual to review those policies before using the service or providing any personal information.

### **13.How long is personal information kept?**

How long Terrace Public Library keeps personal information depends on the purpose for which the information was collected.

If Terrace Public Library collects a patron's personal information to make a decision that affects the patron, the library must keep that information at least one year so the patron has an opportunity to access it. Otherwise, the library will keep personal information only for the length of time necessary to fulfill the purposes for which it was collected. Personal information is securely destroyed when it is no longer needed.

### **14.Accuracy of personal information**

Terrace Public Library will endeavor to ensure the personal information is as accurate, complete and up-to-date as necessary.

### **15.How can someone access or correct their personal information?**

Individuals have a right to request access to personal information about them held by Terrace Public Library. To do so, a written request must be submitted to Terrace Public Library's FOI/Privacy Officer (see contact information below). The request should provide enough detail to enable a library employee to find the personal information.

An individual also has the right to request that personal information be corrected if they believe it to be incorrect. This can be done by submitting the request in writing to the FOI/Privacy Office (see contact information below), or for simple change of address and telephone information, that information can be corrected at the front counter.

### **16.Children's personal information**



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

Terrace Public Library assumes that children 12 years 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.

### **17.Changes to this Privacy Policy**

Terrace Public Library’s practices and policies are reviewed from time to time. This policy will be updated to reflect the changes.

### **18.Who can I contact about Terrace Public Library’s privacy policies?**

Questions or concerns about this policy or how Terrace Public Library treats personal information can be directed to our FOI/Privacy Officer.

Head Librarian  
Terrace Public Library  
4610 Park Avenue  
Terrace, BC V8G 1V6  
250-638-8177

[library@terracelibrary.ca](mailto:library@terracelibrary.ca)

If an individual is not satisfied with how their inquiry was handled by Terrace Public Library, they have the right to complain to the Information and Privacy Commissioner.

Office of the Information and Privacy Commissioner for British Columbia  
P.O Box 9038, Stn. Prov. Govt.  
Victoria, BC. V8W 9A4

Tel: 250-387-5630 (Victoria)

Toll free: Call Enquiry B.C. at 604-660-2421 (Vancouver) or  
1-800-663-7367 (elsewhere in B.C.) and request a transfer to  
250-387-5629.

email: [info@oipc.bc.ca](mailto:info@oipc.bc.ca)

website: <http://oipc.bc.ca>

### **19.Links**

- The website of the Information Policy and Privacy Branch of the Ministry of Labour and Citizens’ Services contains a wealth of information about FOIPPA and the guidelines and policies that govern the legislation.  
<http://www.mser.gov.bc.ca/privacyaccess>
- Other library policies at <http://www.terracelibrary.ca>

Policy amended on Oct 15, 2015

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

## 4. Personnel

### 4.1 Annual Holiday Entitlement

The vacation entitlement of management will be calculated and granted on a calendar year basis.

For management in their first year of employment, their vacation entitlement will be calculated from their date of commencement to December 31<sup>st</sup> of that year, at the rate of 6% of their earnings during that period. Thereafter, their vacation will be calculated and granted on a calendar year basis.

In the second to third full calendar years of employment, four weeks. (8%)

In the fourth to eleventh full calendar years of employment, five weeks. (10%)

In the twelfth and subsequent full calendar years, six weeks. (12%)

In addition, the Head Librarian and Deputy Librarian will each be granted one week of paid vacation in lieu of overtime.

A management employee who leaves the service of the Library in less than a year from the date of appointment will be granted holiday pay in accordance with the Employment Standards Act.

Amended on Jan. 21, 2016

Approved by:

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Board chairperson

\_\_\_\_\_

Policy committee chairperson

## 4.2 General Holidays

The Library will observe the following days as general holidays with pay:

New Year's Day

Family Day

Good Friday

Easter Sunday

Victoria Day

Canada Day

British Columbia Day

Labour Day

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day

Plus any new holidays approved by the Province of British Columbia.

Policy approved on May 17, 2012

Policy reviewed on Sept 17, 2015

Approved by:

\_\_\_\_\_  
David Try, Chair

\_\_\_\_\_  
Keith Gosse, Chair of Policy Committee

### **4.3 Benefits**

Benefits are available to Non-Management Employees as per the Collective Agreement.

For new management in the future benefits shall be negotiated through the Personnel Committee and shall be ratified by the Board. Existing benefits will be maintained for current management employees (2011) and will be included in the appendix of the policy manual. Any additional new benefits will be reviewed by management and the policy committee.

Policy approved on: May 19, 2011

Policy reviewed on Sept 17, 2015

Approved by:

\_\_\_\_\_  
David Try, Chair

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Keith Gosse, Chair of Policy Committee

## 4.4 Expenses

Library staff/management will receive the following when travelling on Library business:

Per diem will be at the most current rate set by the Province of British Columbia

Travel shall be by the most reasonably safe economic means. The most current Provincial Government rate for mileage shall apply

A commercial rental car may be used for official business only under the following conditions:

- Its use is advantageous to the Library, more economical than other conveyance, and official business cannot be accomplished otherwise;
- It has been approved in advance by the Head Librarian;
- Full insurance coverage is purchased at the time of rental.

Bus/taxi costs - Receipts are required. A brief explanation of the necessity of the trip by taxi is required.

Parking costs - Parking costs are not allowed except:

1. Parking charges incurred when a private vehicle is parked at a departure location (airport, ferry, or bus terminals) and will be used as part of the total return transportation
2. Parking charges directly associated with an overnight stay at a hotel or motel when the vehicle is being used on Library business whether the charge is recorded on the hotel bill or is an independent charge

Hotel accommodations:

Medium-cost, quality hotel accommodation should be secured. The single room rate is to be requested. In a case where the employee's partner is accompanying the employee, the employee will pay the difference between the single and double occupancy rate.

Luxury hotel accommodation would normally be justified only when attending an event at the hotel and if competitive rates can be arranged. In the case where the employee's partner is accompanying the employee, the employee will pay the difference between the single and double occupancy rates.

Original receipts are required for hotel/motel cost reimbursement.

Private lodging- Where private lodgings are used, maximum reimbursement will be the BC Government rate.

Miscellaneous:

Additional expenditures by an employee over and above the rates as herein provided shall be subject to the approval of the Library Board, and claims for recovery of expenses in excess of the said rates shall be accompanied by supporting documents and receipts, as far as may reasonably be given.

Partner's program:

In a case where the employee's partner will also be attending the convention or seminar, the partner's registration fee may be included with the employee's registration payment, provided that the additional costs incurred for the partner's registration are subsequently deducted from the employee's travel claim.

Policy reviewed on Oct 15, 2015

Approved by:

\_\_\_\_\_  
David Try, Chair

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Keith Gosse, Chair of Policy Committee

## **4.5 Professional Development**

The Library recognizes that the skills and knowledge of its employees are critical to the success of the organization. The Library's educational policy encourages professional development through staff meetings, workshops, conference attendance, and formal education so that employees can maintain and improve job-related skills or enhance their library related abilities.

Individual courses or courses that are part of a degree, licensing, or certification programme must be related to the employee's current job duties or a foreseeable future position in the organization in order to be eligible for educational assistance. If eligible, the library will pay the full cost of approved courses up to \$1,000.00 per annum for courses which have been successfully completed.

Amounts in excess of \$1,000.00 may be approved by the Library Board.

Note: Professional development is available for Non-Management Employees as per the Collective Agreement.

Policy reviewed on: Oct. 15, 2015

Approved by:

\_\_\_\_\_  
David Try, Chair

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Keith Gosse, Chair of Policy Committee



## 4.6 Anti-Bullying

The Terrace Public Library (TPL) committed to providing all employees a healthy and safe work environment. TPL will ensure that procedures exist to allow complaints of bullying to be dealt with and resolved within TPL, without limiting any person's entitlement to pursue resolution of their complaint with the relevant statutory authority. TPL is committed to the elimination of all forms of bullying.

Bullying is unacceptable behavior because it breaches principles of equality and fairness, and it frequently represents an abuse of power and authority. It also has potential consequences for everyone involved.

This policy applies to all employees of TPL. It applies during normal working hours, at work related or sponsored functions, and while traveling on work related business. There will be no recriminations for anyone who in good faith alleges bullying.

### 1 - Workplace conduct

Bullying and harassment is not acceptable or tolerated in this workplace. All workers will be treated in a fair and respectful manner.

### 2 - Bullying and harassment

Bullying is unwelcome or unreasonable behavior that demeans, intimidates or humiliates people either as individuals or as a group. Bullying behavior is often persistent and part of a pattern, but it can also occur as a single incident. It includes:

- (a) Any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- (b) Excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumors.

Context is important in understanding bullying, particularly verbal communication. There is a difference between friendly insults exchanged by long-time work colleagues and comments that are meant to be, or are taken as, demeaning. While care should be exercised, particularly if a person is reporting alleged bullying as a witness, it is better to be genuinely mistaken than to let actual bullying go unreported.

### 3 - Mobbing

Mobbing is a particular type of bullying behavior carried out by a group rather than by an individual. Mobbing is the bullying or social isolation of a person through collective unjustified accusations, humiliation, general harassment or emotional abuse. Although it is group behavior, an individual as part of mobbing behavior may carry out specific incidents such as an insult or a practical joke.

#### 4. Responsibilities

##### Employees must

Be familiar with and behave according to this policy by not engaging in bullying and harassment of other workers and comply with the all policies and procedures on bullying and harassment.

If you are a witness to bullying, report incidents to your supervisor. Where appropriate, speak to the alleged bully (is) to object to the behavior

If you are being bullied or harassed, speak to the alleged bully (is) to object to the behavior, and report incidents to your supervisor or to the Board Chair. Any employee who feels he or she has been victimized by bullying is encouraged to report the matter to his or her supervisor. Where appropriate, an investigation will be undertaken and disciplinary measures will be taken as necessary.

##### Managers and supervisors

Ensure that all employees are aware of the anti-bullying policy and procedures and that any incidents of bullying are investigated. Respond promptly, sensitively and confidentially to all situations where bullying behavior is observed or alleged to have occurred.

Policy Reviewed on Nov. 19, 2015

Approved by:

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

## 4.7 Succession Plan

Purpose: To ensure the smooth running of the library in case of an unforeseen absence of the Head Librarian, the Deputy Librarian or both. Scenarios for short-term (up to eight weeks) and long-term (more than eight weeks) absences are included. For pre-determined leaves of absence for longer than six months, the Personnel Committee shall meet as soon as is possible and feasible to determine a plan.

A summary of short term and long term tasks for each position is included at the end of this policy.

### Head Librarian Absence

#### Short Term

The Deputy Librarian shall perform the short term functions of the Head Librarian. The Deputy Librarian shall be paid their regular rate.

#### Long Term

The Deputy Librarian shall become Interim Head Librarian and shall perform all short term and long term functions of the Head Librarian. The Personnel Committee shall meet to discuss appropriate compensation for the Deputy Librarian for any length of time exceeding eight weeks. The Deputy Librarian will continue to perform her regular duties with the exception of library programming. Additional hours for the Programming Assistant may be provided in order to maintain programming levels; this is subject to funding availability.

If the absence exceeds six months, the Personnel Committee shall meet to discuss further options.

### Deputy Librarian Absence

#### Short Term

The Head Librarian shall perform the short term functions of the Deputy Librarian, except for story times. The Head Librarian shall be paid their regular rate. Story times will be performed by the Programming Assistant, if possible.

#### Long Term

The Head Librarian shall perform all functions of the Deputy Librarian with the exception of programming. The Head Librarian shall be paid their regular rate. Additional hours for the Programming Assistant may be provided in order to maintain programming levels; this is subject to funding availability.

If the absence exceeds six months, the Personnel Committee shall meet to discuss further options.

### Head Librarian and Deputy Librarian Absence

#### Short Term

The Library Technician will be upgraded to Library Technician In-Charge and shall be paid the rate set out in the Collective Agreement.

The Library Technician In-Charge shall report to the Library Board and is responsible for his/her regular duties as well as the following additional duties:

#### Library Technician In-Charge:

- a. Schedules all bargaining unit staff
- b. Assigns front desk duties
- c. Performs collection development normally performed by the Head Librarian and Deputy/Youth Services Librarian (including patron requests)

- d. Submits payroll information to bookkeeper and relays information to ADP over the telephone
- e. Submits invoices and bills to bookkeeper; mails cheques
- f. Addresses library facility and technology issues
- g. Liaises with the Chair of the Library Board of Trustees
- h. Reports to the Library Board of Trustees
- i. Other duties as assigned by the Library Board of Trustees

The library board shall provide support as is needed.

Additional hours for the Programming Assistant may be provided in order to maintain programming levels, but this is subject to funding availability.

Long Term

The Library Technician In-Charge will continue to perform the tasks outlined in the short term plan. The Personnel Committee will meet to develop a plan.

#### Returning to Work

If the absent employee is intending to return to work, the applicable plan shall be in effect until his/her return. Upon the return of the absent employee, the management plan shall cease to be in effect and all affected employees shall automatically return to their regular jobs, hours and rate of pay.

#### Not Returning to Work

If the absent employee is not intending to return to work then the hiring process shall commence.

#### Communications Plan

Short Term absences will be communicated to library staff and to the library board.

Long Term absences will be communicated to:

- Library staff and board
- City of Terrace
- Regional District of Kitimat-Stikine
- North Coast Library Federation
- Public Library Services Branch

Policy amended: Nov. 19, 2015

Approved by:

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

## Summary of Tasks

### Head Librarian – Short Term

- Financial management (including ensuring bills and invoices are paid, payroll, bank statement is reconciled, and overseeing the library budget as a whole)
- Technology management
- Library board liaison
- Personnel
- Patron requests
- Web site and facebook page

### Head Librarian – Long Term

- Short term functions
- Collection development
- Statistics collection (local statistics, annual provincial statistical report)
- Library advocacy and promotion (for example, newsletter, annual report, Friends of the Library liaison)
- General administrative

### Deputy Librarian – Short Term

- Personnel (including scheduling and supervision of Pages)
- Story times for children ages birth to five years old
- Financial management (grants and junior collections, for example)
- Web site and facebook
- Patron requests

### Deputy Librarian - Long term

- Collection development (junior and young adult)
- Additional programming

*Important Note: The list of short term and long term functions is meant to be a summary and is not inclusive of all of the responsibilities of the Head Librarian and/or Deputy Librarian.*

#### **4.8 Management Employment Terms**

The purpose of the following policies is to establish and maintain conditions of employment that are considered to be fair and attractive by both the Library Board and its management staff.

Management employees of the Library may work in another capacity full time or part time as long as such work does not interfere with their ability to perform the job for which they were hired or create a perceived conflict of interest.

All new management employees are subject to a six month probationary period, during which they may be terminated without notice or cause.

The regular hours of work shall be an average of 35 hours per week. It is understood that the hours of work may vary and be irregular to meet the objectives of the position.

Four weeks of written notice of resignation would be preferred.

Management of personnel records shall be the responsibility of the Head Librarian and shall not be made public.

Policy reviewed: Nov. 19, 2015

Approved by:

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

#### 4.9 Long Term Service Recognition

The Library will recognize the continued long term service of staff and pages in the following way:

- A Certificate of Service
- A gift certificate from a local business of the recipients' choice.

The following table indicates the recognition value for years of service.

<b>Years of Service</b>	<b>Award Value</b>
10	\$50
15	\$75
20	\$100
25	\$125
Every 5 years after 25	\$150

Library staff and page awards will be implemented by the Librarian  
Library administrative awards will be implemented by the Board.

Policy approved on: Nov. 19, 2015:

Approved by:

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Board chairperson

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Policy committee chairperson

## **5. Library Board of Trustees**

### **5.1 Legal Status**

The Terrace Public Library Association is a corporate body created under Part 4 of the British Columbia Library Act. The Public Library Board is the governing body whose duties and responsibilities are outlined in the Library Act of British Columbia.

Policy reviewed: Nov. 19, 2015

Approved by:

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David Try, Chair

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Keith Gosse, Chair of Policy Committee



## **5.2 Power and Duties**

To hold monthly Board Meetings, with the option to recess during July, August, and December.

To prepare and submit an annual budget for the operation and maintenance of the Library.

To formulate and administer policies including decisions on: opening hours, staff benefits and wages, loan periods of Library materials, fees, charges, and meeting room use.

To be responsible for the appointment of Head Librarian and, in consultation with the Librarian, for the appointment of other professional and semi-professional staff not including library assistants and pages.

To attend provincial Library conferences and workshops when possible.

To approve expenditures from the capital and operating budget.

To determine acceptance, use, or expenditure of donated funds or property in accordance with the terms and wishes of the donor, in consultation with the Head Librarian.

To publicize and promote the Library and its services.

To determine and review periodically goals and objectives of the Library according to the needs of the community.

To perform an annual evaluation of the Librarian if necessary.

To prepare an Annual Report for submission at the Annual General Meeting.

Policy amended: Nov. 19, 2015

Approved by:

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David Try, Chair

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Keith Gosse, Chair of Policy Committee

### **5.3 Board Member Ethics**

A Library Board member, operating under the highest ethical standards, should:

1. Assure the provision of high quality Library service to all residents.
2. Represent the entire service area without bias or favour.
3. Maintain confidentiality of privileged information.
4. Ensure that controversial issues are presented fairly and without bias.
5. Not exercise administrative responsibility with respect to the Library or, as an individual, command or direct the services of any Library employee.

Policy reviewed on: Jan. 21, 2016

Approved by:

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Board chairperson

\_\_\_\_\_  
Policy committee chairperson

## 5.4 Board Organization

### Membership:

The Library Board shall consist of nine members and appointed representatives from local government, as per the requirements of the Library Act. The usual term of office is two years. A Library Board member may serve for a period of eight consecutive years. A waiting period of one year is required before re-election to the Board.

### Annual General Meeting:

The Annual General Meeting and election of officers of the Board of Trustees must take place before the end of February.

### Officers of the Library Board:

- Chair
- Vice-chair
- Treasurer
- Corresponding Secretary

These officers are elected for a term of one year and shall be eligible for re-election.

### British Columbia Library Trustees Association:

A group membership in the British Columbia Library Trustees Association will be purchased each year and the fee paid by the Library.

### Appointments:

If a vacancy arises in midterm, the Board may appoint a replacement until the next Annual General Meeting.

The City of Terrace representative is appointed annually. The representative is a voting Trustee.

The Regional District of Kitimat-Stikine representative is appointed annually. The representative is a voting Trustee.

Policy reviewed on: Jan. 21, 2016

Approved by:

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Board chairperson

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Policy committee chairperson

## **5.5 Officers of the Library Board and their Responsibilities**

### **The Chair**

Chairs the meetings of the Board  
Leads and directs the work of the Board  
Acts as a liaison between the Board and the Librarian  
Represents the Board in the community

### **The Vice Chair**

Assists with the work of the Chair  
Substitutes for the Chair as necessary

### **The Treasurer**

Serves as chair of the Finance Committee  
Monitors receipts and expenditures to ensure conformity with the Library budget  
Presents a monthly budget report to the Board

### **The Corresponding Secretary**

Initiates or answers correspondence as directed by the Board or the Chair

Policy reviewed on: Jan. 21, 2016

Approved by:

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Board chairperson

\_\_\_\_\_  
Policy committee chairperson

## **5.6 Meeting Procedures:**

### **Regular meetings:**

There will be a minimum of one regular meeting per month with the option to recess during July, August, and December. Regular Board Meetings shall be open to the public with delegations being heard at the beginning of the regular meeting.

### **Special meetings:**

Meetings shall be held “in camera” with no delegations to be heard.

### **Quorum:**

Quorum will be five voting Board Members present.

### **Rules of order:**

Robert’s Rules of Order will be followed.

## **Electronic Voting Policy**

### **Voting:**

Voting may be by show of hands, secret ballot, or electronic means.

The Chair votes to break a tie. The Chair does not have the power to veto a decision determined by a vote.

### **Electronic Voting:**

- a) At the discretion, or with the consent, of the Board Chair, and for matters of an urgent nature, OR time-sensitive matters OR when it is not feasible for the Board to meet in person, electronic voting may be used to help facilitate decisions of the Board in accordance with the following:
- b) In recognition that decisions are being made using email communications in lieu of a face-to-face meeting, extra effort will be made to ensure that members are provided with sufficient background materials and documentation to support the request for a decision.
- c) All communications will be shared as a group email. All members will select “reply all” when providing comments so these will be shared simultaneously with all members and a record kept of the email exchange.
- d) In the event of a vote a reasonable and adequate time will be determined for members to respond to the vote. Every effort will be made to obtain a response from each member.

The motions will be deemed approved only if, by the end of the time period specified, approval has been received from a majority of voting members.

e) A motion approved by email voting, permitted by the Board Chair, and passed by a majority of voting members, shall have the same force and effect as a motion passed at a regular meeting.

f) A summary of the vote will be entered into the minutes of the next regular Board Meeting. The record of motion and voting will be filed with the minutes of the next regular board meeting.

**Minutes:**

The Head Librarian will be recording secretary to the Board. The Librarian is not a Board Member, and cannot vote.

**Finance:**

Signing officers shall be the Librarian, Deputy Librarian (in absence of Librarian), Board Chair, Vice-Chair, and Treasurer. All cheques must be signed by one person from management and one board member (as named above).

The Library Board Finance Committee shall prepare a preliminary budget for approval by the Library Board. This approved budget shall be submitted to City Council in time for inclusion in the City's provisional budget.

Policy amended on: Jan. 21, 2016

Approved by:

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Board chairperson

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Policy committee chairperson

## **5.7 Board Committees**

### **Board Committees:**

At the first Board Meeting following the Annual General Meeting, the Chair will appoint Board Members to Standing Committees. Committees shall report to the Board at regular meetings, or as required by the Chair, and shall not have the authority to make decisions on behalf of the Board. All matters reported by a Committee and requiring decisions to be made, shall be decided by the Board as a whole. The Committee Chair will notify the Board Chair of any Committee meeting.

### **Standing committees**

#### **Finance**

Prepares an annual budget for the approval of the board  
Recommends policies and procedures to maintain the integrity of Library finances  
Oversees the financial reporting process, including external audits if necessary

#### **Personnel**

Assists and advises the Board in hiring and evaluating the Head Librarian  
Advises the Board with respect to the Collective Agreement  
Consults with the Librarian as necessary about job descriptions and salary levels  
Consults with the Librarian as necessary about staff appointments

#### **Policy and Planning**

Recommends to the Board revisions to Library policy as necessary  
Assists the Board in a strategic planning process  
Reviews the implementation of the strategic plan and recommends updates as necessary

#### **Public Relations**

Publicizes, promotes and advocates for the Library in the community in cooperation with the Librarian

#### **Building and Technology**

Monitors the condition of Library building and equipment in consultation with the Librarian  
Proposes and plans for items for inclusion in the Capital budget in consultation with the Librarian  
Communicates with the City of Terrace about Library Building issues.

#### **Nominating and Board Development**

Promotes the orientation and on-going training of Board members

#### **Nominations:**

The Nominating Committee will:

1. Complete an annual assessment of board requirements for trustees.
2. Determine which incumbents plan to seek re-election.

3. Seek interested and suitable nominees for election.
4. Make a final summary report of its activities at the January Board meeting.
5. Prepare a tentative slate of officers for approval by the Board prior to the Annual General Meeting.
6. Provide a recruitment package containing: Mission and Vision statements (Policy 1.2); Power and Duties of the Board (Policy 5.2); Annual Report; Current Newsletter; and Application Form.
7. Provide new Board Members with a package containing: Terrace Public Library policy manual; succession plan; technology plan; strategic plan; previous meeting minutes; previous meeting financial statements; list of library organizations and internet addresses.

The Nominating Committee Chair will:

1. Contact each person who has expressed an interest in the Library Board, or whose name has been suggested, to determine willingness to be nominated.
2. Inform each person contacted of:  
the expected number of vacancies on the Board.  
the probable number of names being presented by the Nominating Committee.  
the fact that nominations from the floor are also welcome.

Policy amended on: Jan. 21, 2016

Approved by:

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Board chairperson

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Policy committee chairperson



## **5.8 Library Policy**

### **Policy development:**

The Board is accountable to the general public. Written planning and administrative statements, which direct the future actions of the Board, the Committees, and the Staff, are policies. The Board will initiate, approve, disseminate, monitor, and evaluate a set of framework, governance, and operational policies. Proposals regarding Library policy may originate from the public as well as staff and trustees. All proposals shall be made in writing and referred to the Policy Committee for review prior to reporting to the Board.

A matter requiring an immediate policy adoption may be reported by anyone but it shall be in writing. The Board shall normally vote on such a matter at a regular monthly meeting. However, if the need arises, an emergency meeting may be called to resolve an issue, develop an interim policy guideline, or refer the matter to the Policy Committee for a more detailed study and report.

### **Policy adoption:**

All proposals shall be made in writing and shall be referred to the Policy Committee for assessment prior to a regular Board Meeting. The proposal and subsequent recommendations of the Policy Committee shall be discussed at a regular Board Meeting after which it shall be adopted or rejected according to a vote.

### **Policy dissemination:**

Library Board policy shall be accessible to the public through the Head Librarian. A copy of the policy manual shall be made available for reference use at the Head Librarian's office, the Front Desk, and Terrace Public Library website.

### **Policy review:**

Library policy will be reviewed on a rotational basis.

Policy amended on: Jan. 21, 2016

Approved by:

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Board chairperson

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Policy committee chairperson

## **5.9 Board Communication with Staff**

The Board desires open communication with the Library staff. The primary line of communication with staff will be through the Head Librarian.

Policy reviewed on: Jan. 21, 2016

Approved by:

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Board chairperson

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Policy committee chairperson

## 5.10 Orientation of New Board Members

Under the guidance of experienced Board members and the Head Librarian, orientation of new Board Members will be provided through activities such as:

1. Discussions with the Head Librarian
2. A tour of the Library
3. Provision of printed materials, with explanations, outlining previous Library Board minutes, provincial laws governing the Library, budget plans, and monthly financial statements
4. Participation in the Trustees Orientation Program

Policy reviewed on: Jan. 21, 2016

Approved by:

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Board chairperson

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Policy committee chairperson

## **5.11 Board Member Expenses**

See Section 4.4, Expenses

In this policy, the word employee shall be read as trustee.

Policy reviewed on Jan. 21, 2016

Approved by:

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Board chairperson

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Policy committee chairperson

## 5.12 Reserve Fund

- 1) The goal of the reserve fund is to ensure the Library's services are maintained in the event of unforeseen circumstances.
- 2) Definition of Reserve Fund:
  - a) For the purposes of this document, the reserve fund refers to a specific financial line item to address unexpected emergencies.
  - b) An emergency is defined as an unforeseen combination of events or circumstances that requires immediate action, including the expenditure of non-budgeted funds. Three factors should be considered in determining whether an emergency exists:
    - i) Time - Must the expenditure be made immediately? If the need for funds can be postponed and/or met through the Association's usual budgeting procedure, an emergency probably does not exist.
    - ii) Financial Need - How great is the financial need? If the expenditure can be made through use of an established budget account or existing funding, an emergency probably does not exist.
    - iii) Liability - Is the TPL obligated to pay the expenditure? If the expenditure is a financial liability of the Association or an expense needed to keep the Association operating, the need may constitute an emergency obligation.
- 3) There will be one reserve fund to address the following three concerns:
  - a) Extended Employee Sick Leave  
The library is responsible for employee sick leave at 100% of pay for up to 13 weeks and 75% for an additional 13 weeks (after which employees qualify for long-term disability). The reserve fund may be required to cover the salary of one or more employees on extended medical leave. The reserve fund should be sufficient to cover half of a typical employee's annual salary including benefits
  - b) Dissolution of the Society  
The Library will maintain a prudent reserve fund to permit the orderly downsizing or dissolution of the society, which may be necessitated by changes in government policy or funding. The amount of these reserves shall be equivalent to one month's (1/12 annual) operating expense of the society as reflected in the current budget, including all salaries, insurance and direct operating costs but not including acquisitions, maintenance, committee expenses or travel expense.
  - c) Unanticipated Expenditures  
A further purpose of the reserve fund is to address unexpected and unanticipated expenditures which are critical to carrying out the objectives of the society. The amount of this reserve shall be equivalent to one quarter (1/4) of the current annual budget, exclusive of salaries.
- 4) The Board has decided to establish a single reserve fund of approximately \$50,000 as an emergency financial resource should any of the foregoing contingencies occur.
- 5) The Board will periodically review the overall amount set aside as a reserve.

Policy reviewed on Feb. 18, 2016

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Melanie Wilke, Chair

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Chair of Policy Committee

## **6. Cooperation with other Libraries, Agencies and Organizations**

The Library cooperates with other community agencies, libraries, organizations and external groups to meet the literacy and reading needs of our community.

### **6.1 Friends of The Terrace Public Library Association**

The Terrace Public Library welcomes the existence of the Friends of the Terrace Public Library Association as a worthwhile community endeavor which benefit the Library's Patrons and fosters goodwill within the community.

The Library Board recognizes the commitment of the Friends of the Terrace Public Library Association in strengthening support for the Library through community awareness projects, fund raising and advocacy. As these functions are also Board responsibilities, the Library Board will coordinate activities with the Friends of the Terrace Public Library Association and maintain communication.

- a) In this policy, "Friends" means the Friends of the Terrace Public Library Association.
- b) "Friends" are distinct and separate from the Library Trustees and do not assume duties of the Trustees.
- c) Members of the Library Board Committees and Library staff share ideas and assist with program and media planning in an advisory capacity.
- d) A member of the Library Board acts as the liaison between the Library Board and the "Friends" by attending all "Friends" executive and regular meetings and reporting at each Library Board meeting.
- e) The Library Board maintains open communications with "Friends" sharing information about meetings, plans, purposes and encourages reciprocal agreements.

Policy reviewed on Feb. 18, 2016

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Melanie Wilke, Chair

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Chair of Policy Committee

## **Appendix A: Job Descriptions for Head Librarian and Deputy/Youth Services Librarian**

### **Job Title: Head Librarian**

Approved by Library Board of Trustees: April 21, 2011  
Updated by Library Board of Trustees: October 16, 2013

#### ***Primary Function:***

The Head Librarian is responsible for all aspects of library operations including administration, public services and technical services and acts as a representative of the Library within the community. He/she performs professional and administrative duties within the framework of the policies approved by the Terrace Public Library Board of Trustees, applicable legislation and the requirements of the community. This position requires evening and weekend work and occasional travel.

#### ***Qualifications and Experience:***

##### Required:

Master's Degree in Library and Information Studies  
Excellent written and verbal communication skills  
Proficient computer and word processing skills  
Conflict resolution and problem-solving skills  
Administrative and supervisory skills  
Reference and Readers' Advisory skills  
Familiarity with automated library systems  
Ability to work independently and as part of a team  
Ability to handle multiple tasks at one time and work with regular interruptions  
Strong customer service orientation

##### Preferred:

Three to five years related library experience.  
Valid BC driver's license and access to a vehicle.

#### ***Job Duties and Tasks:***

2. Library Board Liaison:
  - a. Act as a liaison between Board and staff.
  - b. Advise and assist the Board on all aspects of library management including policy development and implementation.
  - c. Act as a secretary to the Board of Trustees by recording proceedings of regular and Annual General Meetings and preparing the Annual Report of the Association.
  - d. Assist Board Chair with the development of regular and Annual General Meeting agendas.
  - e. Attend meetings of the Library Board, except for those pertaining to his/her salary, and provide monthly statistics and reports of library activities.
  - f. Assist in the orientation of new Trustees.
3. Collection Development:
  - a. Ensure a current and quality collection by selecting and ordering new materials and weeding outdated materials in accordance with library policy and community needs.



- b. Assess quality and/or usefulness of donated items.
  - c. Maintain and add new items to the local history collection.
4. Personnel:
- a. Hire, train, discipline and supervise staff and volunteers.
  - b. Understand and apply applicable Federal and Provincial Labour Law and the Collective Agreement.
  - c. Hire and supervise contractors (Example: janitor, accountant).
  - d. Maintain and update personnel records.
  - e. Advise staff of and encourage their participation in educational opportunities.
  - f. Schedule regular staff meetings.
  - g. Deal with personnel issues promptly.
  - h. Create and update job descriptions.
  - i. Evaluate staff and volunteer performance.
  - j. Oversee hours of work by paid employees.
  - k. Is a member of the Labour Relations Committee.
5. Financial Duties:
- a. Participate in the preparation of annual operating plans and budget to be approved by the Board.
  - b. Apply for and administer grant monies.
  - c. Ensure annual expenditures are within budget limitations.
  - d. Prepare monthly financial reports in collaboration with the Treasurer and Accountant.
  - e. Maintain the Library's financial records.
6. Technical Services:
- a. Troubleshoot difficulties including giving instruction on hardware and software.
  - b. Replace and upgrade hardware and software as required and necessary.
  - c. Initiate technological change and alter library operations accordingly.
  - d. Manage and determine the Library's technology requirements.
7. Public Services:
- a. Provide reference and readers' advisory services to all patrons, including conducting reference interviews; responding to reference inquiries using both computerized information retrieval serves and manual sources; and, instructing and advising patrons in library services and resources.
  - b. Supervise circulation, interlibrary loan, programming and reference and readers' advisory.
  - c. Evaluate and initiate Library programmes in accordance with community needs.
8. Professional Development:
- a. Attend workshops, courses and conferences as the budget allows.
  - b. Liaise with library personnel in other libraries.
  - c. Keeps informed about developments in the field of public librarianship.
  - d. Participate in professional associations and organizations (Ex. BCLA, ABCPLD, CLA)
9. Library Advocacy:
- a. Manage publicity and public relations and promote Library services through the appropriate use of local media, advertisements, library pamphlets etc.
  - b. Establish community partnerships and participate in community committees that enhance Library objectives.
10. General Administrative:
- a. Develop and maintain statistical reports including circulation, membership and materials.
  - b. File Annual Survey of Libraries with the Library Services Branch.

- c. Monitor the physical environment of the Library and recommend changes in facilities to the Board.
- d. Manage facilities and equipment. Recommend equipment replacements and upgrades as necessary.
- e. Represent the interests of the Library to the Northwest Library Federation (NWLF) and is a member of the NWLF's Librarian's Advisory Committee.

Other duties as assigned by the Terrace Public Library Board of Trustees.

***Supervision Received:***

Board of Trustees

***Supervision/Direction Exercised:***

Youth Services/Deputy Librarian

Library Technicians

Library Assistants

Volunteers

Student Workers

Contractors

***Physical Assets/Information Management***

Operate computer terminal, photocopier, calculator, fax machine, microfilm/fiche reader, printers, etc.

*The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

## **Job Title: Deputy/Youth Services Librarian**

Date: January 25, 2010

Date Revised: September 12, 2013

### ***Primary Function:***

Under the direction of the Head Librarian, co-ordinate, develop, plan, implement, promote and evaluate library programs; perform collection development; recruit, hire, train and supervise Pages and Programming Assistant; perform the duties of the Head Librarian in his/her absence. This position requires evening and weekend work and occasional travel.

### ***Qualifications and Experience:***

#### **Required:**

Master's Degree in Library and Information Studies OR an equivalent combination of education and experience (example: Library Technician Diploma and 3-5 years related library experience)

Knowledge of children's and young adult literature, youth development, and methods of promoting literacy through library programming

Experience working with people of all ages and abilities

Genuine interest in working with children and young adults

Excellent verbal and written communication skills

Demonstrated ability to use a variety of computer applications including word processing, excel, desktop publishing, online databases, and integrated library systems

Ability to work independently and as part of a team

Ability to handle multiple tasks at one time and work with regular interruptions

Strong customer service orientation

Valid BC driver's license and access to a vehicle as travel is required

### ***Job Duties and Tasks:***

1. Programming:
  - a. Co-ordinate, develop, plan, implement, promote and evaluate library programs for all ages in accordance with community needs and the library's vision and mission. Examples include Storytime, Summer Reading Club, Teen Advisory Group and author visits.
  - b. Provide outreach service to schools and other community groups.
  - c. Conduct tours of the Library for day cares, preschools, schools and other community groups.
  - d. Create and distribute promotional materials such as posters, flyers, public service announcements, press releases and paid advertising.
  - e. Explore partnerships with community organizations, libraries, schools and individuals to provide effective programs and library services.
2. Collection Development:
  - a. Select, acquire and weed materials for children, young adults, and other areas as assigned in accordance with community needs and in accordance with Library policy.
  - b. Assess quality and/or usefulness of junior and young adult donated items.
  - c. Select, evaluate, and recommend the acquisition of electronic resources for youth including subscription databases, educational software and computer games.
3. Public services:
  - a. Provide advanced reference and readers' advisory services to all patrons, including conducting reference interviews; responding to reference inquiries

using both computerized information retrieval serves and manual sources; and, instructing and advising patrons in library services and resources.

4. Personnel:
  - a. Recruit, hire, train, and supervise Pages, Volunteers, Summer Reading Club Coordinator, Programming Assistant, and all Equity/Literacy Grant funded positions.
  - b. Schedule bargaining unit staff.
  - c. Oversee the hours of work of Pages and Student Workers.
  - d. Ensure staffs are aware of the scope and importance of youth services and programming.
  - e. Train staff in working with and providing service to youth, caregivers and teachers.
5. Financial duties:
  - a. Track and spend Library funds in assigned areas and in accordance with the Library budget.
  - b. Seek out and prepare applications and reports for grants related to library programming and youth services.
6. Professional Development:
  - a. Monitor new developments in the field of youth services librarianship and incorporate new developments, as appropriate, into programs and services.
  - b. Attend workshops, courses and conferences as the budget allows and with the approval of the Head Librarian.
7. General Administrative:
  - a. Manage the day-to-day activities of the Library in cooperation with the Head Librarian.
  - b. Perform the functions of the Head Librarian in his/her absence.
  - c. Participate in committee and project work.
  - d. Participate in policy development and implementation.
  - e. Provide regular reports of youth services activities to the Board of Trustees.
  - f. Is a member of both the Labour Management Committee and the Health and Safety Committee.

Other duties as assigned.

***Supervision Received:***

Head Librarian

***Supervision/Direction Exercised:***

Pages; Volunteers; Programming Assistant; Summer Reading Club Coordinator; Programming Contractors and Sub-Contractors

***Physical Assets/Information Management***

Operate computer terminal, photocopier, calculator, fax machine, microfilm/fiche reader, printers, etc.

*The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

## **Appendix B: Existing Benefits for Management (2011)**

### **Provincial Medical Services Plan (MSP):**

PREMIUM COST: 100% paid by the Terrace Public Library

### **Extended Health:**

PREMIUM COST: 100% paid by the Terrace Public Library

### **Dental Plan:**

PREMIUM COST: 100% paid by the Terrace Public Library

### **Superannuation:**

The Library is a member of the Municipal Superannuation Plan. Permanent employees are eligible for membership in this pension plan.

### **FSEAP Program:**

PREMIUM COST: 100% paid by the Terrace Public Library

### **Group Life Insurance:**

PREMIUM COST: Library pays 100% for permanent employees who work 35 hours per week

### **Long Term Disability Insurance:**

PREMIUM COST: Library pays 100% for permanent employees who work 35 hours per week

### **Bereavement Leave:**

Bereavement leave will be granted to permanent employees as follows:

1. five days with pay when in attendance at the funeral of an immediate family member
2. compensable hours under the terms of this section will be counted as hours worked for the purpose of computing vacation pay

### **Additional Leave from Work:**

As specified in the Employment Standards Act and the Employment Insurance Act.

### **Sick Leave:**

Only Permanent employees are entitled to Sick Leave benefits.

A medical certificate obtained at the employee's expense, may be required by the Head Librarian for any sick leave claim or claims in a calendar year.

Employees who are on their annual vacation are not entitled to claim sick leave benefits.

The library will pay sick leave benefits at the rate of 100% of an employee's regular pay for the first thirteen weeks of entitlement, and 75% of regular pay for the next thirteen weeks, after which sick leave benefits cease. Benefits will be paid on the basis of a daily or half-daily amount. For the purpose of calculating sick leave benefits, the regular pay for one day will be the gross pay that the employee would normally earn in a calendar week (Sunday to Saturday) divided by the number of days that the employee would normally work in that week.

Sick leave benefits are not available to employees who qualify for Worker's Compensation benefits.

**Leave of Absence:**

Regular employees who work in excess of 15 hours per week may be granted a leave of absence (LOA) according to the following entitlement:

In the fifth year of continuous employment, an employee shall be entitled to a one month continuous LOA, without pay.

In the tenth year of continuous employment, an employee shall be entitled to two months of continuous LOA, without pay.

Thereafter, an employee shall be entitled to two months of continuous leave every five years.

The following conditions apply:

A leave may be taken only once every five years.

Employees may remain on the Library medical plan during a LOA and benefits will continue to be paid by the Library on their behalf. However, the employee must reimburse the Library for the entire cost of these benefits during a LOA.

A LOA will not be granted until an employee has used up that year's vacation entitlement.

Only one employee will be granted an LOA at any one time, and they must not overlap with the LOA of another employee.

All requests for LOA must be submitted to the Head Librarian in writing, at least sixty (60) days prior to the intended leave.

**Special Leave of Absence:**

Exceptions to the general LOA policy may be granted at the discretion of the Library Board.

Reviewed on: March 17, 2016

Approved by:

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Melanie Wilke, Board chairperson

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Cheryl Block, Policy committee chairperson

