

# **BURNABY PUBLIC LIBRARY BOARD**

## **POLICY MANUAL**

Revised Policy Manual adopted by the Burnaby Public Library Board  
2013 November 21



**Burnaby Public Library**

Updated: 2016 September 15

# BURNABY PUBLIC LIBRARY BOARD POLICY MANUAL

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## 1. GENERAL

### 1.1 Statement of Library Purpose

Burnaby Public Library provides access to a rich array of the world's stories, ideas and information. Our vision is a vibrant community where all people are informed, literate and entertained.

#### 1.1.1 Library Values

All of Burnaby Public Library's actions and decisions are grounded in a set of shared values:

Intellectual Freedom: The Library encourages the free exchange of information and ideas in a democratic society.

Community: The Library is a valuable community resource and a public place where everyone is welcome. The Library is committed to working in partnership with community groups and organizations.

Innovation: The Library is future focused, looking for better solutions to meet existing and emerging needs.

Revised 14/09/18
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Stewardship and Accountability: The Library is accountable to its patrons and funders and practices effective stewardship of Library resources. The Library's decision-making processes are open and transparent to the community.

#### 1.1.2 Philosophy

The Burnaby Public Library is a repository of the world's stories, ideas and information. A centre for lifelong learning, recreation and culture, it strives to serve all members of the community without restriction. The Library is dedicated to the provision of free and unlimited access to basic public library services and information as required under the Library Act of British Columbia.

By assembling a well trained and experienced staff and by gathering, organizing, integrating and disseminating a broad variety of material and information resources, the Burnaby Public Library endeavours to assist individuals to meet the demands of today's society and play an informed role in its development.

The Library provides access to expressions of knowledge and intellectual activity, including those which some individuals might regard as unconventional or unacceptable. The Library attempts to provide information from a broad range of perspectives, including both minority and majority viewpoints.

#### 1.1.3 Intellectual Freedom

The Library subscribes to and supports the following Statement on Intellectual Freedom of the Canadian Library Association.

### Statement of Intellectual Freedom

(Prepared and adopted by the Canadian Library Association)

“Every person in Canada has the fundamental right, as embodied in the nation’s Charter of Rights and Freedoms and the Bill of Rights, to have access to all expressions of knowledge, creativity and intellectual activity, and to express his 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 of 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.”

(Ratified by the Board of Directors and Council at the 29th Annual Conference in Winnipeg, June 1974.) (Revised 1975 and 1986.)

The Burnaby Public Library is also an intellectual meeting place for the community. As such, it offers an environment for cultural pursuits and the exploration of ideas through a variety of exhibits and displays, discussion groups, lectures and other programs and events.

Apart from activities related to the realization of its mission and principal functions, Burnaby Public Library occupies a neutral position in relation to public affairs.

## **1.2 Organization and Structure**

The Burnaby Public Library was established by the Corporation of the District of Burnaby By-Law No. 3522, dated December 20, 1954.

The Burnaby Public Library operates under the provisions of the Library Act of British Columbia.

The Burnaby Public Library is governed by a Library Board constituted under the terms of the Library Act of British Columbia.

The Burnaby Public Library Board shall be composed of The Mayor of Burnaby, or a member of the City Council selected by the Council, and eight additional members selected and appointed by the City Council. The Chief Librarian shall be ex-officio Secretary of the Board.

The Burnaby Public Library Board is an employer separate from the City of Burnaby under the Labour Code of British Columbia.

The Burnaby Public Library Board determines and adopts policies governing the services and operation of the library.

The Burnaby Public Library Board determines the purpose of the library and secures adequate funding to carry out approved goals and objectives appropriate to achieving the library's purpose.

The Burnaby Public Library Board has exclusive control of funds provided for library purposes from the City general revenue.

The Chief Librarian is appointed by, and reports to, the Burnaby Public Library Board.

The Chief Librarian is accountable to the Burnaby Public Library Board for planning and recommending effective and efficient ways to meet community needs for library service and for directing the activities of all departments so as to ensure that library service is provided in accordance with Library Board policies, plans and directives.

The Chief Librarian, or his/her designate, serves as the library's Freedom of Information and Protection of Privacy Officer for the purposes of the BC Freedom of Information and Protection of Privacy Act (FOIPPA).

### **1.3 Code of Conduct for Burnaby Public Library Board**

Trustees must observe the highest ethical standards in the performance of their duties. The public interest must be their primary concern. Their conduct in their official affairs must be above reproach at all times.

#### **1.3.1 Conflict of Interest**

A conflict exists where the trustee could directly influence a decision made in the course of performing his/her duties, or where the trustee could indirectly influence a decision through the exerting of personal influence over the decision-maker, where the outcome of that decision might benefit the trustee.

A trustee shall not grant any special consideration, treatment or advantage to any citizen beyond that which is available to all, nor place themselves in a position where they are under obligation to any person who might benefit from special consideration or favour on their part, or who might seek preferential treatment in any way.

A trustee shall not have a financial or other interest, direct or indirect, which is incompatible with the proper discharge of their duties, or which would tend to impair their independence of judgment or action.



### 1.3.2 Rewards and Benefits

A trustee shall not influence decisions relating to library dealings with businesses which have in any way benefited the trustee directly or indirectly.

In accordance with the Library Act, trustees serve without remuneration but may be reimbursed travel and other expenses that are necessarily incurred in connection with their duties and have been approved by the Board.

It is recognized that moderate hospitality is an accepted courtesy of a business relationship. Recipients should not allow themselves to reach a position where they might be, or might be deemed by others to have been, influenced in making a business decision as a consequence of accepting such hospitality.

### 1.3.3 Confidentiality

Trustees shall not benefit, or appear to benefit, from the use of information acquired as a result of their appointment with the Library unless such information is available to the public generally. Trustees shall not disclose information from in camera meetings.

## **1.4 Burnaby Public Library Board**

### 1.4.1 Library Board Appointments

Members appointed from City Council hold office for one year, or for the remainder of the year during which he/she is appointed, and shall be eligible for reappointment.

The eight regular members of the Library Board are appointed for a term of two years and eligible for reappointment to a maximum of three complete terms. However, those members of the Board who are serving on a provincial or national library association, boards or committees, or who are engaged in other external volunteer activity deemed of significance by the Board, may be reappointed for a fourth term of one or two years at Council's discretion.

Burnaby Public Library Board trustees are encouraged to participate in activities sponsored by library associations.

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

Any vacancy on the Library Board arising from any cause other than the expiration of the term for which the trustee was appointed shall be filled for the unexpired portion of the term only, by an appointment to be made by Council.

Upon their appointment to the Burnaby Public Library Board, trustees shall receive material relating to the policies and administration of Burnaby Public Library together with background material concerning library trusteeship.

Trustees will receive reports, minutes, policy statements, etc., from time to time thereafter.

Upon termination of office, individual trustees must return items of a confidential nature (concerning union negotiations, etc.), unpublished plans and programs for future development, and items of a permanent nature (such as policy manuals, personnel manuals, texts on trusteeship, etc.).

#### 1.4.2 Library Board Operation

Following the inaugural meeting of the Library Board but no later than the Board's February meeting, the Board shall elect from among its members a Chair and a Vice-Chair. These officers shall be elected for a term of one year and may be eligible for re-election for not more than two additional one-year terms.

The Board and its committees utilize the professional staff in a full partnership to arrive at conclusions for final Board decision. Committee recommendations are approved by the Board prior to implementation.

The Board emphasizes the need for political awareness by trustees. Advocacy efforts by the Board and individual trustees are to be coordinated through the Planning and Advocacy Committee of the Board.

Revised 16/02/18
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*Committee Terms of Reference:*

#### General Principals

These principles apply to any committee that is formed by Board action, except the Committee of the Whole.

- Committees act in an advisory capacity and exist to assist the Board in fulfilling its governance responsibilities.
- The Chair of the Board shall be a member *ex officio* and shall participate and vote as any other member. The Chair of the Board is not counted when determining the number of members required for quorum.
- The Chief Librarian, or designate, is the secretary to all committees of the Board and shall be present at all committee meetings, except those meetings or portions of meetings that deal with matters pertaining to the Chief Librarian's salary or performance review.
- The role of the Committee Chair includes:
  - Working with the Chief Librarian to set a meeting schedule, prepare meeting agendas and ensure that reasonable notice is given to each member of the committee, specifying the purpose of the meeting;
  - Presiding over committee meetings; and
  - Representing the committee to the Board.
- A quorum shall be a majority of committee members present. Recommendations to the Board can only be made through committee meetings where quorum was present.
- Minutes of committee meetings shall be approved at the subsequent meeting and presented to the Board at its next regular meeting.
- The Chair, or designate, shall report to the Board as required.

- Board committees may not speak or act for the Board except when formally given such authority for specific and time-limited purposes. In such instances, the Committee Chair shall be given authority to act as the spokesperson.

General Principles Added 16/02/18
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### Standing Committees

- Following the inaugural meeting of the Library Board but not later than its March meeting, the Board shall appoint from among its members a chair and members of standing committees.
- Each committee shall have a minimum of three members and a maximum of five members, inclusive of the Chair.

Standing Committees Added 16/02/18
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### Finance Committee

- Reviews operating and capital budget proposals submitted by the Chief Librarian
- Ensures that operating and capital budgets are appropriate to meet library purpose, goals and objectives efficiently and effectively
- Ensures expenditures are made consistent with approved budgets
- Reviews and approves funding opportunities
- Recommends budgets to the Library Board
- Meets as required
- Reports to the Board three times per year: March (Annual Budget), July (Period 6) and October (Period 9 and Provisional Budget)

Finance Committee Terms of Reference Revised 15/10/15
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### Planning and Advocacy Committee

- Identifies community needs for library service
- Develops goals and objectives to meet expressed community needs and recommends these to the Library Board
- Promotes the role of the library to the community
- Increases public awareness of the services and resources available through the library
- Ensures library users are aware of, and have optimal access to, library resources
- Strengthens relationships with other community partners
- Maintains liaison with Council through the annual report process
- Meets as required
- Reports to the Library Board as required

Planning and Public Relations Committees combined to form Planning and Advocacy Committee 16/02/18
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### Personnel Committee

- Recommends appointments to Chief Librarian position
- Approves position description for Chief Librarian
- Carries out work progress reviews with Chief Librarian
- Carries out annual performance appraisal for Chief Librarian position
- Recommends personnel policies to the Library Board
- Recommends management proposals and proposed union agreements to the Library Board
- Reviews matters pending arbitration
- Meets as required
- Reports to Library Board as required

Ad Hoc Committees

- Ad hoc committees may be established by motion of the Board to deal with special matters before the Board.
- Committees may have any number of members.
- If not appointed by the Board, the Committee Chair will be elected at the committee's first meeting.
- Upon completion of its assignment, an ad hoc committee shall be discharged by motion of the Board.

Ad Hoc Committees  
Added 16/02/18

InterLINK

- Following the inaugural meeting of the Library Board, but no later than its February meeting, the Board shall appoint an InterLINK Board Representative and an alternate.
- The InterLINK Board Representative will:
  - Represent the Burnaby Public Library Board at the InterLINK Board
  - Ensure the Library Board maintains a constructive approach to and active participation in InterLINK affairs consistent with Burnaby Public Library purpose, goals and objectives
  - Maintain liaison with the Chief Librarian
  - Report to the Library Board as required

1.4.3 Meetings

The Burnaby Public Library Board shall use Robert's Rules of Order to help guide the meetings of the Board.

Regular meetings of the Library Board shall be open to the public. Copies of regular meeting agendas and minutes of the Library Board shall be available for public information.

The agenda for regular meetings must be available to Trustees a minimum of three days before the time when a regular meeting is to be held.

Added 15/09/17

Reports, petitions and other submissions by the public to the Burnaby Public Library Board must be submitted to the Chief Librarian's office in writing not less than seven (7) days prior to the regular monthly meeting of the Board.

Persons wishing to appear before the Burnaby Public Library Board as a delegation must make written application to the Chief Librarian's office indicating the substance of their enquiry or brief not less than seven (7) days prior to the regular monthly meeting of the Library Board.

Late submissions and/or delegation requests will not be accepted unless otherwise determined by the Chair of the Board. Permission will not be unreasonably denied.

Presentations to the Board by delegations shall be limited to ten (10) minutes, with additional time for questions of the delegation from trustees at the discretion of the Chair.

The Library Board shall always adjourn by the hour of 21:30h unless otherwise determined by an affirmative vote of at least two-thirds of the members of the

Library Board then present.

*In Camera Meetings:*

- The Board may hold an in camera meeting only if the subject matter being considered is related to:
  - the security of the Library
  - personal information of an individual, including an employee of the Library
  - the Chief Librarian's performance and pay review
  - proposed or pending property acquisition
  - labour relations or negotiations
  - litigation, potential litigation or other legal matters
  - any matter that would cause financial or economic harm to the Library or to the relationship between the Library and the government or other public bodies
- A motion to move in camera shall include the reason for holding the meeting in camera.
- Minutes of any in camera meeting shall be available only to the Chief Librarian and members of the Board, subject to the provisions of the BC Freedom of Information and Protection of Privacy Act.

Section 1.4.3  
Revised 15/09/17

#### 1.4.4 Complaints to the Library Board

Any person wishing to voice a concern or make a complaint to the Burnaby Public Library Board may submit the concern in writing to:

The Chair,  
Burnaby Public Library Board  
6100 Willingdon Avenue  
Burnaby BC V5H 4N5 or [board@bpl.bc.ca](mailto:board@bpl.bc.ca)

Any person submitting a written complaint must include his or her name and contact information so that the Library Board Chair may respond in writing.

### 1.5 Trustee Conference Attendance and Travel

Burnaby Public Library encourages and provides financial support for attendance by its trustees at significant library association and trustee conferences, workshops and seminars. Trustees and the library will benefit from such attendance by sharing ideas, meeting other trustees, and learning about library services, techniques and issues. A report will be made by each attendee at the Board meeting following attendance at these conferences, workshops, and seminars. This policy is to establish the guidelines for conference attendance or other travel by trustees as part of their board development and education. The Board must be cognizant of the City of Burnaby's travel policies and practices.

The Library will pay conference and workshop registration for trustees representing the Library Board. Travel and expenses will be reimbursed.

Trustee representation at a conference will include the Chair. The selection of other trustees wishing to attend will be guided by seniority and budget available. Those

conferences at which the library may be represented include:

- Public Library InterLINK
- British Columbia Library Association
- British Columbia Library Trustees' Association
- Canadian Library Association
- Pacific Northwest Library Association
- American Library Association

## **1.6 Visits to Other Libraries**

Trustee visits to other libraries may be carried out from time to time when trustee responsibilities indicate the need. The Chief Librarian, or designate, or subject specialist, may accompany trustees on visits.

## **1.7 Budget and Finance**

### **1.7.1 Expenditures and Financial Statements**

The Library Board has, subject to the approved budget, exclusive control over the expenditure of:

- All money provided by the Council for library purposes;
- All money given to the Library Board;
- The revenue derived from any source, including fees, fines, and money recovered by the Library Board for detention, damage or loss of library materials.

The Library Board must provide to the City annual financial statements that have been audited in the same manner as the financial statements of the City of Burnaby.

### **1.7.2 Record Keeping**

It is the duty of the Library Board to undertake record keeping duties by retaining all records in accordance with the legal requirements of Federal and Provincial statutes.

### **1.7.3 Accounting/Finance Policies**

With regard to accounting and finance policies, Burnaby Public Library complies with those set out by the City of Burnaby.

## **1.8 Donations and Sponsorships**

Burnaby Public Library is a public institution funded primarily by taxes from the local and provincial governments. While recognizing the legitimacy and primacy of tax revenue in providing library service, the Library Board acknowledges the importance of gifts and donations from individuals, non-profit organizations and private enterprise in enhancing library service.

### 1.8.1 Definitions

A donation or gift is an arrangement whereby a donor contributes cash and/or in-kind goods or services to the library without expectation of a reciprocal benefit.

A sponsorship is an agreement between Burnaby Public Library and an outside organization, designed to benefit both parties. The outside organization gets ongoing recognition, acknowledgement or other type of promotion through public awareness for a defined period of time, while the library gets financial, material or other in-kind benefits.

### 1.8.2 Cash Donations and In-Kind Gifts

Monetary donations and in-kind gifts may be accepted by the Burnaby Public Library at the discretion of the Chief Librarian.

Significant gifts requiring special acknowledgment will be considered and approved in advance by the Library Board.

Donors' suggestions for the final disposition of all monetary donations and in-kind gifts that are accepted will be given due consideration. However, donations and gifts are accepted on the understanding that the Library has complete jurisdiction over the disposal of such gifts. Donated materials and in-kind gifts may be added to the collection, sold in-house or sent to recycling.

Any library materials or other gifts added to the collection must meet the selection criteria applied to the acquisition of all materials. All furnishings and other gifts shall comply with existing Library Board standards and/or policies.

Gifts of money and real property are accepted as long as any conditions attached thereto are acceptable to the Library Board. Gifts of books, other collection materials and equipment are accepted only on the principle that the Library has complete jurisdiction over their allocation. The Library will ensure that donations do not unduly influence the nature of library collections or services.

The library reserves the right to refuse gifts and donations that may not be in keeping with the goals, policies and standards of the library.

### 1.8.3 Tax Receipts

The Library has status as a charitable institution and will issue income tax receipts for cash donations upon request.

Tax receipts for donations of real property may be issued upon the approval of the Chief Librarian.

The library issues tax receipts for library materials only when the item is new, has been accepted for addition to the library's collection, and is accompanied by a sales receipt. The tax receipt issued will be for 50% of the original cost of the item.

#### 1.8.4 Sponsorship

The Chief Librarian, in consultation with the Library Board, will decide if an organization or group will be considered for potential sponsorship. Such organizations and groups must be considered appropriate and compatible with the library's policies, mission and values. Such organizations will be recognized through appropriate means, such as the use of the company logo, recognition in the media, etc.

### **1.9 Endowment Fund and Trusts**

#### 1.9.1 The Burnaby Public Library Endowment Fund

In order to provide a continuing source of income to enhance the quality of library service in Burnaby, the Library Board maintains the Burnaby Public Library Endowment Fund.

The capital of the Endowment Fund consists of donations to the Library and interest generated by the investment of Endowment Fund capital. The Endowment Fund capital is invested by the City of Burnaby acting on behalf of the Library Board.

Interest income generated by the Endowment Fund may be disbursed according to the Library's Annual Budget as approved by the Library Board. A portion of interest will be left in the Endowment Fund annually to ensure that the principal increases at a rate not less than the current rate of inflation.

Any person, corporation or entity may donate or bequeath real or personal property to the Endowment Fund. In addition to a General Purpose Fund, the Library Board may establish a separate trust under the Endowment Fund umbrella to acknowledge significant donations. The Library Board may agree to specific requirements for expenditure of the interest generated from these special trusts.

#### 1.9.2 Baraká-Mansour Trust

This trust is part of the Burnaby Public Library Endowment Fund and is governed by the general rules as established by the Library Board for handling that fund.

Interest from this trust is to be used by the library to host community dialogues, as stipulated by the donor when the trust was established in 2012.

#### 1.9.3 The Bridget Perrot Trust

This trust, in memory of Bridget Perrot, is part of the Burnaby Public Library Endowment Fund and is governed by the general rules as established by the Library Board for handling that fund. Bequests and donations to the Bridget Perrot Trust and, when appropriate, bequests and donations to Burnaby Public Library designated to benefit Home Library and Accessible Service, will be



deposited in the Bridget Perrot Trust.

An amount of no less than \$2,000 will be expended annually from the Bridget Perrot Trust. Disbursements from the Bridget Perrot Trust will be used for the following purposes:

- to enhance Home Library and Accessible Service collections for the visually disabled beyond the level dictated by the Home Library and Accessible Service's operating budget. The purchase and original production of audio books will be emphasized in fund allocations.
- to provide equipment for use by the visually disabled at Burnaby Public Library branches.

Material and equipment purchased by the Bridget Perrot Trust shall carry an acknowledgment citing the Bridget Perrot Trust as the source of funding.

The Library will promote the trust and its intent to the community.

#### 1.9.4 Cox Trust

This trust is part of the Burnaby Public Library Endowment Fund and is governed by the general rules as established by the Library Board for handling that fund.

Established in 1984, the donor's only stipulation was that the first expenditure from the trust be for the purchase of a replacement vehicle for Home Library and Accessible Service. The Library Board determined that the interest generated by the remaining funds would be used as a source of income to increase the quality of library services that are usually achieved from tax revenues.

#### 1.9.5 The Hazel Simnett Trust

This trust is part of the Burnaby Public Library Endowment Fund and is governed by the general rules as established by the Library Board for handling that fund.

The trust is for the purchase of books dealing with Canadian politics, history and political science, as stipulated by the donor when the trust was established in 1989.

#### 1.9.6 The Julia Nelson Trust

This trust, established by the Burnaby Public Library Board with the support of Julia's family, friends and co-workers, in memory of Julia Nelson, is part of the Burnaby Public Library Endowment Fund and is governed by the general rules as established by the Library Board for handling that fund.

Interest from this trust is used to support teen services and programs offered by BPL.

Section 1.9 .6 Added 15/09/17
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### 1.9.7 Picard Trust

This trust, in memory of Marcelle Lucienne Eleonore Picard, is part of the Burnaby Public Library Endowment Fund and is governed by the general rules as established by the Library Board for handling that fund.

An amount of \$750 will be expended annually from the trust, as an award for a student attending the School of Library, Archival and Information Studies, University of British Columbia.

- The Library School Award shall contain the following wording:

*"This award, in memory of Marcelle Lucienne Eleonore Picard, is made by the Trustees of the Burnaby Public Library Board each year and is given to a student who is completing the first year of the programme and will be entering full-time into the second year courses. The award will be made to one who is in need of financial support and who has a particular interest in public librarianship. Whenever possible, the award will be made to a student who has some connection with Burnaby either through residence or work experience."*

Section 1.9 Revised 15/09/17
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## **1.10 Video Surveillance**

### 1.10.1 Accountability

Responsibility for implementation and supervision of this policy resides with the Chief Librarian.

### 1.10.2 Purpose

Video surveillance is used for the following reasons:

- as a means of increasing the level of security of individuals;
- to minimize the loss of the library collection or other physical assets; and
- as a means of assisting in the apprehension and/or prosecution of those who violate the law on library premises.

The Library Board recognizes that individuals have privacy rights that are reduced, but not eliminated, while under video surveillance .

A surveillance video is recognized to be subject to the provisions of the BC Freedom of Information and Protection of Privacy Act.

### 1.10.3 Notification

Burnaby Public Library will prominently display signs alerting the public to the presence of video surveillance cameras. Consent for the library's collecting of personal information by way of video camera is implied by entering the library.

Cameras are positioned at the entrance to library branches to assist in the provision of security of individuals and to protect assets.

#### 1.10.4 Limiting Collection of Personal Data

The use of video surveillance is limited to the purposes outlined in 1.10.2 and will not be used to monitor areas where the public has a reasonable expectation of privacy, such as in washrooms or where surveillance cameras could capture activity on public computer screens.

#### 1.10.5 Limiting Use, Disclosure and Retention of Personal Information

All recording equipment and media shall be securely stored in a locked area at the respective facility. Surveillance video may be viewed only by the Branch Manager/designate.

Public viewing of surveillance video is considered an unreasonable invasion of privacy and is therefore not permitted.

Personal information is not used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

Recorded images will be deleted after approximately 30 days unless needed for a law enforcement purpose. If used for a law enforcement purpose, the images will be retained for a minimum of one year after use so that an individual whose image has been captured and used for a law enforcement purpose has a reasonable opportunity to obtain access to it.

#### 1.10.6 Safeguards

Requests for access to the recorded images must be submitted in writing to the head of the branch conducting the surveillance. The disclosure will be approved only if the applicant demonstrates a legitimate right of access to the information and commits to using the information only for a law enforcement purpose.

The nature of any reported incident and the police case file number must be recorded in an access log book.

#### 1.10.7 Individual Access

An individual who is the subject of video surveillance has the right to request access to the tape. Access in full or in part may be refused on one of the grounds set out in Division 2 of Part 2 of the BC Freedom of Information and Protection of Privacy Act.

#### 1.10.8 Review

Burnaby Public Library's practices and policies are reviewed from time to time. The library's Video Monitoring Policy will be updated to reflect any changes. Information about any changes will be posted on the library's website.

### 1.10.9 Audits

The Burnaby Public Library appointed Freedom of Information and Protection of Privacy Officer will be the Burnaby Public Library official to audit the use and security of the video surveillance cameras, including monitor and tapes. The result of each review will be documented.

The Office of the Information and Privacy Commissioner may conduct periodic audits of public bodies' video surveillance systems under the authority of section 42(1)(a) of the Act. These audits will review the Burnaby Public Library's compliance with the guidelines.

## **1.11 Canadian Anti-Spam Legislation (CASL) Compliance**

### 1.11.1 Implied Consent

Burnaby Public Library has implied consent to send electronic messages (EM) to the following:

- Persons who are current, active cardholders of the library;
- Persons who were cardholders of the library but who have ceased to be active cardholders in the 24 months preceding the date of the EM;
- Persons who entered into a financial transaction with the library in the 24 months preceding the date of sending an EM; and
- Persons who donated to the library in the 24 months preceding the ending of the EM.

### 1.11.2 Unsubscribe Mechanism

From time to time, Burnaby Public Library may send information about upcoming library events to a list of recipients. All EMs sent out for this purpose shall include a mechanism by which the person receiving the EM may unsubscribe (i.e., opt-out) from receiving such electronic messages (the unsubscribe mechanism).

The unsubscribe mechanism shall be prominently displayed in the body of such EM.

All requests to unsubscribe shall be acted upon by the individual who receives the request. Supervisors are responsible for ensuring that unsubscribe requests are dealt with within ten business days.

### 1.11.3 Use of the Library's Computers/Internet Connection

Any person who uses a computer system owned, operated and/or controlled by the library, and/or Internet connections owned, controlled and/or provided by the library (including any wireless connection), must carry out their activities in a manner that is compliant with CASL.

Any person who contravenes this section of the policy shall defend, indemnify, and hold harmless the library from and against any and all complaints, claims, actions or demands resulting from and or arising out of that person's actions,

including but not limited to for any and all regulatory proceedings, warrants, preservation demands, disclosure requests, compliance notices, administrative monetary penalties, fines, damages, injunctive relief, class actions, legal fees, expert fees and disbursements.

#### 1.11.4 Ensuring Staff Compliance

Senior Staff are to ensure that their direct reports are aware of the legislation and understand and can implement the library's policy with regard to CASL compliance.

#### 1.11.5 Audit

Once every 12 months, the library shall conduct an audit of its electronic communication practices to ensure compliance with both CASL and this policy. The audit shall be the responsibility of the Chief Librarian.

In the event that the audit discloses discrepancies between the legislation and this policy and/or the library's communications practices, such discrepancies shall be addressed by the library to ensure compliance as soon as is reasonably possible.

Section 1.11 Added 15/09/17
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## 2. MEMBERSHIP

Burnaby Public Library is freely accessible to all and lends materials for free with the presentation of a valid library card so long as the card holder is in good standing. A measure of good standing is that borrowed materials are being returned on time and in good condition.

### 2.1 Eligibility

Persons applying for a Burnaby Public Library card must meet one of the following conditions. They must:

- reside in Burnaby;
- own property in Burnaby;
- operate a business in Burnaby;
- be an employee of the City of Burnaby, the Burnaby Board of Education, Burnaby Hospital or Metro Vancouver;
- attend/be employed by a tax supported educational institution within the City; or
- reside in an InterLINK community.

### 2.2 Proof of Residence

Persons applying for Library membership must supply satisfactory proof of residence.

Persons not able to supply proof of their current residence at the time they are applying for membership may have a card mailed to them at the address they provide. The record will be blocked if a card is returned undeliverable.

Persons under the age of sixteen may become members on the Library's receipt of the signature of the parent or guardian along with proof of residence.

Individuals who do not qualify for a Burnaby Public Library card can access the library's public Internet stations using a guest pass available at public information desks at all branches.

### **2.3 Home Library and Accessible Borrower**

As Home Library and Accessible Service has certain collections which are restricted to the use of individuals on service, Home Library and Accessible borrowers are issued a library card giving them access to these restricted collections.

Home Library and Accessible Service registered borrowers are also eligible for a regular library card for those times when they wish to borrow directly from a branch.

### **2.4 Children**

Cards are issued to persons under the age of sixteen on receipt of the signature of the parent or guardian accepting responsibility not only for the choice of books and materials but also for the loss of, or damage to, items borrowed on the card.

### **2.5 Residents of Institutions**

Library cards will be issued to residents of institutions (e.g. a correctional institution, residential mental health or substance use program, etc.) in Burnaby if the administration of the institution assumes responsibility for the safe return of library materials.

The Library reserves the right to suspend borrowing privileges to residents of an institution if the Library has difficulty recovering library material from that institution.

A temporary resident of a facility may apply for a Limited Borrower card.

### **2.6 Limited Borrower Card**

The rules governing the use of a Limited Borrower Card are the same as for a regular library card with the following exceptions:

- there is a limit of two items on the card at any one time; and
- the card expires after three months.

### **2.7 Group Loan Card**

Burnaby licensed daycare providers, Burnaby preschool, Strong Start, and K-12 school teachers and other non-profit groups or institutions which may serve children, teens or adults in Burnaby are eligible for a Group Loan Card – Teacher or a Group Loan Card – Group.

Individuals in possession of a Group Loan Card may not use this card to obtain a personal membership at Burnaby Public Library.

## **2.8 InterLINK Members**

Residents from the InterLINK geographical area who wish to use the Burnaby Public Library are entitled to the same privileges with regard to physical items and subject to the same regulations as Burnaby residents. A borrower can register a card from any InterLINK member library at Burnaby Public Library.

A borrower who does not reside within the InterLINK area but who does have a Subscription Membership to an InterLINK Library can also apply for a free Burnaby Public Library Card. In order to register at Burnaby Public Library, the borrower must provide one additional piece of supporting identification showing name, address, and signature and provide proof of payment for the Subscription Membership (i.e. a receipt from the issuing Library). If the borrower cannot produce a receipt, with the person's permission, the library will contact the issuing library to determine the eligibility and the expiry date of the Subscription Card.

A borrower who does not reside within the InterLINK area but who does have a Complimentary InterLINK library card is eligible for a free Burnaby Public Library Card. The borrower would have to show the InterLINK Library Card and provide an additional piece of supporting identification that shows name, address, and signature.

## **2.9 Non-Residents**

### **2.9.1 BC OneCard**

Non-residents who are card holders in good standing with another library in British Columbia may, upon presentation of satisfactory identification and proof of membership, apply for and receive a BC OneCard in order to borrow materials at no charge. BC OneCard memberships expire one year after being issued.

BC OneCard members are limited to borrowing print materials to a maximum of 10 items at a time and may not borrow items with a one or two week loan period.

BC OneCard members must access online subscription databases through their home library website.

### **2.9.2 Subscription Memberships**

Those non-residents who have a valid BC address but who are not eligible for a free membership or a BC OneCard will be charged a fee, as set by the Board, in order to obtain a library card.

### **2.9.3 Visitors**

Visitors to Burnaby who will be in the city for at least one month but not more than six months, who do not qualify for a BC OneCard, and who wish to borrow materials from the library will be required to pay a deposit fee, set by the Board, which is returnable if all material borrowed is returned on time and in good

condition.

A temporary visitor's card is valid for a period of up to six months.

## **2.10 Cancellation or Suspension of Borrowing Privileges**

The Burnaby Public Library card is the property of the Burnaby Public Library and must be returned on request.

Borrowing privileges may be cancelled or suspended when a card holder:

- exceeds the maximum allowable fines/fees
- is issued an invoice for the replacement cost of a lost or damaged item(s)
- has a single item overdue more than eight weeks
- is barred from entering Library premises or
- has violated other library policies

Revised 14/09/18
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## **2.11 Code of Conduct**

It is the policy of Burnaby Public Library to provide full access to library services. The Library Board has established rules of conduct regulating the use of library facilities and services as authorized by the BC Library Act in order to ensure that Burnaby Public Library provides everyone with equitable access to a wide range of library services in a welcoming environment.

The following Code of Conduct is to be prominently displayed at all Burnaby Public Library branches:

“Burnaby Public Library provides everyone with equitable access to a wide range of library services in a welcoming environment. We all have our part to play!

### **BE RESPECTFUL**

- Members of the public and library staff are treated with equal respect.
- Disruptive or harassing behaviour is not tolerated.
- The privacy of others is respected. Please do not take photos of anyone without the permission of library staff and the person.
- Quiet conversations, please.
- Ensure that the volume setting for your personal listening device is set on low.
- Cell phone ringers are turned off.
- Children's activities do not disturb others.
- People do not sleep or eat in the library.

### **KEEP THE LIBRARY CLEAN**

- Non-alcoholic drinks, in closed containers, are permitted.
- All garbage and recyclables must be disposed of in the proper containers.
- No food is allowed in the library.

### **KEEP SAFE**

- For their protection, do not leave children under the age of 10 unattended.



- Do not leave personal property unattended.
- Report any suspicious activities to the library staff immediately.
- Follow staff directions in case of an emergency.

#### HANDLE WITH CARE

- All library users are responsible for ensuring that library materials borrowed are returned in good condition and on time.
- Library materials are not allowed in the washrooms.
- Please, don't misuse or damage library furniture or equipment.

#### COMMENTS AND CONCERNS?

You can:

- Tell a library staff person.
- Fill out a comment form – available at all information desks.
- (If you require follow-up from library management, we recommend that you put your concern or comment in writing and include a contact name, phone number or email address.)”

Adopted by the Burnaby Public Library Board 2009 March 12

### **2.12 Limitation on Service**

The BC Library Act authorizes the Library Board to suspend library privileges for breaches of library rules and to exclude from the library anyone who behaves in a disruptive manner or damages library property. Staff may restrict access to library services or premises when an individual's presence or behaviour is demonstrably disruptive, when it threatens or is perceived to threaten the safety of patrons and/or staff, or when it results in or may result in , damage or loss of property. Where feasible, users are to be given the opportunity to change inappropriate behaviour prior to sanctions being imposed.

Serious transgressions will result in lengthy bans. Examples of serious transgressions include, but are not limited to:

- theft or attempted theft
- illegal activity, such as drug trafficking
- vandalism
- soliciting or persistent begging
- drug or alcohol use
- physical confrontation and threatening or abusive behaviour toward staff or other library users
- any action which results in police attendance, including failure to leave a building when requested to do so by staff
- illegal activity using a public Internet station, including the sending of threatening emails, accessing and displaying illegal content and engaging in Internet fraud and hacking
- engaging in mischievous and otherwise inappropriate activities on public Internet workstations, including tampering with workstations or server settings or harassing other members of the public or staff by consciously displaying content inappropriate for viewing in a public place

Individuals may also be banned for extended periods for repeated transgressions. Examples of repeated transgressions include, but are not limited to:

- washroom misuse
- intrusion into non-public areas
- refusal to follow staff requests relating to library policy or procedures
- sleeping

The senior staff member at a public information desk at the time of the transgression is authorized by the Board to ban an individual from the Library premises. Branch Managers shall be advised of all bans imposed on patrons in their branches, regardless of their length.

In every instance where an individual is banned from entering library premises for a period of more than one day, a block will be placed on their library card preventing use of the library's public Internet stations.

When the senior staff member at a public information desk imposes a ban of more than one month, a report will immediately be submitted to the Chief Librarian. The Chief Librarian, or designate, will, as soon as reasonably possible, review the incident. A report will be submitted to the next meeting of the Library Board as information.

When the senior staff member at a public information desk imposes a ban of more than three months, a report will immediately be submitted to the Chief Librarian. The Chief Librarian or designate will, as soon as reasonably possible, review the incident with the Board Chair and two most senior trustees available, and seek their approval of the ban. A full report will be submitted to the next meeting of the Library Board seeking endorsement of the decision taken by the Chair and the two trustees. Should the Board Chair and two trustees decide not to ban the individual, a report for information only will be forwarded to the Board.

A library user banned for more than three months will be informed that they may appeal the ban to the Library Board. When a user indicates in writing to the Chief Librarian their intention to appeal the ban, the ban may be temporarily suspended by the Chief Librarian until the appeal is heard by the Board. However, the Chief Librarian is authorized to have a ban continue prior to the formal appeal if there are reasonable grounds to believe that the continued presence of the individual in the branch poses a risk to public or staff safety, library property or library operations.

When demands for service by groups or an individual becomes excessive (e.g. multiple reference questions, frequent and lengthy phone calls involving requests for material, reference questions, etc.), such service may be limited whenever the staff's ability to serve the general public is prejudiced.

### **2.13 Personal Information, Privacy and Confidentiality**

As a public body, the Library abides by the BC Freedom of Information and Protection of Privacy Act. The Library values the privacy of its users, regardless of the manner in which they engage with the library (e.g. in-person, via the library's catalogue or website, etc.) and takes every reasonable precaution to ensure that personal information is accurate and up-to-date. Users requiring information about the library's Personal Information, Privacy and Confidentiality Policy or its Video Surveillance

Policy may contact Library Administration.

The Library will not collect, use or disclose personal information, unless individuals have provided consent.

Burnaby Public Library cardholders have a right to request that their personal information be corrected if they believe it to be incorrect.

Revised 14/09/18

Routine information correction, such as a change of address, may be facilitated by any employee with authority to do so. Cardholders are referred to the library's Freedom of Information/Protection of Privacy Officer to apply formally for access and corrections to non-routine information (e.g. for notes employees may have recorded regarding them) as there are instances where the library is required to withhold certain information. The Freedom of Information/Protection of Privacy Officer is the appropriate person to make this determination.

Added 14/09/18

No personal information will be disclosed to a third party. This includes library staff, unless they need to access personal information in order to carry out the responsibilities of their job.

Personal information is defined by FOIPPA as information about an identifiable person. Examples of personal information are name, age, home address, phone number, email address, IP address (a computer's address), identification numbers, and reading choices. FOIPPA's definition of personal information does not include work contact information, 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.

Burnaby Public Library will only use personal information for the purpose for which it was originally collected or in a manner that is consistent with those purposes.

The Library does not sell, rent or lease personal contact information stored in the Library's database to outside parties.

All records relating to cardholder registration and the circulation of materials are confidential. No person or organization outside the library may have access to them, with the following exceptions:

- a third party acting on the library's behalf to expedite the return of overdue items or obtain monies owing to the library in cases in which users have failed to return library materials on time
- where there are compelling health and safety reasons;
- to contact a person's next of kin if that person is injured, becomes ill or dies while visiting the library
- by subpoena, warrant or other court order

Where other organizations require personal information in order to provide service on behalf of the library, Burnaby Public Library endeavours to ensure that these organizations treat personal information in compliance with FOIPPA and the library's Personal Information, Privacy and Confidentiality Policy.

Burnaby Public Library uses an automated voice messaging system to inform

cardholders that items on hold are ready for pickup and that items on loan are overdue. The voice messaging system does not disclose the items on hold or overdue. However, it does indicate who the call is for.

Some information is automatically collected by the library's server when an individual browses the library's website, including:

- the domain name and IP address of the computer the person is using;
- the individual's browser and operating system;
- the screen resolution;
- the date and time they accessed the site;
- what pages they visited;
- the website they visited from, if applicable.

The library collects this information to help make its site more useful by assessing its 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 to the site, unless it is required by law.

Personal information is collected by Burnaby Public Library when a person fills in a library web form or sends an email, such as when asking a reference question or offering book suggestions.

Personal information sent to the library by email or when using the library's web forms will only be used by authorized staff for the purpose for which it was collected or for a consistent purpose, unless the individual consents otherwise or it is authorized or required by law.

Revised 14/09/18
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Cardholders have the right to access their personal information held by Burnaby Public Library. Personal information related to registration will not be divulged except to the cardholder or where required by law.

Children have the same rights as adults with respect to their personal information under FOIPPA. Where a child is incapable of exercising his or her right to access, correct, or consent to the disclosure of his/her personal information, the child's parent or guardian may do so on his/her behalf. Personal information about a child will be released only with the written approval from the parent or guardian or where required by law.

Children of 12 years of age or older are generally assumed to be capable of exercising their own rights. However, where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances, the library may consider their request on an individual basis.

The library may make information regarding overdue items borrowed by a child of 12 years of age or older available to a parent or guardian for the purpose of having items returned.

Burnaby Public Library does not keep records linking answered reference questions to a specific library patron's name.

The Library does not retain information about an individual's use of its computer

resources beyond the close of business each day.

Burnaby Public Library uses reasonable security measures to protect against risks, such as unauthorized access, collection, use, disclosure or disposal. These security measures protect personal information once it reaches our server. Burnaby Public Library's security cannot protect information while it is in transit over the Internet, unless the information is collected by one of the library's secure online web forms. Information sent to Burnaby Public Library in email messages is not secure.

Burnaby Public Library strives to provide a wealth of resources from its website. This includes both links to sites outside of the library and subscription services such as encyclopedias, reference databases, tutoring help, eBooks, downloadable audiobooks, and electronic magazines. Burnaby Public Library has no control over the management of these websites and subscription services and is not responsible for their privacy policies. Users are encouraged to be aware when leaving the library's website (bpl.bc.ca) and to review the privacy policies of any partner or other third-party website they visit.

If Burnaby Public Library uses an individual's personal information to make a decision that affects them, the library must keep that information for at least one year so that that person has an opportunity to access it. Otherwise, it is kept 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.

Burnaby Public Library takes all reasonable measures within its means to ensure privacy but is not responsible for extraordinary or illegal intrusions into its records. The library will pursue criminal charges where appropriate for privacy violations.

Burnaby Public Library's practices and policies are reviewed from time to time. The library's Personal Information, Privacy and Confidentiality Policy will be updated to reflect any changes. Information about any changes will be posted on the library's website.

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

#### **3.1 General**

The library strives to select books and materials which best meet the needs of the community and to organize them for easy access.

Library staff provide guidance and assistance to library patrons in obtaining the information they seek.

The library provides a variety of resources, including programs, exhibits, book lists, and websites to stimulate the use of library materials and services for library patrons of all ages.

The library co-operates with other community agencies and organizations to assist in meeting the informational needs of the community, promote literacy for all ages, and encourage the love of reading and the joy of learning.

The library accepts the responsibility for securing information beyond its own

resources by:

- collecting information about resources of other agencies, institutions, organizations and individuals in and beyond the community;
- borrowing materials which are not owned by the Library, are no longer available for purchase, or for which the demand does not justify purchase.

The library endeavours to maintain a balance in its services for adults and for children and teens. The public library co-operates with, but cannot perform the functions of, schools or other institutional libraries, which are designed for specific needs.

The library conducts outreach programs in schools and other community locations in order to fulfill the library's mission and goals and to promote the full services of the library.

The library will endeavour to provide services during the hours which best meet the needs of the community and through service outlets located at points of maximum convenience to the public.

### **3.2 Circulating Material**

Loan periods and renewal options are set to provide reasonable and equal access to library materials and ensure the return of materials. Loan periods may vary from time to time, depending on the type of materials loaned. It is the borrower's responsibility to return library materials on or before the due date.

Some materials are designated as non-circulating.

The library reserves the right to limit patrons to a specified number of items on a single subject.

Materials in the collection which are not immediately available for loan may be reserved by Library members. In cases where the patron has placed a specific request, the patron will be informed when the requested material becomes available.

Materials which are not in the collection may be obtained on Inter-Library loan from other libraries, or may be purchased by the library. The library will make the decision regarding the method used.

In the case where an item is obtained through Inter-Library loan, every effort will be made to borrow from institutions which do not charge for that service. However, if that is not possible, the charge will be paid by the cardholder requesting the item. Cardholders will be advised of this possibility before the request is placed and must give their assent before the request is placed.

Anyone who wishes to borrow more than twenty-five (25) items may apply to the Branch Manager for a personal bulk loan. The application should indicate the subject area from which the books will be selected, the number required, and the reason for needing the loan. If granted, the usual borrowing regulations will apply, except that bulk loans are non-renewable, and the borrower's card is retained by the library.

There is no limit on the number of books which may be borrowed for holders of a

Group Loan Card – Teacher or Group Loan Card – Group. All non-book limits apply. Materials are for classroom/facility use only. Multiple copies of the same title may not be borrowed. The Children’s Librarian or branch designate reserves the right to limit the number of books on a specific subject which may be borrowed.

### **3.3 Home Library and Accessible Service**

Direct delivery service to Burnaby residents is offered through the Home Library and Accessible Service Department.

<p>“Home Library Service” changed to “Home Library and Accessible Service” 15/11/19</p>
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#### **3.3.1 Individual Home Delivery**

Home delivery service is available to Burnaby residents of any age who are confined to their home for a minimum of three months or who do not have easy access to library branches as the result of ill health, frailty, or visual or physical disability. Seniors who cannot use the library as the result of a lack of transportation may also be eligible for this service.

Decisions on eligibility for individual home delivery service are the responsibility of the Chief Librarian, or designate, and are based on this and other policies established by the Burnaby Public Library Board.

Charges may be made for lost or damaged materials and equipment when approved by the Chief Librarian, or designate. No charge for overdue materials or for reserves will be made to patrons of home delivery service.

People receiving home delivery service who are away from home for three consecutive regularly scheduled library visits, without notifying the Home Library and Accessible Service Department, will be considered ineligible for further service until a new request is made to the Home Library and Accessible Service Department. At this time, the patron’s eligibility will be reconsidered.

#### **3.3.2 Home and Institutional Delivery**

Residences and institutions in Burnaby, including private residences, care facilities, private hospitals and seniors’ housing, serving people who are unable to use the library, are eligible for individual home delivery service or deposit collections of books and other materials.

Residents of institutions which serve mentally or physically disabled individuals, regardless of age, are also eligible for individual home delivery service or deposit collections of books and other materials.

Charges may be made for lost or damaged materials and equipment when approved by the Chief Librarian, or designate. No charges are made for overdue books or for book reserves to readers in these institutions, provided the institution is following the control procedures established by the library.

### **3.4 Children's and Teen Services**

#### **3.4.1 General**

Burnaby Public Library recognizes that the needs of young people are important in their own right.

The library strives to provide library services, with consideration and respect, which meet the needs of children and teens, as well as parents, guardians and adults who work with children or who are interested in children's literature.

#### **3.4.2 Children's and Teen Access**

Children and teens have a right equal to adults to access library collections and services. The library provides children and teens with open access to adult collections under the same regulations that apply to adults, with the exception of films with a restricted rating which are not loaned to those under the age of 18, in accord with The Motion Picture Act of BC.

Qualified staff will utilize the full range of collections, technology and methods to answer all users' requests for advice on selecting books and for information, regardless of age and without judgment, with confidentiality and respect.

As the library does not act "in loco parentis", it is the responsibility of the parent or guardian to monitor their child's use of library services and collections.

The library acknowledges the desire of parents or guardians to have their values, beliefs and cultural heritage reflected in the children's collection. In keeping with the "Statement on Intellectual Freedom" (Section 1.1.3), the library will provide representative materials in the children's collection presenting differing points of view.

#### **3.4.3 Limits Regarding Program Attendance**

Some programs may limit the age of children or teens and the number of children per accompanying adult. This limit may be enforced by the staff to ensure that the needs of all participants and the goals of the program are met. Leniency is given to parents of more than one child.

#### **3.4.4 Library Space**

The library will provide well-planned areas for children and teens that are distinct from the adult area. These areas should be visually stimulating so that children and teens are able to readily distinguish their own space from the rest of the library. These areas will have furniture, shelves and equipment that are designed and accessible to all children. The library will ensure that signage is clear and age appropriate.

The children's and teens' areas are interactive learning environments where controlled noise levels are tolerated and where young users are invited to explore the library materials and services in their own way.



### 3.4.5 Advocacy for Children and Teens

The library will advocate for children's and teens' services in the community by:

- collaborating with agencies to promote early literacy, love of reading, life-long learning and children's and teens' health and well-being;
- networking with other agencies that provide service to children and teens in the community, region and province;
- communicating with principals, teacher librarians and teachers in the community;
- promoting the children's and teens' services and collections to groups that could benefit from them (schools, daycares, etc.);
- welcoming class visits and orientation for school children and home schooled children.

## 3.5 User Fees for Public Library Service

The Library Act of British Columbia and its Regulations acknowledge the importance of public funding for public libraries and the barriers created by user fees. The Act and Regulations limit the right of public libraries to levy user fees. The Burnaby Public Library Board endorses the British Columbia Library Association "Statement and Guidelines on Public Library User Fees".

### 3.5.1 Statement and Guidelines on Public Library User Fees

(Prepared and adopted by the British Columbia Library Association at its 1996 Annual General Meeting in Whistler BC)

*"The public's ability to access information is essential to a democratic society. The free access to the public library and its core services is a central value in Canadian society and contributes to a culture that supports informed decision-making and life-long learning.*

*Public libraries provide balanced information on issues of concern to the public. Public libraries' services are provided on the basis of equity of access for all.*

*The development of human resources for a productive society requires knowledge, skills and motivation by individuals in society -- a learning culture. It is literacy that forms the basis of life-long learning, reading, writing and numeracy skills.*

*The UNESCO Public Library Manifesto (1994) calls public libraries 'a living force for education'. Indeed, public libraries as local centres of information can strengthen reading habits, stimulate and inform the imagination of all ages, and promote cultural awareness.*

*Public libraries belong to their communities. As public institutions, they are funded from taxes and can thus ensure that a wide range of information, education and recreation resources are provided for all residents. Libraries that become dependent on user fees can feel pressured to cater to their users and not represent the needs of the*

*greater community. These libraries would then cease to be 'public'.*

*Library user fees disenfranchise and marginalize people who cannot afford to pay for information. British Columbia Library Association urges public library Boards and administrators to uphold the principle of free access to core library services across British Columbia.*

*Core library services as defined in the B.C. Library Act must remain free for the public good. These core services include membership and borrowing. There must be no charge for entry or membership to a library by the community. Regular library materials should be available for free borrowing. These are minimum library service levels.*

*In addition there are other library services which BCLA believes must be considered vital and remain free:*

- *Access to information including advice and assistance to information which falls within the prescribed categories must be free no matter how or in which format it is accessed.*
- *Literacy/reading readiness: Service to new readers and children, storytelling, and support materials for parents, must be free. Literacy and learning to read are essential skills for an informed society.*

*BCLA recognizes that public libraries face continued budget constraints, rising costs of materials, and increasing pressure from the public for access and use of new technologies. BCLA encourages public libraries and their Boards to seek partnerships with other libraries, to network for cost-effective services and resource sharing, and to lobby all levels of government for realistic funding to maintain services, staff, hours and access to new technologies."*

### 3.5.2 General

Burnaby Public Library is, and must be seen to be, an institution available to all members of the community. Burnaby Public Library will not charge fees to enter buildings, borrow collection items or access information except as noted below. To do so would inhibit access for those unable to pay and has the potential to allow those with greater ability to pay to unduly influence the development of library services.

The Library may charge such fees or impose such fines and other penalties as it deems necessary in order to ensure fair use of its services or to ensure return of borrowed material. However, the library has also long established its commitment to access and inclusion through an empathetic approach to fines and fees that allows staff to use their judgment in the waiving of charges for patrons.

### 3.5.3 Functional Fees

The Library may impose a fee when doing so directly assists in optimizing access to library collections and services. Fees, such as overdue fines, are

levied to provide incentive to library users to abide by library rules designed to improve the availability of collections and services.

#### 3.5.4 User Specific Fees

When a library service or product benefits an individual and not other library users, the library may levy a fee (e.g. photocopies).

Charges and limitations on reserves and branch to branch transfers are approved by the Library Board.

The library may pass on to the user charges levied by external service providers when these charges are incurred when responding to an individual library user's request (e.g. interlibrary loan when a charge is made by the lending library).

The Library Board reviews all charges annually.

### 3.6 Internet Access and Acceptable Use Policy

The Internet has become essential to participation in a democratic and information-driven society; and is an essential part of the universal access to information that libraries provide and support. Burnaby Public Library provides public access to the Internet to fulfill its mission to provide access to a rich array of the world's stories, ideas and information and in keeping with provincial, national and international library associations' intellectual freedom statements.

The library provides free Internet access in all branches through library-supplied computers and through its wireless network. Wireless access complements public computer access to the Internet and enables library patrons to access library resources and the Internet with their own wireless enabled devices.

The Internet is a largely unregulated environment which contains information and opinions that range in scope from authoritative to completely unreliable. Often information found on the Internet is not accurate, complete or current and patrons may encounter content they might find controversial or extremely offensive. Patrons are responsible for assessing the validity of the information found. Patrons need also to be aware that the Internet is not a secure medium and that third parties may be able to obtain information about patrons' activities. While Burnaby Public Library strives to uphold its commitment to protect patron privacy in the delivery of Internet resources, the library assumes no responsibility for the security and privacy of on-line transactions that are not conducted on Burnaby Public Library's own website.

Children are entitled to access all information and facilities in the library. As with other library materials, children's access to the Internet and other electronic networks is the responsibility of parents and guardians.

In keeping with the public library's long-standing tradition of providing age-appropriate materials for children in safe and welcoming environments, workstations designed for children are filtered. Burnaby Public Library cannot guarantee the accuracy and effectiveness of any installed filter.

With the exception of filters on designated children's workstations, the library does not manage the content of the information accessed through the Internet and assumes responsibility only for the information provided on its own websites. The library is not responsible for the content of websites linked to from its websites. Burnaby Public Library assumes no responsibility for any direct or indirect claims, damages or costs, howsoever caused, sought by patrons or third parties arising from its provision of access to the Internet.

Burnaby Public Library patrons are subject to federal, provincial and municipal legislation regulating Internet use, including the provisions of the Criminal Code regarding obscenity, child pornography, sedition and the incitement of hate. Library patrons are responsible for the sites they visit and any text or images they print. The use of the library's Internet services for illegal purposes is prohibited, and may result in prosecution.

To ensure equitable access to the Internet and efficient use of resources, the library has developed service use guidelines. The library reserves the right to modify these guidelines when and where appropriate.

Certain copying or distribution of material found on the Internet may infringe on copyright or other intellectual property rights. The library is not responsible for such infringements.

Public Internet workstations and work tables are situated in public areas, and patrons are expected to use the Internet in accordance with this environment. All patrons of Burnaby Public Library, including users of the library's Internet services, are also expected to follow the library's Code of Conduct which is designed to ensure a welcoming environment. Disruptive, threatening, or otherwise intrusive behaviour is not allowed and library staff are authorized to take action to enforce library policy. Violations of this policy and/or the Code of Conduct may result in suspension of library privileges and exclusion from the library, as well as prosecution.

Section 3.6 renamed and rewritten 16/09/15
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### **3.7 Public Programs**

Burnaby Public Library offers a wide range of public programs for all ages as part of its normal service to the community. The programs are designed to fulfill one or more of the following functions:

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

Programs may be presented in the library's facilities or at community venues that, in the judgment of library staff, are appropriate for effective presentations.

Programs organized by the Library are open to the public, but numbers may be restricted and registration may be required.

Speakers may receive honoraria or reimbursement for expenses associated with the program with the approval of the Chief Librarian.

The library may work with community partners to provide programming in areas or in languages for which there is limited expertise within the library's staff.

The decision to co-sponsor a program is made in consultation with the Branch Manager. Approval is based on whether the library will have an active and appropriate role in the event.

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

### **3.8 Room Bookings**

The library's program rooms, meeting rooms, group study room, and computer lab are primarily intended for library purposes, including programs conducted, initiated or co-sponsored by the library. When the library does not require them, the library may permit their use by City of Burnaby departments, Burnaby based not-for-profit community groups and other not-for-profit community groups for meetings and programs of an information, educational or cultural nature.

A not-for-profit group is one whose purpose is service to the community rather than financial gain. It may be registered as a charitable organization which can issue tax receipts for contributions made to the organization. Some examples are:

- Churches and religious groups
- Cultural organizations
- Public educational institutions
- Governments and government agencies (provincial, federal)
- Multicultural groups and associations
- Registered Political parties
- Residents / Taxpayers associations
- Service clubs and organizations
- Youth groups
- Meet-ups

A for-profit group is one whose purpose is to conduct its operations in order to realize financial profit.

#### **3.8.1 Room Use**

Rooms are generally available for use during library open hours. Special arrangements may be made to book rooms outside of regular hours, depending on the availability of library staff.

Activities taking place must not interfere with normal library operations. They

are to be contained to the room and not flow into other areas of the library.

In accordance with the Canadian Copyright Act, any viewing or exhibition of films must have Public Performance Rights. Films may be shown if a license has been purchased by the organizer from a rights holder, such as Audio Cine Films or Criterion Pictures. The Library assumes no responsibility if a film is shown illegally.

The library reserves the right to cancel bookings.

Permission to use library program rooms, meeting rooms, group study room or computer lab does not imply library endorsement of the group making the booking, their beliefs or their activities. Prior to confirmation of the booking, an agreement outlining the regulations pertaining to meeting room use must be completed and signed by a representative of the group holding the meeting.

The library may charge for the use of meeting space at Burnaby Public Library as approved by the Library Board.

Users may not charge an admission fee, fundraise or solicit donations, sell items, or market services in the meeting room without prior approval of the Library Board.

Books by authors speaking in meeting rooms, at events sponsored or co-sponsored by the Library, may be sold.

Religious recruitment is not permitted.

Revised 16/09/15
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The Library expects that groups using a meeting room comply with federal, provincial and municipal legislation, regulations and bylaws.

If, in the opinion of the Chief Librarian or designate, the use of a room by any group presents, or potentially presents, a risk of significant disruption to library users, library staff or library property, then the Chief Librarian or designate shall have the discretion to refuse or cancel such a booking.

### **3.9 Notice Boards and Free Materials Distribution**

Public notice boards and the distribution of free materials are provided as a community service and, in keeping with the CLA Statement on Intellectual Freedom, the Library is committed to making a wide range of material available.

#### **3.9.1 Materials**

Material which is primarily commercial will not be displayed or distributed unless it fulfills a cultural, educational or recreational role.

Material promoting an individual political party or politician will not be displayed or distributed.

Religious material pertaining to a specific church, denomination, or sect, will not be displayed or distributed unless it promotes a specific, dated event.

Educational material must specify a course of study and specific date(s).

The library will not guarantee that materials submitted to the library will be displayed or distributed and reserves the right to refuse any or all materials for display or distribution based on any of the following criteria:

- lack of space on notice boards or in free materials distribution areas;
- size of materials;
- primarily commercial in nature (i.e. mostly advertisements);
- poor production or difficult to understand;
- insufficient local relevance;
- materials promoting unlawful practices and/or violating municipal, provincial or federal legislation;
- materials contrary to the policies, regulations and procedures of Burnaby Public Library;
- partisan, political or sectarian materials (except for the promotion of an all-candidates meeting).

Displaying or distributing materials does not constitute library endorsement of content.

### **3.10 Displays and Exhibits**

Displays and exhibits are intended to put forward public information, showcase local talent, or raise community awareness. Displays and exhibits are not a basic Library service.

Library displays and exhibits have priority over other displays and exhibits.

Burnaby Public Library has the sole discretion as to what is displayed and reserves the right to reject or cancel a display/exhibit at any time. Displays or public presentations that contravene applicable Federal, Provincial or Municipal laws will not be accepted.

Burnaby Public Library and all employees and Board members of the aforementioned are not responsible for any losses or damages that may occur to the exhibitor, or the exhibitor's employees or property, from any cause whatsoever, prior to, during, or subsequent to the period of the display or exhibit.

### **3.11 Canvassing**

The library will not permit outside agencies or individuals to personally solicit donations or petition library users on library premises except in special circumstances upon the approval of the Board. Posters, flyers or handbills promoting a fundraising event for not-for-profit organizations may be posted and/or distributed as space permits.

The library will not participate in activities in which library users are to be surveyed by other organizations except in special circumstances (e.g. at the request of the City or when recommended by the Chief Librarian and approved by the Board).

### **3.12 Review of Service**

Burnaby Public Library reviews its services on an ongoing basis to determine whether the needs of the community are being met by current services or if they should be discontinued, altered or expanded or additional services added. From time to time, the Library surveys its users to assist in determining community needs.

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

### **4.1 General**

The Burnaby Public Library Board recognizes that public, school, post-secondary and special libraries can better serve their users by working together. Burnaby Public Library will pursue opportunities for cooperation with other libraries in the context of its membership in InterLINK.

### **4.2 Student Practicums**

The Burnaby Public Library will cooperate with various educational institutions by allowing students to carry out field work and special projects within its library system.

Each request will be considered on an individual basis. The efficient and optimum operation of Burnaby Public Library services is of prime importance. Work carried out by students will relate directly to the level of the educational institution involved and to the future career of the student.

In all cases the practicum will be an extension of the educational course, and the students will not be considered employees of Burnaby Public Library and will not be paid. At no time will students be assigned work that results in the displacement of existing employees, and no part-time employee will be employed for shorter hours as a result of any student program.

The students' activities will be monitored by the supervisor concerned. Burnaby Public Library reserves the right to withdraw or discontinue any student program which, in the opinion of the supervisor, does not contribute to the efficient operation of the branch or department. Each project will be evaluated on the completion of the project.

## **5. PUBLIC RELATIONS**

### **5.1 General**

The Burnaby Public Library Board recognizes public relations as an appropriate means by which the purpose and services of the library can be interpreted to the public. It is also a means by which the public's attitudes to current library services and its perceived needs for future services can be communicated to the Board.

External public relations is a bridging mechanism between Burnaby Public Library and the community. Internal public relations deals with communications between individuals and groups within the library system itself. The Library Board recognizes that public relations involves everyone connected with the Library. The Board will therefore encourage its members and staff to be well informed on the purpose and services of the library so that they can be effective promoters of the library.



The library can increase its effectiveness by ensuring that the perceptions of the public regarding the library closely coincide with services provided. The public relations process permits the Library Board to correct misperceptions and respond to identified public needs. Continuous monitoring and evaluation allows refinement and adjustment of the process.

The Board will encourage the public to express individual and group needs for library service by providing structured opportunities for expression of public opinion and also the means of response.

Library Board trustees and members of the staff are encouraged to give talks and to participate in community activities.

When a staff member is requested to represent Burnaby Public Library in an official capacity, such requests must be referred to the Chief Librarian for approval before acceptance by the staff member.

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

Any public release which relates to library policy should be approved by the Chair of the Library Board in consultation with the Chief Librarian.

## **6. COLLECTION DEVELOPMENT POLICY**

The Canadian Charter of Rights and Freedoms protects the free expression of ideas and the private reading rights of individuals. The success of a democracy is dependent on the full range of human ideas being accessible to all members of the community.

Burnaby Public Library will select material for its collection that supports individuals in their quests for access to a diverse range of the world's stories, ideas and information.

### **6.1 Guiding Principles**

As the Burnaby Public Library Board has endorsed the CLA Statement on Intellectual Freedom, library staff will develop collections to represent as many viewpoints as possible within constraints of budget, space, and availability of resources. The presence of materials in the library does not constitute endorsement of their contents by the Library Board.

The Library Board believes that the public library is a principal source for information freely available to everyone. Therefore:

- The library will acquire and organize educational, informational and recreational materials to promote the communication of ideas, an informed community and an improved quality of life.
- The library will provide materials, including those that may be infrequently requested, through which individuals may discover original and possibly controversial ideas.

- The library will provide a user-oriented collection which anticipates and responds to the life-long learning, cultural, leisure and information needs of the community of Burnaby. The library will not sacrifice its ability to provide the full range of subject coverage and material of lasting significance in order to fully satisfy the immediate demand for popular material.
- The library does not purchase, retain, or make accessible in its permanent collection, resources and materials proven to be in violation of the statutes of Canada or British Columbia. The library does not keep, acquire or purchase material that the Canadian courts have found to be obscene, hate propoganda or seditious. As per Section 6.2 (2) of the BC Libel and Slander Act, an item that is the subject of a libel action will continue to be available as part of the library's collection until the action is finally resolved. It will remain in the collection or be permanently withdrawn, depending on the resolution of the action.
- While print on paper is one of the most efficient and effective means of conveying knowledge, ideas and experience on a wide range of subjects, the library will include other media in collections. Established media will be incorporated in collections based on the ability of the library to efficiently acquire, display and circulate them.
- The ultimate responsibility for the selection of all library materials lies with the Chief Librarian/designate, acting according to the general policies established by the Library Board. Any library materials so selected are held to have been selected by the Board.
- The library realizes some materials are controversial and may offend some patrons. The ultimate responsibility for the choice of material lies with the patron.
- The library provides access to its materials to all. Materials will not be marked or identified to show approval or disapproval of the contents. Videos rated as Restricted will be labeled as such, in accordance with the Motion Picture Act of BC.
- The library considers Internet information resources to be an extension of its material collections.

Revised 14/09/18

## **6.2 Selection Criteria**

All materials, whether donated or purchased, will be examined and evaluated in terms of the following standards. Items need not meet all the criteria to be acceptable.

- Suitability of physical form for library use and sharing.
- Suitability of subject and style for intended audience.
- Patron demand.
- Present and potential relevance to community needs and interests.
- Appropriateness and effectiveness of medium for content.
- Insight into the human and social condition.
- Importance as a document of the times.
- Relationship to existing collection and other material on the subject.
- Reputation and/or significance of author.

Added 14/09/18

- Skills, competence and purpose of the author.
- Recommendation or notation by critics, reviewers or the public.
- Budgetary and space priorities.
- Representative of challenging points of view, even those that are extreme or minority.

The Library welcomes and encourages comments and opinions regarding the collection to ensure that the collection accurately reflects and supports the needs and interests of the community. The Library also welcomes suggestions for the purchase of material. These suggestions will be considered in light of the Library's selection criteria.

### **6.3 British Columbia Material**

Burnaby Public Library has a special obligation to purchase and preserve materials which contain information on the Province of British Columbia, its environment, communities and residents.

### **6.4 School Support Material**

Given the large number of students enrolled in formal educational institutions, the library will not purchase textbooks for the collection unless they are the most appropriate source of information available on a subject of interest to the general community. For the same reason, the library will not purchase multiple copies of material required for student assignments or serial titles in demand exclusively for curriculum support. The library recognizes its role as a supplementary source of information and enrichment for students and will acknowledge this in its collection development practices.

The library may purchase single reference copies of textbooks in core elementary or secondary school subjects for use in the library

### **6.5 Non-English Language Collections**

While the library is not capable of replicating the range of English language collections in other languages, there is an identified need to provide collections in languages other than English. These collections will be established and maintained based on demand from the community and analysis of demographic trends.

### **6.6 Branch Collections**

The Bob Prittie Metrotown Branch, as the largest branch, will have the most comprehensive collection.

Collections at the other branches of Burnaby Public Library aim to support the general educational, informational, leisure and cultural needs of residents in their service areas.

### **6.7 Withdrawal Activities**

Materials are regularly assessed for the condition, accuracy, currency and usage within the context of the library collection and relevance to patrons. The withdrawal of

materials from the collection is a formal process conducted by knowledgeable staff as a necessary means to maintain collection vitality, size and scope.

Withdrawn material may be offered for sale. Unsold items will be recycled or destroyed.

Section 6.7 Revised 14/09/18
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## **6.8 Donations**

The Library welcomes gifts/donations of books and other materials.

Gifts/donations are added according to the same selection criteria as purchased materials. The Library reserves the right to accept or discard any materials received as gifts/donations.

Gifts/donations that are not added to the collection are put in either a Library book sale or disposed of at the discretion of the Chief Librarian.

Once received, donated materials are the exclusive property of Burnaby Public Library.

Due to space constraints, the Library reserves the right to limit the number of items it can accept from a donor at any given time.

## **6.9 Request for Reconsideration of Library Material**

The Library recognizes the right of an individual or group to make a complaint about the inclusion of material in the library's collection.

An individual or a group objecting to material located in the collection is asked to complete a written request for the reconsideration of the material. Request forms are available for this purpose at all library branches.

Decisions made will be communicated to the originator of the request following completion of a formal staff review. The decision will reflect the principles outlined in the Library's Collection Development Policy.

An annual report on requests for reconsideration of library material is provided to the Board.

Section 6.9 Revised 14/09/18
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# **7. HUMAN RESOURCES**

## **7.1 Hiring**

All appointments to positions within the library are based on skills, knowledge and abilities and in accordance with pertinent provincial and federal government legislation concerning employment equity, human rights and criminal record checks.

This policy also applies to promotions and transfers.

## **7.2 Employment of Relatives**

Relatives of employees may be appointed to Library positions if they have greater skill, knowledge and ability than any other applicants and provided that the position to which

such person may be appointed is not likely to supervise, or be supervised in any way by, the position held by a relative (defined here as biological or legal parent, sibling, child, grandparent, grandchild, cousin, uncle, aunt, niece, nephew, guardian, ward, spouse, common-law spouse or same sex partner or in-law or a step relative of the employee in any of the foregoing categories).

The Library Board will avoid the appointment of relatives when any undue influence is exercised by an employee, either directly or indirectly, on the hiring process. No employee will participate in interviewing a relative or in decisions concerning the possible hiring of a relative.

No library trustee or employee will permit his or her name to be used as introduction or reference by relatives seeking employment in the library system.

This policy will also apply in the event when two (2) employees of the library become related under the definition stated above.

### **7.3 Long Service Awards**

Long service by employees of the Burnaby Public Library Board will be recognized by including library staff in the City awards ceremonies. The Chair of the Library Board will send a letter of recognition to each individual employee.

Long service awards will be presented to employees during the sixteenth calendar year of service and at five-year intervals thereafter.

Eligible employees shall be permanent employees of the Burnaby Public Library Board, and service shall mean permanent full-time and/or part-time work for the library plus any authorized leave of absences.

### **7.4 Retirement Gifts**

The Burnaby Public Library Board will purchase gifts for employees retiring from BPL with a minimum of fifteen (15) years of service.

The amount to be spent will be reviewed by the Board from time to time, with the intent of having the amount for each year of service consistent with the value set by the City of Burnaby for its employees.

### **7.5 Lifetime Library Cards**

Retiring staff with 15 years or more of service are eligible for a lifetime library card, and they are exempt from overdue fines and request fees. This privilege applies to materials borrowed on the retired staff member's lifetime library card and does not extend to family members or friends. All policies and procedures with respect to the use of library materials applies, and lifetime library card holders shall be responsible for replacement costs for damaged or lost items.

Section 7.5 revised 15/09/17
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### **7.6 Loan Privileges for Library Staff**

Burnaby Public Library encourages the use of its materials by all staff, as increased familiarity with BPL's rich resources will enable staff to better serve library patrons.

Library staff are therefore exempt from overdue fines and request fees. This privilege applies to materials borrowed on the employee's personal staff card and does not extend to family members or friends. Employees are expected to observe all policies and procedures with respect to the use of library materials and shall be responsible for replacement costs for damaged or lost items.

Supervisors may be notified of staff overdues and may contact members of their immediate staff to expedite the return of materials.

### **7.7 Confidentiality Statement**

The choice of materials and the way in which information is utilized in the library is considered to be a private undertaking on the part of the individual library user. If people are to make full use of public library facilities, their privacy cannot be or appear to be compromised by the possibility that others have access to information on what materials they are using, what questions they are asking, or personal data collected by the library.

As stewards of the personal information entrusted to the library by members of the public, library staff are expected to meet the highest standards when ensuring the protection of that information.

All library staff will be made aware of this policy.

### **7.8 Internet Policy**

Section 7.8 Internet Policy, dealing with Internet use as it applies to library staff, was deleted effective 2016 September 15, as it had been superseded by the City of Burnaby Policy IT 13.0: Acceptable Use of City of Burnaby Computing Technology and Network Resources, the City of Burnaby Policy IT 13.0A: Acceptable Use of the City of Burnaby's E-mail Systems, and Burnaby Public Library Policy 7.16: Social Media Use.

Revised 16/09/15

### **7.9 Respectful Workplace Policy**

Burnaby Public Library and its Union believe that the working environment of all employees should at all times be respectful of the dignity and self-esteem of individuals. Achieving this desired environment depends upon mutual respect, cooperation and understanding among fellow workers. The Burnaby Public Library Board will not accept or tolerate bullying or harassment in the workplace.

We are committed through this policy, and the negotiated terms of the Collective Agreement, to the maintenance of a work environment that is free from bullying or harassment based on race, colour, ancestry, place of origin, political belief, religion, family or marital status, physical or mental disability, sex, sexual orientation or gender identity, age, or criminal or summary conviction offense that is unrelated to the employment.

The Library will communicate this policy to all employees, provide employee education, train supervisors and managers and establish procedures for complaint investigation and resolution.

Section 7.9  
revised 14/02/20

### **7.10 Employee Development Succession Management Policy**

The Library Board will give emphasis to employee training and development as a means of ensuring opportunities for promotion from within the organization, recognizing the positive impact of internal promotions on employee engagement. The Library Board supports the principle that maintaining a well-trained and highly qualified work force will ensure a high standard of service to the community.

Where this policy is found to be in conflict with the Collective Agreement, the wording of the agreement shall take precedence.

Section 7.10  
revised 15/10/15

### **7.11 Conference and Workshop Attendance**

Staff representing Burnaby Public Library at conferences and workshops will receive leave of absence with pay unless otherwise specified by the Library Board. The guideline followed by the Library Board is that no employee shall lose pay because of conference attendance during normal working hours.

No employee may claim time off or pay for overtime worked while attending a conference or workshop which may include sessions occurring during the employee's time off.

Staff representing Burnaby Public Library at conferences and workshops may be granted registration fees and travelling expenses.

Staff members are encouraged to actively participate in professional associations. If a staff member is elected to the Executive Committee of a professional association and is required to attend meetings of the committee, he or she may be given leave of absence with pay to attend such meetings.

Granting of such leave will be at the discretion of the Chief Librarian. Should the Chief Librarian need such leave, he or she will make a request to the Library Board.

The above leave of absence with pay provisions also applies to staff members or the Chief Librarian who might be requested to put on workshops and seminars or participate in panel discussions in connection with continuing professional education.

Revised 14/09/18

### **7.12 Visits to Other Libraries**

Staff visits to other libraries may be carried out from time to time when library programs indicate the need for observing library operations relevant to the library employee's specific job.

### **7.13 Authorization**

The Chief Librarian is authorized by the Board to approve expenditures of up to \$2,500 for staff who wish to attend conferences, training courses, seminars and workshops and visits to other institutions. The Chief Librarian shall inform the Board of expenditures made.

Expenditures greater than \$2,500 must be referred to the Library Board for its approval.

Revised 16/09/15

### **7.14 Staff Transfer From City Departments**

The Burnaby Public Library Board approves the commencement of new employees transferring to employment in the library from other City departments so that their vacation and other employee benefits may be retained without prejudice to the employee, and that their accumulated seniority be transferred at the request of the Union.

### **7.15 Gifts and Disclosure**

To preserve the image and the integrity of both staff and the library, gifts other than items of low intrinsic value (i.e. pens, chocolates, donuts, calendars) are to be courteously returned to the giver. It is recognized that moderate hospitality is an accepted courtesy of a business relationship.

If staff have any doubt that a gift may be appropriate, they are to courteously state that it would be inappropriate for them to accept the gift and decline.

Under no circumstance will staff accept cash, gift certificates or cash cards. If the giver is insistent, staff can advise them that a tax deductible gift to the Library's Endowment Fund may be made through the Library's Administration Department.

Employees who find themselves in a real, perceived or potential conflict of interest situation must disclose the matter immediately to their branch or department manager.

Section 7.15 Added 14/09/18
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### **7.16 Social Media Use**

#### Purpose:

This policy establishes the principles by which all library staff engage on the library's behalf on social media platforms (e.g. Facebook, Twitter, BiblioCommons). It is intended to ensure that when representing the library, employees make appropriate postings relating to the library that are consistent with library standards for privacy, confidentiality, security, and content.

This policy is intended to ensure that Burnaby Public Library's social media presence accurately represents the library's stated mission and values: encouraging the free exchange of information and ideas, working in partnership with community groups and organizations, being future-focused, and practicing accountability to our patrons and funders.

#### Definitions:

This document makes reference to "personal" and "official" use of social media. Personal use refers to individual, private or professional use of social media not endorsed by the library. Official use refers to the use of library-managed accounts and profiles, or contributions to those accounts by an authorized user.

#### Responsibilities:

- Library employees are responsible for understanding the Social Media Use Policy.
- Library managers and supervisors are responsible for ensuring their employees are aware of the policy, its purpose, definitions and guidelines.
- The Burnaby Public Library Board shall investigate violations of the Social Media



Use Policy and appropriate disciplinary action to be taken, if and when warranted.

### 7.16.1 Personal Use of Social Media

#### Differentiating Personal and Official Social Media Use

Personal accounts should not be used for Burnaby Public Library-related work and should not be created in such a way that they could be misunderstood by others to have been created on behalf of either the library or the city. All employees should be aware that social media accounts or pages that make reference to Burnaby Public Library may be discoverable by search engines and could be mistaken by some viewers as official library accounts.

Examples of inappropriate personal use include but are not limited to:

- creating a social media account with a username containing the words “Burnaby,” “Burnaby Public Library,” or “BPL”
- uploading content that belongs to the library or depicts patrons to a personal account
- creating, without permission, a Facebook event to promote a library program

#### Interacting With the Library Online

Burnaby Public Library employees are welcome and encouraged to interact with the library on social media.

Examples of acceptable personal use include but are not limited to:

- linking to a library event or program from your personal Facebook account
- re-tweeting something the library has posted on Twitter
- checking into the library on Facebook or Foursquare

#### Interacting With Co-Workers Online

The library’s Respectful Workplace Policy extends to interactions between employees that take place outside the library and outside of work hours. Employees are encouraged to treat each other with mutual respect at all times and report instances of bullying and harassment in accordance with the library’s policies and procedures.

#### Identifying Yourself as a BPL Employee

Employees may indicate their workplace or job title on their personal social media profiles or on a personal website, provided the website is not being used for Burnaby Public Library-related work and respects copyright and privacy.

#### Considering the Library’s Reputation

In keeping with the Library’s Internet Use Policy, employees will not engage on social media in ways which might reasonably be expected to draw negative attention to Burnaby Public Library. Situations may occur where an employee is asked by a personal or professional acquaintance to respond to a question or statement about the library. Employees should consider the public nature of the

forum and seek guidance from management when in doubt.

### Conflict of Interest

Contributing certain kinds of content to social media sites may present a conflict of interest for employees. Employees should not promote the library or attempt to correct information or improve the library's reputation on websites like Yelp, Foursquare or Wikipedia. Employees who encounter negative reviews or incorrect information about the library online should notify the library's web coordinator.

### File Storage and Transfer

Personal accounts (social media and otherwise – for example: Basecamp, Dropbox, Gmail, Google Drive) should not be used for work-related communications, or to store or transfer work-related files, including but not limited to photos, videos, and other media.

## 7.16.2 Official Use of Social Media: Accounts

### New Library Accounts

New library social media and other public-facing accounts are approved by the chief librarian and created by the library's web coordinator. Accounts must conform to the library's stated social media strategy.

Employees requesting a new social media account should use the following checklist to guide the request:

- The project is of direct benefit to patrons, and in turn, the library
- I understand the resources required, including staff hours and , in the case of a photo or video project, training, software and equipment requirements
- I can articulate the project's goals and return on investment
- I have explored the social networking service and have a good understanding of how it works
- I have read and considered the privacy policy and terms of use for the social networking service
- I have read and considered the library's privacy policy
- I have a plan to revisit and evaluate the project within an established time period

### Record of Social Media Accounts and Contributors

A record of the library's social media accounts and contributors is maintained on the library's staff intranet and is available to be viewed by all library staff.

### Passwords

A record of logins and passwords is kept by the library's systems department. Social media contributors are responsible for keeping account information private and working with systems staff to resolve authentication and other issues as they arise. Passwords should not be changed or new accounts

created without consultation.

### 7.16.3 Official Use of Social Media: Guidelines for Contributors

#### Privacy and Confidentiality

The privacy of patrons, staff and library partners is respected in all social media interaction. In accordance with provincial privacy legislation, personal information may not be disclosed on social media networks without an individual's express permission. Social media contributors will avoid placing themselves in a conflict of interest, including revealing confidential or privileged library information.

#### Permissions

A photo or video release form is required for all photos or videos depicting staff or patrons. This includes photos or videos taken by library staff and photos and videos turned over to the library for the purpose of posting to the library's social media networks.

#### Copyright

Where a social media channel allows the contributor to select from a standard copyright or creative commons license, standard copyright will be selected for all photos and videos depicting patrons or staff; an attribution non-commercial no derivatives creative commons license may be selected, where appropriate, for other content.

#### File Sharing

Some social media channels allow content to be shared, downloaded or embedded. Allowing these options limits the library's control over photos, video and other files that in some cases depict patrons or staff. These options should be disabled whenever possible.

#### Tags/Hashtags

Tags and hashtags will be tested before use, to ensure they will work as expected and won't point users to inappropriate or otherwise unintended content.

#### Comments

The library, in its use of social media, strives to strike a balance between encouraging discussion and avoiding risks associated with inappropriate or otherwise unwanted content. Enabling comments or posts by the public on a social media site can result in spam and other inappropriate content viewable by library patrons. The decision to allow comments will be made in consultation with the library's web coordinator. Should the library choose to allow comments on social networking sites, the site will be regularly screened by library employees and offensive or inappropriate comments removed.

## Branding

The library's social media presence should be in keeping with the library's brand and should be immediately recognizable as belonging to Burnaby Public Library. Social media pages should borrow colours, fonts and images from the website, logo and/or letterhead where applicable.

## Style and Tone

Social media contributors are encouraged to:

- Keep posts succinct
- Use language appropriate to the audience and subject
- Be timely in their contributions
- Balance promotion of services and collections with meaningful engagement
- Avoid direct asks ("please share," "like if you...")
- Provide links from posts to the library's website for full information
- Choose correct spelling and grammar regardless of character limits
- Use gender-neutral language
- Avoid ambiguity
- Follow the library's website style guide
- Consult with their colleagues
- Defer to management when in doubt

### 7.16.4 Official Use of Social Media: Emergencies or Disasters

During emergencies or disasters, it is necessary that information communicated to the public is accurate and verified.

In emergency situations involving the library, it will be necessary that communications made on behalf of the library are controlled. The use of social media tools may be limited only to specific accounts and/or posts by designated library staff.

Where the City of Burnaby is responding to a city-wide emergency or disaster, it may be requested and/or necessary that the library's social media feeds and posts be suspended and readers routed or referred to a single City of Burnaby social media site and/or the City of Burnaby's website.

Section 7.16 Added 14/09/18
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