



OPERATIONAL POLICIES

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1. INTRODUCTION

These policies are intended to guide the daily operation of the Salt Spring Island Public Library. They are regularly reviewed by the Library Director, the Policies Committee and the staff, and then are presented annually to the Library Board. They are consistent with and originate from the Library's Bylaws, Governance Policies and Strategic Plan.

All Operational Policies are the responsibility of the Library Director.



2. VISION MISSION AND VALUES

2.1. OUR VISION

An engaged, inspired and connected Salt Spring.

2.2. OUR MISSION

We build opportunities for everyone to learn, connect and explore.

2.3. OUR VALUES

The Library values

- innovation;
- equity/diversity/inclusion and social justice;
- discovery;
- sustainability;

And is community-led.



3. ACCESS TO INFORMATION

3.1. CHILDREN'S SERVICES POLICY

Most recent revision: Sept 2020

Reviewed by Policy Committee: Sept 2023

Reviewed by Board: Sept 2023

The Salt Spring Island Public Library provides library service for children to assist in developing the full potential of each child. The Library Board endorses the Children's Rights in the Public Library as developed by the Ontario Library Association

1. BUILDING: The Library provides a pleasant and inviting atmosphere for children by:

- assigning an area specifically designated for children
- planning for an area specifically designed for children's programming separate from daily library service areas
- having furniture, shelves and equipment that are designed for and accessible to all children
- ensuring that signage is clear and legible for children.

2. STAFFING: The Library provides trained staff with rapport with children, by:

- assigning and training specialized staff
- connecting with volunteers in children's services and actively involving them in library activities.

3. RESOURCES: The Library provides a wide range of materials in all formats to fulfill the informational, cultural, learning and leisure needs of children by:

- ensuring a materials selection policy that reflects the characteristics inherent to children's collection (see Collection Development Policy)
- evaluating the children's collection on an ongoing basis
- ensuring that adequate funds be made available to support the development of a children's collection that is up-to-date, in good condition and generally attractive
- ensuring that the children's collection is organized for easy access and with children's capabilities in mind
- providing materials representing Canadiana, multicultural and bilingual literature, traditional literature, literature designed to serve special groups and popular and ephemeral materials, keeping in mind the needs of the children of the community.
- liaising with local schools and devising strategic collection partnerships in identified priority development areas.

4. INTELLECTUAL FREEDOM: The Library provides children with open access to information and facilities throughout the Library by:

- providing library service for children with the respect and consideration assured to all patrons
- ensuring that library procedures support the Children's Services Policy
- ensuring the public has access to policy statements.

5. PROGRAMS: The Library provides programs for children to stimulate the child's imagination and desire to learn and to promote the use of the collection by:

- ensuring that adequate funds are made available to support all children's programs

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- providing a variety of programs furthering the informational, cultural, learning and leisure interests of all ages
- cooperating with community agencies and schools in providing children's programs.

6. PROMOTION: The Library actively promotes a variety of formats of library services to children by:

- publicizing library activities and services for children on a regular basis utilizing local media
- posting information on the web site and social media
- providing attractive and changing displays and promotional materials to appeal to a variety of interests.

7. COMMUNITY OUTREACH: The Library communicates and cooperates with other community groups and organizations devoted to serving children by:

- actively encouraging the continued cooperation of schools and other community groups in the use of the Library
- providing expertise and support for community groups and organizations serving children.
- participating in community collaborative efforts such as local partnerships relevant to the children of Salt Spring Island.

8. RIGHTS AND RESPONSIBILITIES OF PARENTS/GUARDIANS: The Library expects parents or guardians of children below secondary school age to:

- monitor the use of services and collections by their children
- be responsible for borrowed materials incurred by their children
- not leave unattended children requiring supervision, in or about Library premises
- be responsible for their children's internet use

3.2. INFORMATION SERVICES POLICY

Most recent revision: Sept 2022

Reviewed by Policy Committee: Sept 2022

Reviewed by Board: Sept 2022

Information services are those services which link people with resources to fulfill informational, educational, cultural and recreational needs.

1. PURPOSE OF THIS POLICY

This policy is intended to provide library staff with a clear description of, and guidance in providing information service. The policy is in no way meant to limit initiative on the part of staff in serving the public. Staff is encouraged to use good judgment to satisfy patrons' needs.

2. OBJECTIVES

It is the policy of the Library to answer all reference and information questions efficiently, accurately and as completely as possible, and to assist patrons in the use of the library and bibliographic tools.

If it is not possible to find an answer using the SSI Library resources, patrons will be referred to other libraries, agencies and community resources.

3. COURTESY AND INTEREST

All patrons seeking help at the Library will be greeted in a friendly manner and regardless of sex, age, ability, or cultural background, and be treated equally with respect and courtesy.

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All questions will be considered important and legitimate, unless it becomes clearly apparent that they are otherwise.

4. TYPES OF SERVICE

The SSI Public Library provides a variety of information services to patrons that are described below:

- **Quick Reference**
These questions can usually be answered immediately at the Supervisor's Desk, in the Reference collection or using a specific internet site.
- **General Reference**
General reference usually requires a lengthier search and the use of a number of sources to arrive at a complete answer. Supervisors will guide and assist the patron in pursuing the answer while simultaneously providing, as required, informal instruction in how to search and use library resources to the best advantage.
- **Readers' Advisory**
Readers' advisory is the activity of recommending books to readers and helping readers identify their reading preferences. All staff may assist patrons in this regard but patrons should be referred to the Supervisor if other staff cannot meet the reader's need.
- **Consultation/Interpretation**
Supervisors will attempt, to the best of their abilities, to provide consultative assistance in defining more difficult questions and will show alternative methods of approach. The level of assistance will be based upon the patron's needs and capacities, and staff time constraints.

The interpretation of information which requires expertise beyond the scope of staff competence is not attempted; e.g. in the fields of law, medicine, and evaluation or authentication of rare items. A patron will be referred to the information in the library elsewhere but it will not be interpreted by Supervisors or other staff.

- **Location of Material**
Any staff may check for a patron to see whether a specific desired item is in the library's collection. If it is, but is not immediately available, a hold will be placed by staff if requested. If the Library does not own the item, Supervisors will give assistance to the patron in using our Interlibrary Loan system, placing the request or supplying and helping complete the paper or website form required for this service.
- **Library Orientation and Patron Assistance**
An important component of the duties of the Supervisors is that of familiarizing the patron with all library services and giving instruction in the use of the public access catalogue, reference materials, electronic subscription databases, Internet, and other library materials. The level of assistance provided will depend on the resources and staff available.
Students and researchers are given all information services available to other groups; however, neither time, resources, nor the best interests of the students allow Supervisors to amass an exhaustive collection of materials for research papers. Students and researchers will be given instruction in the use of the available searching tools and assisted in their searches.

Supervisors and Tech Tutors will provide formal library orientation and instruction to individuals or groups as scheduled.

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- **Referral**

It is the policy of the SSI Public Library to maintain active liaison with other service agencies in the community. This policy is reflected in mutual referral of patrons and sharing of information whenever appropriate. If it has been established by the staff that a request for information cannot be answered or has been answered only in part with the resources of the SSI Public Library, the patron will be referred, when appropriate, to another source and assisted, where circumstances warrant, in contacting that source.

Every attempt is made to satisfy requests with materials available in the library before referring patrons or inquiries to outside sources.

- **Special Information Collections**

The Library maintains and gives service from the following special collections: reference, local history and community documents. Where appropriate, the patron should be informed of the services and hours of the Archives office. Reference material may under exceptional circumstances be lent out. These loans will be made at the discretion of the Library Director, Librarian or the Supervisor on duty in the absence of a Librarian.

- **Telephone Service**

Patrons initiating enquiries by telephone will receive full staff attention. Staff will endeavour to respond to voice mail messages as quickly as possible on the day they are received. In every case where information is given to a patron who is not physically in the library, the source of the information must be cited as well as the answer provided.

Patrons needing extensive research service (extended reference) will be requested to visit the library to participate in the research process.

- **Correspondence**

In addition to answering requests presented in person and by telephone, the library will also respond to requests received by mail and email in a timely manner. As described under the previous section, the source of the information must be cited.

- **Interlibrary Loan Service**

The SSI Public Library is part of an information network within the community, within British Columbia and in cooperation with other library systems across Canada.

This service is automatically offered by the staff whenever the information requested cannot be filled by the resources of the Library and is within the scope of the regional and national interlibrary loan code.

In return, the SSI Public Library shares its resources in accordance with the code, while always giving priority in the use of resources for its own patrons.

5. PRIORITIES OF SERVICE

The extent of personal service to each individual is dependent on the number of patrons to be served. The following priorities are applied:

- 1st priority - requests presented in person
- 2nd priority - requests presented by telephone/voice mail
- 3rd priority - requests sent in by mail/e-mail
- 4th priority - requests received via the interlibrary loan network
- 5th priority – requests sent via social media



If the Supervisor on duty is not able to provide enough information to answer a patron's question, the question may be referred to another staff member or deferred as appropriate until another staff member or the Library Director is on duty.

6. PERSONNEL POLICIES

The Supervisor's desk will be staffed continually from the time the library opens until it closes by a staff member who has been trained as a Supervisor and has extensive experience working in the SSI Library. When the Library Director is available, they should be consulted on difficult reference issues.

7. PATRON CONFIDENTIALITY

Patron's confidentiality is respected at all times, in compliance with government legislation. Patrons are not asked to identify themselves in any way before reference service is provided.

8. PATRON CONDUCT

The Library is a public building and a service supported by local and provincial taxpayers. Abuse of patrons, staff or Library property is not tolerated. Disruptive or abusive patrons will be asked to desist from such behaviour or leave the premises, as per the rules of conduct policy.

9. PATRON FEEDBACK

Patrons who have comments or suggestions regarding services and collections covered by this policy will be promptly assisted at the time of the incident and informed as to how to communicate these to the Library Director.

3.3. INTERNET AND COMPUTER USE

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

In response to advances in technology and the changing needs of the community, the Salt Spring Island Public Library endeavors to develop collections, resources and services that meet the cultural, informational, recreational and educational needs of Salt Spring Island's diverse community.

The Salt Spring Island Public Library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. The Internet may contain inaccurate material or material of a controversial nature. The Library cannot censor access to material nor protect users from inaccurate or offensive information. Parents or guardians of minors must assume responsibility for their children's use of the Internet. There is no fee to access the Internet.

Access to Minors

The Salt Spring Island Public Library expects parents and/or guardians to assume responsibility for their children's use of online services and encourages parents to explore the Internet with their children at the Library. Computers for children and young adults are available in the Children's and Teen's Libraries respectively.

Electronic Mail

In addition to the internet the computer stations may be used for electronic mail, word processing and other applications.



Free Lessons

Free lessons in using the internet are provided by Tech Tutors by appointment.

Misuse

Anyone misusing or damaging the computer, reprogramming the library's computers, tampering with the equipment or software or using the Internet for illegal or unethical purposes will have their Internet access privileges suspended, may be prosecuted and will be financially liable for any damage to the equipment. The Internet access computers are located in public areas which must be shared by library users of all ages, backgrounds and sensibilities. Individuals are asked to be respectful when accessing potentially offensive information and images. The Library reserves the right to ask individuals to discontinue the display of information and images which cause a disruption.

All users must comply with the Criminal Code of Canada, the Canadian Copyright Act, and the British Columbia Freedom of Information and Protection of Privacy Act.

3.4. INTERLIBRARY LOAN

Most recent revision: Sept 2020

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In order to provide access to information that the Library does not hold, interlibrary loan services will be provided in accordance with the BC Interlibrary Loan Code. This is part of an information network within the community, within British Columbia and in cooperation with other library systems across Canada.

Library users may request books from other libraries through illume which is a database of the holdings of BC Public and Academic libraries. Each lending library controls the materials which it will lend and if the lending library charges a fee for loaning the item, that cost will be passed on to the user. Most public libraries do not charge a loan fee, although many academic libraries do.

Because of shipping costs, most libraries will only lend books which are eligible for the Library Book Rate.

A fee will be charged if the item is not picked up within the time stated or if the item is overdue.

Visually Impaired

Blind persons are able to receive library materials through interlibrary loan including audiovisual materials which are shipped free of charge following Canada Post's Literature for the Blind service. In addition, BC Library services provide Daisy book collections for users with print disabilities. These can be accessed through Interlibrary Loan.



4. COLLECTIONS

4.1. COLLECTION DEVELOPMENT POLICY

Most recent revision: Sept 2022

Reviewed by Policy Committee: Sept 2022

Reviewed by Board: Sept 2022

The core of the Library is the strong collections of books and materials in a variety of formats which facilitate the community's need for information and recreation, lifelong learning, and love of reading.

This policy provides guidance toward achieving consistency in selection of materials and defines the scope of our collections. The diversity of the community and its interests requires a wide range of subjects and the presentation of multiple points of view varying in treatment from the simple to the complex. It maintains collections reflecting the interests and a concern of the users served, and acts as a gateway to the resources of other co-operating libraries and public resources when its own resources are insufficient.

Responsibility: The Library Director works with the Librarian and committees of volunteers to select and purchase appropriate materials. Selectors are responsible for the selection and purchasing as well as for the weeding process. Suggestions from the public are welcomed and considered.

Selection Criteria: The criteria can be summarized as follows:

- Relevance to community needs
- Suitability of subject, style and reading level for intended audience
- Insight into human and social conditions
- Reputation and/or significance of author
- Demand for material
- Positive reviews by critics, staff members and users
- Reputation of the publisher or producer
- Availability and accessibility of materials in the collection on the same subject
- Clarity, accuracy, and logic of presentation
- Suitability of format for library use
- Canadian and/or British Columbia content
- Salt Spring Island author or content
- Supports the Library's Strategic Plan
- Date of publication
- Price

Special areas: Generally the library will purchase books and other media for recreation, education, and information, covering a wide range of subjects, presenting multiple points of view, and varying in treatment. More specifically:

- Canadian content: the library will endeavor to develop a collection which represents significant local and Canadian issues, authors, artists, film makers and composers.
- Indigenous Content: the library will endeavor to develop a collection that represents indigenous topics, authors, artists, filmmakers and composers.
- Official languages: the library does not collect materials in languages other than English and French except for dictionaries and some magazines. Given budget restraints and the nature of the patrons, it is

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not possible to develop complete foreign language collections but because of the French immersion programs at the schools, a small children's recreational French collection is maintained. To satisfy on-going adult requests for French materials, the library will subscribe to at least one current French language periodical.

- Multiple copies: the library does not generally collect multiple copies of a title, but additional copies may be purchased for titles in high demand.
- Salt Spring Island collection: recognizing the archival function of the library as related to our location, the library actively collects all materials related to Salt Spring Island and representative titles by or about Salt Spring authors and artists. Purchasing committees give special consideration to books by local authors with a view to purchasing at least representative works on an ongoing basis. The collection does not attempt to duplicate works more appropriately found in the Archives.
- Other special collections:
 - the library will endeavor to develop a collection that represents BIPOC topics, authors, artists, filmmakers and composers.
 - the library will endeavor to develop a collection that represents LGBTQIA+ topics, authors, artists, filmmakers and composers.
 - the library collects materials related to western British Columbia and gives special consideration to purchasing items of special interest to a large number of library users as reflected by the presence of identifiable groups with that interest (e.g. potters, weavers, sailors, etc.)
 - the library maintains a large print collection.
- Reference: the library maintains a small current reference collection, weeded and updated annually; this includes a list of electronic reference sites to supplement the print collection.
- Textbooks: the library does not collect routine textbooks, specific curriculum related items except those of a general nature, or specialized academic and technical works.
- Non-print media: the library maintains and develops a multi-media collection including but not limited to audiobooks, DVDs, music CDs, and book and CD combinations.
- Fiction: the library collects current hard cover popular fiction and maintains large varied fiction collection with an emphasis on mysteries. It collects all Giller and Governor General Prize winners as well as the winners of other major literary awards.
- Paperbacks: the library makes extensive use of paperbacks; in particular, it collects mass market paperbacks of popular interest. Series and genres, (particularly mysteries, science fiction, and action) with an established demand are purchased heavily. The popularity of this format may mean that their content does not always meet the criteria of literary quality or artistic merit.
- Periodicals: the library subscribes to specialized periodicals deemed of special interest to SSI residents as well as general interest periodicals. It subscribes to the local SSI weekly paper, a daily paper, and a national weekly newspaper.
- Children's: the library develops and maintains a varied children's collection of fiction, non-fiction, easy read, lift-the-flap, pop-up and picture books as well as multi-media materials including videos, books with CDs, and CDs. Special consideration is given to the purchase of books by Canadian writers and illustrators and of winners and nominees of various prizes for quality in children's publications.
- Young Adult: the library develops and maintains a young adult fiction collection with the emphasis in this collection on recreational reading; non-fiction for young adults is primarily found in the adult area of the library, but a small collection of non-fiction resources is also maintained in the YA area to address the varied reading and interests of a diverse youth.
- Gallery Passes: the library maintains passes to the Art Gallery of Greater Victoria, the Craigdarroch Castle, and the Bateman Foundation Gallery of Nature.
- Kits: the library develops and maintains a collection of juvenile literacy kits.

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Resource-sharing agreements: The library participates in the province-wide Interlibrary Loan Program, actively sharing materials as requested. From time-to-time, the library may also partner with other community organizations to provide relevant materials for specific occasions or interests.

Intellectual freedom and challenges: See Statement of Intellectual Freedom – Appendix B

Deselection/weeding: To keep the collection timely and attractive, materials are withdrawn when they are outdated, worn, or no longer useful in accordance with the Library Policy.

Donations: Materials will be accepted as donations from the public but the library reserves the right to evaluate, accept, or reject donations and dispose of them in accordance with the criteria applied to materials which are purchased or discarded. They may be sold with the proceeds going to the library. Donations of under twelve titles may be accepted without appointment if the publishing date is under 5 years old and if there is a need for the titles. Donations of over 12 titles will be evaluated by the collection committees by appointment only.

4.2. SELECTION AND PURCHASING OF MATERIALS

Most recent revision: Sept 2020

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

While overall responsibility for the collection rests with the Library Director, in practice the selection is done by staff and committees of volunteers. Because of the diversity and ever-changing membership of the volunteer committees, the Library has established these policy guidelines.

- The selection of materials is done by staff and committees formed of local volunteers who use recognized reviewing sources, professional journals, recommendations by subject specialists, and who consider the total collection, reputation or significance of the creator, and knowledge of the community.
- Ordering is done on a regular basis, usually once/month to ensure a constant influx of new materials and to enable materials to be processed and made available to the public on a regular and timely basis.
- Members should avoid dividing up their responsibilities into discrete subject areas so that selection for one area does not depend on one person; e.g. all or several members of the fiction committee should look at reviews of the various genres rather than one being responsible for mysteries, one for romance, etc. Non-fiction may have one specialist for an area, but input should be solicited from all members of the committee to avoid cases where one person's interests dominate the selection in that area and other aspects are neglected.
- Records of orders and the accounting for each committee should be centralized in some way.
- The collection must be viewed as a whole and if materials ordered by one committee are more appropriately placed in another section of the library, the items should be transferred to that department; e.g. a title ordered by the youth committee may be more appropriately placed in the adult area.
- The non-fiction committee should include all materials catalogued by Dewey number including those books not placed in the fiction area such as poetry and drama.

Purchasing:

- The Library Director will determine, in consultation with the selection committees, the primary vendors of materials keeping in mind the cost effectiveness and service of each supplier with a priority to purchase material locally.
- Materials should also be ordered with cataloguing where feasible. Final processing (covers, labels and barcodes) will continue to be done in-house.



- Copies of all orders with estimated totals and invoices should be given to the Administrator who will ensure a running balance for each committee is maintained.

Makeup of the Selection Committees:

- The committees consist of a varying number of members but at least three and no more than eight on each committee.
- Members are appointed by the Library Director or Librarian at the suggestion of the current committee members and/or the volunteer coordinator. Interested committee applicants can apply for consideration via volunteer application.
- Members of each committee serve a term of three years and may be reappointed for a maximum of three years.

4.3. INTELLECTUAL FREEDOM

Most recent revision: Sept 2023
Reviewed by Policy Committee:
Reviewed by Board:

The Library does not profess or advocate particular beliefs or views, nor is the selection of any work equivalent to endorsement of the author's expressed views.

The Library recognizes the UN Declaration of the Rights of Indigenous Peoples and as it states in Article 11, indigenous people have a right to control the stories, songs, and knowledge of their own culture. The Library will be sensitive to situations where cultural appropriation may arise in regard to any culture in both programming and material acquisitions.

The Library is aware that one or more persons may take issue with the selection of a specific item, and welcomes any expression of opinion by citizens, but does not undertake the task of censoring materials by the elimination or restriction of items purchased after due deliberation.

To provide a resource where individuals can examine many points of view and make their own decision is one of the essential purposes of a library.

Responsibility for supervising the reading of minors rests with their parents and legal guardians. Children's reading cannot be monitored in the Library; staff cannot know the maturity of every child nor know every parent's wishes in this area. Selection will not be inhibited by the possibility that books may inadvertently come into the possession of children.

Any library that buys only books and other items acceptable to everyone will have very limited holdings. Each patron is privileged to choose among the materials in the Library and no one is obligated to read or use anything not liked. While citizens can censor their own use of library materials, this right of censorship cannot be exercised to restrict the intellectual freedom of others to read, view or listen.

Library materials will not be marked to show approval or disapproval of the contents, and no catalogued book or other item will be sequestered, except for the express purpose of protecting it from injury or theft. Subject headings and classification schedules used will conform to normal usage and not be altered to indicate the "correctness" or otherwise of the contents of the material.



The Library subscribes to Canadian Federation of Library Associations' Position Statement on Intellectual Freedom as included in Appendix B.

4.4. RECONSIDERATION OF MATERIALS

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

A person objecting to material in the Library is free to query designated staff members about it. Such staff members are encouraged to discuss the matter if other duties do not prevent their doing so at the time. Attention shall be drawn to the Library's policy on Intellectual Freedom (Appendix B). A person still questioning material in the Library's collection is then asked to state the objection and requested action in writing, providing full details. The written objection and action requested, and the material in question will be brought before the Library Director for consideration.

Material under question will remain in the active collection until a final decision is made by the Library Director.

The Library Director will not consider a complaint about a specific item which is widely distributed and readily available within other communities.

4.5. CATALOGUING OF MATERIALS

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

The Library uses the Evergreen/Sitka library system provided through the BC Libraries Cooperative. As such it is part of a consortium and materials should be catalogued in line with the Sitka policies. Cataloguers will use existing records from the Sitka database first; when these are not found, they will search other approved cataloguing sources for relevant records and import those. If modifications to the record are needed to make it reflect the copy in hand, these may be done. Only where no record exists will original cataloguing be done.



5. FACILITY

5.1. CONDUCT IN THE LIBRARY

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

The Library attempts to be inclusive and welcoming to the broadest possible spectrum of the community and to maintain an environment that is conducive to all users' right to receive information in a healthy and safe environment where users and staff are free from harassment, intimidation, and threats to their safety and well-being. Staff and patrons are expected to conduct themselves in a manner that is supportive of this philosophy.

Responsibility for the control and safety of children in the library rests with the parent or guardian. The Library is not responsible for supervising or tending to the needs of individual children or groups of children. When an unattended child at least in Middle School is found in the Library, staff will take all necessary steps to contact the parent, guardian or childcare provider. If the parent or childcare provider cannot be located by closing time staff will contact the RCMP.

To implement this goal and to serve all library users, the Library has established certain standards of behavior in accord with Section 47 of the Library Act of British Columbia. The Library Director, Librarian or Supervisor is authorized by the Board to ensure that, in fairness to other users, patrons comply with acceptable standards of behavior. If patrons fail to comply with a request to modify their behavior, they will be required to leave the premises. Further action may be taken at the discretion of the Librarian or Supervisor on duty.

- Patrons are not permitted to disturb other library users, conduct themselves in a disorderly or offensive manner or engage in behaviour that is judged to be dangerous or threatening to staff, the public, library premises or property.
- Patrons who cause damage to library premises or property may be charged with repair or replacement costs.
- Patrons who attempt to steal or damage library materials may be charged with a criminal offence.
- Violation of any component of this policy may result in the application of the provisions of library policies as authorized by Section 47 of the Library Act of the Province of British Columbia and/or the Criminal Code of Canada. Such patrons will be subject to the penalties prescribed by law and may be denied access to library facilities and services and have their library privileges suspended. They may not be members per se.
- Reinstatement of library privileges, including membership, will be at the discretion of the Library Director.

5.2. LIBRARY CLOSURES

Most recent revision: Sept 2022
Reviewed by Policy Committee: Sept 2022
Reviewed by Board: Sept 2022

The Library's normal operating hours are 10 am to 5 pm Monday through Saturday; however, under certain circumstances the Library may be closed or have reduced hours. The main reasons for closing the Library are:

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- Maintenance/disaster: e.g. the library is flooded, all computer systems have become non-operational, fire, earthquake, other natural or man-made disaster
- Weather: e.g. snow, severe storms
- Inadequate staffing
- Global pandemic

The decision to close will be made by the Library Director or Librarian upon recommendation of the staff assigned to the relevant shift. If the Library is to be closed, the Board Chair will be so informed.

In the case of weather, if the regular staff cannot get to the Library, the Supervisor for that team should talk with the Librarian and consult on a course of action. The Library Director should be notified of the situation. If possible, Librarian will assemble their “snow team” and open the library. If the weather is so severe that this cannot be done, the library will remain closed.

In addition to the above, in the case of early closing, a notice will be posted on the Library door and the message on the answering machine altered appropriately. A message will also be placed on the Library’s website and Facebook page.

Holiday Closing Dates: New Year's Day, BC Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Eve, Christmas Day, Boxing Day, New Year's Eve.

5.3. DISPLAYS AND EXHIBITS

Most recent revision: Sept 2022

Reviewed by Policy Committee: July 2023

Reviewed by Board: Sept 2023

The purpose of this policy is to guide the placement of all art, permanent or temporary, which is to be located in the Library building or on the Library grounds.

General Policies on Art Works in the Library

- The Library retains an overriding unfettered discretion to select or reject any work at any time.
- We will strive to select original works for placement that exhibit excellence in design and execution.
- We encourage a wide variety of media and a variety of artistic expression. We are open to new ideas.
- Works must comply with all applicable criminal and civil laws including, but not limited to, laws relating to intellectual property protection and obscenity.
- We will preserve permanent works to reasonable standards and bear the costs of doing so.
- Works must not be hazardous or unduly fragile.
- We will give preference firstly to resident artists and secondly to others strongly connected to the island.
- Display restrictions may apply to large or to three-dimensional pieces.
- The Library may use images of displayed art on its website and social media as well as for promotional purposes.
- Artists may only exhibit their shows once in a three-year period unless approved by the Art Committee. Art guilds and collectives may apply annually.

Artist/Group Responsibility

1. Accept responsibility for Insurance coverage.

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2. Accept responsibility for loss or damage of any kind.
3. If the artist hosts an opening event in conjunction with the exhibit, arrangements must be preapproved and cleaning charges may apply. The artist/group provides refreshments and liquor license, etc.
4. Provide art images, write-up of show, and artist photo for poster by email 3 weeks before opening.
5. Grant the Library permission to photograph and publish, for publicity purposes, any work accepted for exhibition.
6. Accept responsibility for any installation costs.
7. Bring artwork at appointed date and time and ensure there is adequate help to hang the show.
8. Ensure all items have typed labels indicating price, medium, and artist name.
9. Provide a statement of no more than 100 words for display.
10. Provide the Library with a list of all items for display, including titles, sizes, and prices (if applicable).
11. Ensure that all items for display are framed with proper mounting hardware, unless otherwise arranged.
12. Remove the show at the end of the exhibition date at the agreed time and date.
13. Art work may be offered for sale at the discretion of the artist and the artist will be responsible for all sales. Records of sales must be submitted to the Library.
14. Sold artwork must remain until the end of the show.

Library Responsibility

1. The Library reserves the right to cancel any exhibit at any time.
2. The Library will take all precautions to ensure the care and safety of all work on exhibit. The Library cannot, however, assume responsibility for loss, theft, or damage occurring during the exhibition. Insurance coverage is the responsibility of the artist.
3. A 15% commission on art sold is payable to the Library at the end of the show.
4. The Library does not collect payments for art sold. Payments for art sold should be made directly to the artist.
5. The Library provides insurance with the following limitations:
 - a. The Library provides insurance for temporary art displays up to a maximum value of \$10,000 with coverage restricted to on-premises only.
 - b. The Library does not assume responsibility for insurance during transport.
 - c. All pieces of the display must be identified and an insurance value for each piece must be provided. In the event of a claim where loss exceeds the deductible of \$2500, the artist is responsible to pay the \$2500 insurance deductible. In the vent of a loss of less than the \$2500 deductible, the Library does not assume responsibility for the loss.

Donations of Art Work

The Library may accept donations of works which comply with this policy.

- All gifts must be unconditional and must transfer all rights of ownership to the Library.
- The expense of any required appraisal will be borne by the donor.

5.4. PUBLIC NOTICES

Most recent revision: June 2014

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

The purpose of this policy is to guide the placement of all notices, displays and exhibits exclusive of that covered by the Art Policy. In particular, ephemeral items such as bulletin board and community information postings, free newspapers and flyers, pamphlets, and temporary sign boards are included.

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As a member of the community, Salt Spring Island Public Library Association recognizes its role to provide access to information regarding events taking place on Salt Spring Island of interest to local residents.

- A notice board is available for the display of posters advertising events of cultural, informational, or recreational interest to the community.
- Notices must be no larger than a standard letter-size sheet of paper (8 ½ x 11”) and must announce a specific event or limited series.
- Notices will be kept on the board for two weeks only (unless permission for extension is granted by the Library Director or designate).
- All items for posting or display must be submitted to the on-duty Supervisor or Librarian for consideration. The Supervisor or Librarian will initial and date the notice before posting.
- The Library does not necessarily support the aims and objectives of groups whose material is so displayed.

There are also various pamphlet racks in the library. These may be used for the display of non-profit services such as information provided by social service agencies. No displays of non-library for-profit items are permitted.

The Library retains the right to remove or dispose of displayed items at its sole discretion.

5.5. THIRD PARTY USE OF FACILITIES

Most recent revision: July 2021

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

Background: Salt Spring Island Public Library welcomes the use of the Community Program Room and meeting rooms by community groups and individuals. Rooms are also used for activities and programs conducted and/or sponsored by the Library and precedence for the space is given to these events. The use of Library program and meeting room space for non-profit and for-profit community groups and organizations is encouraged and supported.

5.5.1. COMMUNITY PROGRAM ROOM AND MEETING ROOMS

The Library meeting spaces will be available for use by profit and non-profit groups for a reasonable cost commensurate with other rental facilities in the community. All activities, programs and meetings conducted in the Library are subject to the general rules and regulations of SSIPL. Further, all renters agree not to contravene the Criminal Code of Canada and all other applicable laws and statutes during the course of their rental.

For Library co-sponsorship and possible discounting of rental fees, the Library considers requests for educational or other programs of interest to library patrons from local non-profit organizations and persons not operating a business. To be considered, please fill in a Proposal/Application form and send to the Library Director. All advertising, posters, organizing, set-up and clean-up are the responsibility of the presenter. The Library must be mentioned as a sponsor in all advertising, posters, and press releases and the event must be free to the public.

By discretion of the Library Director, a prospective renter may need to obtain a minimum \$2,000,000 Commercial General Liability and list Salt Spring Island Public Library as additional insured on the policy.

Access to events and meeting spaces may be restricted according to current Public Health orders. See section Public Health Orders 5.10.

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Under certain extenuating circumstances (severe weather, power outages, earthquakes or other emergencies) the CRD may make a request to use the Community Program Room to serve as a resource centre. Under such circumstances the room may be used to provide information about the event and about the availability of food, water, shelter and other available services and additionally as a source of electrical power for the charging of devices such as phones and tablets. The CRD would need to provide personnel to be present at all times that the space is available to the public.

Activities scheduled for the Community Program Room before the commencement of such emergencies may be postponed.

Subject to the discretion of the Library Director, the Community Program Room will be available from dawn to dusk. The continued use of the space will be assessed weekly by the Library Director.

Procedures:

Restrictions to use:

- 1 Failure to conform to the regulations established for the program room and the library meeting rooms will result in a group or organization being denied use of the rooms.
- 2 The Library reserves the right to refuse a proposal/application or cancel a rental if in the opinion of the Library such a rental represents a violation of Library policy. If the Library cancels a rental the renter will receive a refund of all monies paid.
- 3 All meeting rooms are designed to be used for relatively quiet pursuits and are not suitable for events that generate undue noise.
- 4 The Library reserves the right to limit attendance. Note that the maximum number of people for the Program Room is 67 seated with 19 standing and with tables, the maximum is 67 seated. The maximum for each of the meeting rooms is 12 and each of the meeting rooms is 12.
- 5 The small interior meeting rooms (Rooms 103 and 106) may only be used during library open hours.
- 6 Setting up tables and chairs and other equipment are the responsibility of the renter. The rental time includes the time necessary to set-up, take-down tables and chairs, and tidy the room so that the room is left in the same or better condition as it was found.
- 7 Movies shown and music played at SSIPL must have the appropriate public performance rights. Obtaining the license and all applicable fees are the responsibility of the renter. Proof of public performance rights shall be provided to SSIPL prior to the event date.
- 8 The Library reserves the right to deny a program that might be interpreted in any way as cultural appropriative in nature. From a position of respect for all cultures, we reserve the right to deny the program with no further explanation needed other than that it has been deemed potentially sensitive.
- 9 The Library must not be mentioned as a sponsor for an event or as endorsing an event unless previously approved by the Library Director or the Library Board. Advertising of the meeting or event must not imply endorsement by the Library of the content of the program or event; however, in some cases the Library may request sponsorship on all publicity items. In cases of co-sponsorship with the Library, the booking fee may be reduced by the Library Director.
- 10 A prospective renter may need to obtain a minimum \$2,000,000 Commercial General Liability and list Salt Spring Island Public Library as additional insured on the policy.
- 11 If liquor is to be served at the event, a license must be obtained and a copy provided to the Library in advance of the event. Liquor is not allowed in meeting rooms.
- 12 If outdoor areas of the library are to be used, it is the responsibility of the renter to
 - a. ensure the library is added as a co-insured party on the event liability insurance policy
 - b. ensure that all entrances to the library (walkways, stairs and ramps) are kept clear for library patrons
 - c. arrange for Ministry of Transportation and RCMP approvals if road closures are required



- 13 Access to events and meeting spaces may be restricted according to current Public Health orders. See section Public Health Orders 5.10.

5.5.2. OUTDOOR SPACE

The Library outside area may be used for an event or program with the permission of the Library Director. All activities, programs and meetings conducted in the space are subject to the general rules and regulations of SSIPL. Further, all users agree not to contravene the Criminal Code of Canada and all other applicable laws and statutes during the course of the event. The user agrees to assume responsibility for all personal injury as well as for all damage to Library facilities and equipment resulting from the use of the space.

For outdoor events, organizers need to obtain a minimum \$2,000,000 Commercial General Liability and list Salt Spring Island Public Library as additional insured on the policy.

Restrictions to use:

- 1 Failure to conform to the regulations established for the event or program will result in a group or organization being denied use of the space.
- 2 The Library reserves the right to refuse an application or cancel use of the space if in the opinion of the Library such use represents a violation of Library policy.
- 3 The outside space may not be suitable for events that generate undue noise during Library open hours.
- 4 The outside space cannot be used for busking.
- 5 The Library reserves the right to limit attendance.
- 6 The user takes responsibility to ensure the space is cleaned after the event.
- 7 The Library must not be mentioned as a sponsor for an event or as endorsing an event unless previously approved by the Library Director. Advertising of the event must not imply endorsement by the Library of the content of the program or event; however, in some cases the Library may request sponsorship on all publicity items.
- 8 No liquor may be served at the event and the smoking bylaws must be enforced.

5.6. RESTRICTIONS

Most recent revision: Sept 2020

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

In order to provide an atmosphere that is conducive to all users' rights to receive information in a healthy and safe environment, the Library requests that in the library building and on library premises, patrons will:

- behave and act in a civil manner to Library staff and other Library patrons, and ensure any act or behaviour does not interfere with the use and enjoyment of the Library by others;
- make use of Library materials only in accordance with permitted borrowing privileges or by permission of the Librarian or on-duty Supervisor;
- wear proper attire including shirts and footwear;
- avoid engaging in behaviour that is illegal, unlawful, or unsafe;
- avoid engaging in behavior destructive to library resources, equipment or facilities;
- avoid soliciting for any purpose on Library property unless authorized to do so;
- avoid selling on library premises, except in conjunction with library-approved programs;
- avoid bringing animals into the Library (except assistance dogs);
- avoid wearing perfumes and other strong scents;

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- avoid using cell phones and VOIP without suitable muting devices;
- avoid eating outside of meeting rooms;
- keep their possessions with them at all times. The Library is not responsible for lost, stolen or damaged items;
- avoid smoking within 7 meters of building; and
- accept personal liability and/or financial responsibility for actions in breach of this policy.

If a patron acts or behaves in a manner that the Librarian or Supervisor on duty considers disruptive, unlawful, or contrary to the proper and respectful use of the Library, the Library Director, Librarian or Supervisor may:

- insist that the patron stop any such objectionable behavior;
- request that the patron leave the Library;
- refuse Library service or entry to the Library to the patron;
- refer the matter to the Board of Trustees to determine appropriate action in accordance with the provisions of the Library Act; and/or
- call the RCMP for assistance.

5.7. BUILDING SECURITY

Most recent revision: June 2014

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

In order to maintain security in the Library, access to the building and to various areas of the building will be by key-card.

- Staff will be issued cards which they are to carry at all times.
- Users of meeting rooms and program rooms will be issued time-specific cards for access to the facilities they have booked.

Closed circuit video surveillance is in place and will be monitored by staff.

Fire exits are alarmed.

5.8. PARKING AREA

Most recent revision: Feb 2020

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

The purpose of this policy is to define the appropriate use of the library parking area in the back of the building.

The parking area in the back of the building is only for the use of patrons during library open hours. It may also be used during library programming, before or after open hours. Vehicles will be towed at owner's expense if the restrictions of use below are violated.

Restrictions to use:

- 1 Library parking only
- 2 No camping, loitering or fires at any time



- 3 No vehicles greater than 12 feet long
- 4 No overnight parking
- 5 No parking other than in designated spots

5.9. BUILDING COMMITTEE

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

The Building Committee is an operational committee with a minimum of one trustee member for board representation.

The purpose of the Committee is to oversee the management and development of the capital improvements and physical infrastructure of the Library. The Committee will:

- review and recommend capital projects in order to ensure continued alignment with the Library's Strategic Plan
- review and monitor the effectiveness of the Facilities Management processes to appropriately maintain the physical infrastructure of the library
- review and recommend to the Finance Committee budgets relating to operational maintenance, approved renovations and new capital acquisitions.

5.10. PUBLIC HEALTH ORDERS

Created: October 2021
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

From time to time the Provincial Health Officer may order requirements to access based on wearing facemasks and receiving vaccinations.

November 24, 2021:

By order of the Provincial Health Officer (PHO), masks are required in all public indoor settings, including libraries, for all people 5+ in age. The Library requires masks for all meetings.

Proof of double vaccination is not required for general library access; however, it is required to access library programs and events. The requirement is in place until January 31, 2022 and could be extended. The requirement applies to all people born in 2009 or earlier (12+).



6. LIBRARY MEMBERSHIP

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

The Library collection is publicly displayed and everything in it is available for use by the public. A library card is required for the borrowing of any of the materials available for loan.

- Salt Spring Island Public Library cards are available free of charge to all residents of Salt Spring Island, Gulf Island students attending school on Salt Spring Island, and any other persons that the Board may designate.
- All BC residents with any BC library card are entitled to borrow from the Library under the provisions of BC OneCard. Certain limits may apply.
- Children at least in Middle School must have the address and name of a responsible adult with current ID.
- Non-residents of BC and BC residents without a current library card from their jurisdiction may borrow materials by purchasing a temporary visitor card.

To obtain a library card, a current piece of ID is required. Library cards for children at least in Middle School require the name and address of a responsible adult with current ID. Library cards must be renewed periodically and may be canceled if the card holder refuses to pay outstanding overdue fines, fails to return materials borrowed from the Library, or whose behavior in the Library is, in the opinion of the Library Director, prejudicial to the operation of the Library.

Conditions of borrowing

The number of library materials that may be borrowed and the loan period will be set by the Library Director and may be changed at any time. Library materials, with the exception of interlibrary loan materials, may be renewed. Library materials may be reserved.

Fines

In order to make books more available to others, fines are charged for overdue adult materials, the amount to be at the discretion of the Library Director. The Library will take action to recover grossly overdue books after a reminder has been sent. (See Appendix A for current fine schedule)

Lost or damaged items

A patron is responsible for replacement of lost or damaged items. Material is considered lost if there has been no trace of it for a period of three months. The information about lost books will be given to the appropriate committee for follow-up.

Patrons are responsible for lost or damaged Interlibrary Loan books, as above, and for any other charges agreed to when the ILL request is made.

Association membership

All holders of Salt Spring Public Island Library cards are members of the Salt Spring Island Public Library Association. Adult membership in the Association allows the member to vote at Annual General Meetings of the Association.



7. LIBRARY SERVICES

Most recent revision: June 2014
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

In order to facilitate equal access to information for all users, the library provides some community services. There may be a fee attached to these services where significant time or resources are required by staff.

7.1. VISITING LIBRARY SERVICE

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

For patrons who are confined to home or other facilities, or for whom access to the library is extremely difficult, the Visiting Library Service will coordinate delivery of books and other materials to the patron and to pick those materials up for return to the library.

7.2. RESEARCH

Most recent revision: Sept 2023
Reviewed by Policy Committee:
Reviewed by Board:

As time permits, the staff will assist with simple research questions and instruct users in the use of the library resources and provide referral to other community and provincial resources.

7.3. PROGRAMS

Most recent revision: June 2014
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

The Library attempts to provide programs of interest to its community. There are regular programs for children and programs for teens and adults as time and interest permit. The programs may be provided by library staff or by outside agencies with the approval of the Library Director or designate. Programs are non-denominational, non-profit, and non-political.



8. GIFTS AND FUNDRAISING

Most recent revision: May 2023

Reviewed by Policy Committee: July 2023

Reviewed by Board: Sept 2023

Donations to the library normally can be classified as gifts of materials, artwork and/or money, securities, sponsorships, grants, and bequests. For details about monetary or securities gifts, donations, and grants, see section 3.0 of the Financial Policies.

8.1. DONATIONS OF MATERIALS

Most recent revision: Sept 2020

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

This policy is intended to limit donations to those items that the Library can reasonably house and/or sell.

The Library accepts donations of materials as outlined below. Donations included in the Library collections are reviewed and selected under the same parameters as material directly purchased by the Library. Items not suitable for the Library collection may be sold or discarded at the Library's discretion. By donating materials donors agree to allow the library to dispose of materials at the sole discretion of the Library. The Library reserves the right to inspect & select donations and return unsuitable materials at time of donation.

Gift-in-kind charitable tax receipts will be issued by request for donations of artwork, items for the collection, equipment, or any other donated materials that are acceptable (for artwork see policy 3.3, for collections items see policy 2.1) and exceed the value of \$10. Tax receipts will be issued for the fair market value at the date of transfer in accordance with Canada Revenue Agency (CRA) guidelines.

For donations of items with a value of \$1,000 or less, the Library will accept a valuation made by a Library staff member, provided the staff member is knowledgeable in the field and is qualified to establish the value of the donation. Documentation indicating the purchase or retail price is required to be on file if a tax receipt is issued (e.g. sales receipt or printout of the retail price from a recognized retailer on the Internet, such as Amazon).

For donations of items over \$1,000, a valuation by a qualified independent appraiser is required.

The Library may accept donations of under 12 items without an appointment if they meet the library's criteria. For more than 12 items, donations are reviewed before acceptance by appointment only.

The Library accepts clean, good condition materials as outlined:

- Recently published hardback and paperback books (published in last 5 years preferred).
- DVDs, music CDs and audio CDs

The Library does not accept:

- Magazines
- VHS format video or cassette tapes
- Textbooks (school, college or university)
- Encyclopedias



9. PRIVACY

Most recent revision: Feb 2017

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

As a member of the Sitka Consortium and an association under the Library Act of British Columbia, the Salt Spring Island Public Library is committed to protecting the privacy of library users. Any personal information collected, used, or disclosed by the library is in accordance with the Freedom of Information and Protection of Privacy Act. Complete details are available in the Sitka Policy Manual. The following is adapted from that manual.

All library users have a right to privacy and confidentiality when using Member library public access catalogues (PAC's) or when interacting with Member library staff in their operation of Sitka's Integrated Library System (ILS).

Personal information is collected by Member libraries under the authority of the Library Act and section 26 of the Freedom of Information and Protection of Privacy Act (FOIPPA). This includes information related to registration, such as name, address, phone number, and circulation records, including information that identifies materials checked out by a patron. It includes any library record about an identifiable patron or individual.

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

Member libraries do not sell or rent personal information. Personal information is disclosed only in accordance with FOIPPA.

The Member library will retain a link between the patron record and items returned for a reasonable period of time to ensure returned items are complete and in good condition. The library may store other personal information in the patron database but only where required. This may include answers to patron questions and logs that monitor use and possible abuse of the library borrowing policy or for related operational and statistical needs.

Member libraries will make all reasonable efforts to:

- minimize the amount of personal information collected and stored,
- render it anonymous where feasible,
- retain it for the minimum time necessary,
- protect it from unauthorized access, use or disclosure, and
- destroy it securely when no longer needed.

Personal information relating to a library user may only be used by library employees working within the scope of their duties on a need-to-know basis.

In accordance with the FOIPPA, Member libraries may disclose minimum relevant information to companies acting on the library's behalf such as for the collection of library property, unpaid fees, fines or other charges.

These same standards for protection of privacy apply to the staff as users of Member libraries. All staff, volunteers and students sign a Declaration of Commitment to Confidentiality before beginning work at the

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library. For more information about the collection, use or disclosure of personal information, see Detailed Privacy Information or contact the library's Privacy Officer, the Library Director.



10. COPYRIGHT

Most recent revision: Feb 2014

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

Under the Canadian Copyright Act, photocopying of a work which is subject to copyright is prohibited, unless permission is granted from the copyright owner or the quantity copied is insignificant, has no material effect on the potential market for sale of the original and is for the purpose of private study, research, criticism, review or newspaper summary.

Users of the photocopy machine assume all risks of copyright infringement. Copies of the Copyright Act are available for consultation in the Library.

The Library encourages its patrons to conform to the provisions of the Canadian Copyright Act and the Public Library Copying License agreement with CanCopy (The Canadian Copyright Licensing Agency).

A notice warning about the risk of copyright infringement is posted at the public photocopier in the Library.

The Library assumes no responsibility for patrons' infringements of copyright should they occur.

Library staff will comply with the provisions of the Canadian Copyright Act and the Public Library Copying License Agreement with CanCopy.

Copyright laws also apply to use of digital information and plagiarism of digital sources can involve liability for copyright infringement.



11. DISPOSAL OF SURPLUS ASSETS

Most recent revision: Sept 2020

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

From time to time, the library identifies assets as surplus when they are outdated, damaged beyond economical repair, or pose environmental, safety or health hazards. As assets become surplus, the library will dispose of them in a manner that maximizes the useful life of the asset without incurring operating costs exceeding the benefits derived.

Materials such as books, magazines, DVDs, CDs, will be either placed for sale to the public or recycled.

Equipment will be evaluated and the benefits weighed of stripping out useable parts or offering entire item to other agencies or for sale. The decisions will be made by the Library Director.

Useable equipment will be offered first to other non-profit agencies, and then if appropriate to the general public for a moderate cost. If the equipment is not saleable, it will be disposed of in the most environmentally safe manner possible. In all cases, any data will be removed in a thorough manner before disposal of the asset.



12. PUBLIC RELATIONS

Most recent revision: June 2014
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

This policy governs the dissemination of library information including public announcements, interviews, press releases, surveys, petitions, and relations with the media. Complaints from the public and service to the public are covered.

12.1. PUBLIC COMMUNICATIONS

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

The Library Board may reserve the right to control the release of certain types of information, while the Library Director may publicize or speak to most operational matters. In particular publicity and promotional announcements related to programs and activities should be handled by the Library Director or designate. Where possible, a consistent library image should be maintained, including the library logo. In dealings with the media, it should be made clear who is speaking for the library and in what capacity. Any announcement of a sensitive or controversial nature should be cleared with the Library Board.

Surveys and petitions not generated by the library may not be circulated in the library unless cleared with the Library Director. Photos may not be taken in the library without permission of those photographed. When specific photos are taken for publicity or media purposes, a photo release form should be completed.

12.2. PUBLIC RELATIONS WITH USERS

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

The Library staff will strive to provide courteous and friendly library service to all members of the public. They will provide an inclusive and welcoming environment for the broadest possible spectrum of the community while ensuring compliance with library policies, rules and regulations. Staff is encouraged to use their best judgment in dealing with the public and to seek assistance from the Supervisors and Librarians when needed.

In the case of an irresolvable complaint, the patron should be directed to the Library Director who will attempt to maintain good will while solving the problem. If the problem is still unresolved, the Library Director may invite the user to write a letter to the Chair of the Library Board detailing the problem and the proposed solution.

12.3. SOCIAL MEDIA

Most recent revision: Sept 2020
Reviewed by Policy Committee: Nov 2021
Reviewed by Board: Jan 2022

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Social media is defined as any web application, site or account that provides an environment in which library staff and users can share opinions and information about library-related topics. Social media include but are not limited to blogging, instant messaging, social networking sites, and wikis. Examples of such sites are Twitter, Facebook, Pinterest, YouTube and various blogging sites, such as Blogger or WordPress. The purpose of the social media policy is to ensure respectful use of the Library's social media sites for the education and enjoyment of all users.

The Library Director or designate will be the moderator for the site and will implement policy to ensure compliance.

The Library is committed to:

- responding to questions or concerns as quickly as possible
- maintaining the highest levels of accuracy, objectivity and impartiality in the information that we communicate
- respecting the privacy and anonymity of those with whom we communicate
- respecting freedom of speech and difference of opinion while protecting staff and users from offensive, abusive or otherwise inappropriate speech
- providing accessible and inclusive services

Social media sites provide a forum for promoting the free exchange of ideas, which the Library will encourage. However, content that contravenes our Code of Conduct, the British Columbia Human Rights Code or other legislation will be removed from the site.

Users are to show courtesy and respect to Library staff and other users. Violations may result in restrictions on future postings to Library social media sites. Messages or posts must not contain:

- obscene, racist, hateful, sexist, homophobic, slanderous, transphobic, ageist, ableist, insulting, or life-threatening content
- aggressive, coarse, violent, obscene, or pornographic comments
- personal attacks, insults or threatening language
- potentially libelous statements
- plagiarized material
- private, personal information/pictures published without consent
- comments unrelated to the content of the forum
- commercial promotions, spam or political activity
- messages written in a language that cannot be read by one of the SSIPL staff members
- unintelligible or irrelevant messages
- intentional trolling, troll baiting, or flaming
- messages where the sender is not the author (for example, messages coming from a bot)

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

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

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



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

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

12.4. PUBLIC STATEMENTS/OFFICIAL SPOKESPERSONS

Most recent revision: Sept 2020

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

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

Volunteers will not speak on behalf of SSIPL and/or the Board about corporate or operational matters. Volunteers will inform the Library Director if they are asked for information or to comment on corporate or operational matters.

Employees will communicate openly and on a regular basis with members of the public about policies, programs, services and initiatives with which they are familiar and for which they have responsibility.



13. PERSONNEL

Most recent revision: Sept 2023

Reviewed by Policy Committee: Sept 2023

Reviewed by Board: Sept 2023

The Library will strive to provide professional services to the community as far as resources will permit. In order to provide such services, the Library employs professional and technical staff while relying on volunteer personnel for day-to-day operations.

The following are policies only and do not constitute an employee contract. The Library follows the British Columbia Employment Standards Act. See Appendix D - Human Resources Manual

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13.1. EMPLOYEE HUMAN RESOURCES MANUAL

Created: Nov 2021

Reviewed by Policy Committee: Nov 2021

Reviewed by Board: Jan 2022

Details for employees are provided in a Human Resources Manual which is an appendix to the Operational Policies.

13.2. LIBRARY VOLUNTEERS

Most recent revision: July 2023

Reviewed by Policy Committee: Sept 2023

Reviewed by Board: Sept 2023

Details for volunteers are provided in the Volunteer Handbook.

13.3. SAFETY AND SECURITY

Most recent revision: Sept 2023

Reviewed by Policy Committee: Sept 2023

Reviewed by Board: Sept 2023

Refer to the Occupational Health and Safety Policy and Procedures – appendix to these policies. Pertinent information for volunteers is found in the Volunteer Handbook.

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APPENDIX A –LOAN LIMITS AND LOAN PERIODS, FINES AND CHARGES

Loan Limits and Loan Periods, Fines and Charges

Borrowing Privileges

(Revised Sept 2022)

No fines for teen and children's materials

BC One Card: limit 10 items (print items only)

Temporary Card: limit 10 items

Borrowing privileges are suspended when an account reaches \$100.00

An item may not be renewed if it has been reserved by another patron

ITEMS BORROWED	LOAN PERIOD	RENEWALS	FINE (PER ITEM)	MAXIMUM FINE (PER ITEM)
Quick reads (new books)	2 weeks	none	\$0.30 / day	\$10
Adult hardcover books	3 weeks	2	\$0.30 / day	\$10
Adult paperbacks	3 weeks	2	\$0.30 / day	\$5
Adult music CDs and audiobooks	3 weeks	2	\$0.30 / day	\$5
Adult DVDs	3 weeks	2	\$0.30 / day	\$5
Adult magazines	3 weeks	2	\$0.30 / day	\$5
Juvenile & YA books	3 weeks	2		
Juvenile & YA music CDs and audiobooks	3 weeks	2		
Juvenile & YA DVDs	3 weeks	2		
Juvenile & YA magazines	3 weeks	2		
Juvenile Kits (e.g., backpacks)	3 weeks	2		
Interlibrary Loans (ILL)	Varies	0	\$0.50 / day	No maximum
Equipment (instruments, tech, kits, and CD player)	3 weeks	0	\$0.30 / day	\$10
Museum Passes	1 week	0	\$0.30 / day	\$10
Non-resident library card			\$25/year \$10/3 months	



APPENDIX B - CFLA POSITION STATEMENT ON INTELLECTUAL FREEDOM

Canadian Federation of Library Associations' Position Statement on Intellectual Freedom

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

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers. In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

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

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

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources. Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

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

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups. Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.



APPENDIX C – CFLA STATEMENT ON INTERNET ACCESS

Canadian Federation of Library Associations' Statement on Internet Access

Approved by Executive Council ~ November 8, 1997; Revised February 2000 and February 24, 2015

Canadians visit public libraries every day to use public computers to access the internet, to connect to WiFi with their mobile devices, and to obtain assistance from library staff. They come to access government services, to reach out to their friends and families via email and social media, to research health information, to explore new opportunities and to learn. Canadians find support from library staff with their information and technology needs, whether they're learning to use a computer or access email for the first time, finding out how to protect themselves online when using social media, or researching an area of personal interest.

While Statistics Canada found in 2012 that 83% of Canadians had internet access from computers at home or could afford mobile devices with data plans, nearly 1 in 5 depended on free public access at libraries, retail and community locations to connect. Access is tied to income, and just 58% of Canadians in the lowest income quartile had access to the internet at home in 2012. (1) Affordability continues to improve however, many continue to depend on free public access to help them bridge the digital divide.

A number of media reports on Canada's Bill C-51, the Anti-Terrorism Act 2015, have incorrectly reported that Canadian public library computers protect people participating in criminal activity. The Federation wholeheartedly refutes this notion.

Public libraries use software to ensure that private health, banking, and personal information of Canadians using library computers will not be compromised when the next individual logs on. Such software also ensures that each individual's passwords and browsing history remain private. The choice to access the internet in a public facility does not lessen the importance of protecting personal information while online. The Federation maintains that the privacy and freedom of law-abiding citizens should not be compromised. As Canadians discuss Bill C-51, the Anti-Terrorism Act, The Federation remains committed to promoting public libraries' role in providing free and safe access to the Internet. Public libraries' internet use policies consistently reinforce that illegal activities are not permitted on library computers and library staff across the country continue to cooperate with law enforcement as required.

The Federation encourages anyone with questions about managing internet use in libraries to contact their local public library for more information.

Statistics Canada. Table 358-0167 – Canadian Internet use survey, household access to the Internet at home, by household income quartile, Canada and provinces, occasional (percent), CANSIM (database). (accessed: 2015-02-16)



APPENDIX D– CODE OF CONDUCT

Updated January 26, 2017

The Library aims to be inclusive and welcoming to the broadest possible spectrum of the community. We endeavour to maintain an environment that is conducive to all users' right to receive information in a healthy and safe environment where users and staff are free from harassment, intimidation, and threats to their safety and well-being. Staff and patrons are expected to conduct themselves in a manner that is supportive of this philosophy.

Thank you for your cooperation with the following:

- Responsibility for the control and safety of children rests with the parent or guardian. The Library is not responsible for supervising or tending to the needs of individual or groups of children.
- Do not bring animals into the Library (except assistance dogs).
- Avoid perfumes and other strong scents.
- Refrain from using cell phones and VOIP without suitable muting devices.
- Refrain from eating outside of meeting rooms.
- Refrain from smoking within 7 meters of building.
- Wear proper attire including shirts and footwear.
- Do not make sales on library premises, except in conjunction with library approved programs.
- Make use of Library materials only in accordance with permitted borrowing privileges or by permission of the Librarian or on-duty Supervisor.
- Behave and act in a civil manner to Library staff and other Library patrons, and ensure any act or behaviour does not interfere with the use and enjoyment of the Library by others.
- Do not Inhale, ingest, or inject any controlled substance as defined and described in the Controlled Drugs and Substances Act, S.C. 1996, c. 19
- Do not engage in behaviour that is illegal or unlawful.
- Do not engage in behaviour destructive to library resources, equipment or facilities.

The Librarian or Supervisor is authorized by the Board to ensure that, in fairness to other users, patrons comply with acceptable standards of behaviour.

- Patrons who cause damage to library premises or property may be charged with repair or replacement costs.
- Patrons who attempt to steal or damage library materials may be charged with a criminal offence.
- Violation of any component of this policy may result in the application of the provisions of library policies as authorized by Section 47 of the Library Act of the Province of British Columbia and/or the Criminal Code of Canada. Such patrons will be subject to the penalties prescribed by law and may be denied access to library facilities and services and have their library privileges suspended.
- Reinstatement of library privileges, including membership, will be at the discretion of the Chief Librarian.

If a patron acts or behaves in a manner that the Librarian or Supervisor on duty considers disruptive, unlawful, or contrary to the proper and respectful use of the Library, the Librarian or Supervisor may:



- Insist that the patron stop any such objectionable behaviour.
- Request that the patron leave the Library.
- Refuse Library service or entry to the Library to the patron.
- Refer the matter to the Board of Directors to determine appropriate action in accordance with the provisions of the Library Act.
- Call the RCMP for assistance.

APPENDIX E– EMPLOYEE HUMAN RESOURCES MANUAL

APPENDIX F– OCCUPATIONAL HEALTH AND SAFETY POLICY AND PROCEDURES