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# Library Board Policy Manual

Last updated October 2024

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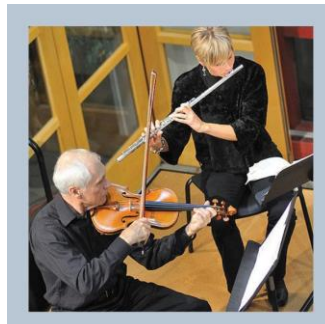


Table of Contents

**PREAMBLE.....1**

**1. PHILOSOPHY, INTELLECTUAL FREEDOM AND PRIVACY ..... 1-1**

1.1 *Philosophy*..... 1-1

1.2 *Intellectual Freedom*..... 1-1

1.3 *Privacy*..... 1-2

1.4 *Accessibility*..... 1-7

**2. LIBRARY BOARD ..... 2-9**

2.1 *Responsibilities* ..... 2-9

2.2 *Structure* ..... 2-10

2.3 *Operation*..... 2-10

2.4 *Conflict of Interest* ..... 2-17

2.5 *Board Code of Conduct* ..... 2-18

2.6 *Relationship to the WVML Foundation*..... 2-19

**3. FINANCE.....3-20**

3.1 *General*..... 3-20

3.2 *Budget*..... 3-21

3.3 *Revenues*..... 3-23

3.4 *Expenditures* ..... 3-24

3.5 *Financial Reporting & Audit*..... 3-27

3.6 *Cash*..... 3-28

3.7 *Disposition of Surplus Property*..... 3-28

3.8 *Sales in Public Spaces*..... 3-28

**4. RULES AND REGULATIONS IN THE LIBRARY ..... 4-1**

4.1 *General*..... 4-1

4.2 *Children in the Library*..... 4-1

4.3 *Library Code of Conduct*..... 4-2

4.4 *Rules for Use of Group Space*..... 4-3

4.5 *Rules for Borrowing Physical Materials*..... 4-3

4.6 *Rules for Acceptable Use of Public Internet and Computers* ..... 4-3

4.7 *Respectful Behaviour Policy*..... 4-5

**5. LIBRARY FACILITY.....5-11**

5.1 *Public Service Hours*..... 5-11

5.2 *Display Space for Public Use*..... 5-11

5.3 *Room Rentals*..... 5-11

5.4 *Art in the Library*..... 5-12

5.5 *Filming in the Library*..... 5-14

5.6 Third Party Promotion in the Library.....	5-16
<b>6. HUMAN RESOURCES.....</b>	<b>6-17</b>
6.1 General.....	6-17
6.2 Director Succession.....	6-17
6.3 Performance Review Process for the Director.....	6-18
6.4 Responsibilities to Employees.....	6-19
6.4 Volunteers.....	6-19
<b>7. COMMUNICATION WITH THE PUBLIC.....</b>	<b>7-21</b>
7.1 Public Communication Objectives.....	7-21
7.2 Reporting to the Community.....	7-21
7.3 Public Relations Materials.....	7-21
7.4 Community Engagement.....	7-22
7.5 Public Access to Information.....	7-23
<b>8. COLLECTION DEVELOPMENT.....</b>	<b>8-1</b>
8.1 Philosophy.....	8-1
8.2 Purpose.....	8-1
8.3 Delegation of responsibility.....	8-1
8.4 Scope.....	8-1
8.5 Selection and Acquisition.....	8-2
8.6 Withdrawal.....	8-3
8.7 Access.....	8-4
8.8 Requests for review.....	8-4
<b>9. GIFTS AND DONATIONS.....</b>	<b>9-8</b>
9.1 General.....	9-8
9.2 Acceptance of Gifts and Donations.....	9-8
9.3 Use Of Monetary Donations, Honorary Contributions and Bequests.....	9-8
9.4 Donor Recognition.....	9-10
<b>10. SPONSORSHIP AND PUBLIC SERVICE PARTNERSHIP.....</b>	<b>10-11</b>
10.1 Sponsorships.....	10-11
10.2 Public Service Partnerships.....	10-16

## *Preamble*

The Library Board (the Board) functions under the Municipal Libraries section of the Library Act of British Columbia (RSBC Chapter 264 Section 2) subsequent to the Corporation of the District of West Vancouver (the District) passing a bylaw to establish a municipal public library.

Board members (Trustees) are appointed by West Vancouver Council (Council) and charged with the responsibility of establishing written policies to govern and guide all phases of library operation, both internal and external. Policy statements should reflect the local circumstances with respect to the needs and expectations of residents.

The following Policy Manual, which draws upon the Act, sets out the policies and procedures by which the Board operates. As such it is a management guide for Trustees and senior staff of the West Vancouver Memorial Library (the Library). The Policy Manual also serves as a reference for Council and other elected and community bodies in considering and addressing Library-related matters.

The Library Act of British Columbia and the Policy Manual of the Library Board are public documents.

# 1. *Philosophy, Intellectual Freedom and Privacy*

## 1.1 Philosophy

The Library is West Vancouver's centre for information, lifelong education, 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 Library endeavours to assist individuals to meet the demands of today's society and play an informed role in its development.

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

## 1.2 Intellectual Freedom

To this end, the Library subscribes to and supports the Intellectual Freedom elements of the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries. <https://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>

In particular, The Canadian Federation of Library Associations "supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada".

*(Approval History: ~June 27, 1974. Amended November 17, 1983; November 18, 1985; September 27, 2015; and October 18, 2023 )*

The 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, the Library occupies a neutral position in relation to public affairs.

## 1.3 Privacy

### a) Introduction

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

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

### b) Collection of personal information

When collecting personal information, the Library will advise as to the purpose for collecting it and the legal authority for doing so. We will also provide contact information of the Library's FOI/Privacy Officer, who can answer questions regarding the collection of said information.

The Library will only use personal information for the purposes for which it was originally collected or in a manner that is consistent with those purposes. The Library will only use personal information for a different purpose when explicit consent is given for the new purpose or the use is authorized under FOIPPA or is otherwise required by law.

Some examples of purposes for which the Library may collect personal information are:

- issuing Library cards;
- identifying material currently on loan;
- placing and tracking interlibrary loans;
- identifying and recording overdue material;
- placing and tracking material on hold;
- providing answers to reference questions;
- registering and providing information about Library programs and services;
- recording book suggestions;
- recording comments or suggestions;
- general Library operations;
- protection of WVML property;
- security of users and staff;

- Library fundraising.

Those who do not wish to be contacted for fundraising purposes may choose to opt out.

**c) Information automatically collected**

Information that is automatically collected by our server during visits to our website, includes:

- the domain name and/or IP address of the Internet provider;
- the browser type;
- the geographic region of the computer accessing our website;
- the date and time of the access;
- the pages visited;
- the website from which the access originated, if applicable.

We collect this information to help make our site more useful by assessing our web services and system performance, as well as learning how many people are visiting the site and how they are using it. No attempt is made to use this information to identify visitors, unless it is necessary for an investigation or it is required by law.

The Library uses cookies to monitor use of our website. These cookies do not store personal information.

**d) Personal information collected via email and web forms**

Personal information is collected by the Library when a Library web form is filled in or an email is sent, such as for Library card online applications, asking a reference question, or offering book recommendations.

Personal information sent to us by email or when using our web forms will only be used by authorized staff for the purpose for which it was collected or for a consistent purpose, unless consent is given otherwise, or it is authorized or required by law.

The web forms for online registration, online donations, to modify an email address, and suggestions for purchase are encrypted so that information is protected from a third party accessing it in transit. However, other forms such as email reference, online book reviews and meeting room inquiries, and all email messages sent over the Internet are not secure and may be read by a third party who intercepts the communication.

**e) Personal information collected from the Library's public Internet stations**

Using our public Internet stations requires signing in with a Library card barcode number or a guest number. This process creates a log of barcode numbers. There is no additional personal information attached to the log. This information is collected in order to enforce our Rules for Acceptable Use of Public Internet and Computers (see Section 4 Rules and Regulations in the Library) and gather general statistical information about

the service. This log is cleared daily. No search history is retained either in the log or on the individual station.

**f) Wireless service**

The Library provides wireless access to the Internet. Access is provided through a third party and is not connected to the Library network. Use of this service is at the user's risk and is covered by the privacy policies of the network service provider.

**g) Disclosure of personal information**

Personal information is disclosed only in accordance with FOIPPA or as otherwise required by law.

Where other organizations require personal information in order to provide services on behalf of the Library, the Library ensures that these organizations treat the personal information in compliance with FOIPPA and the Library's privacy policies.

Examples of where personal information may be disclosed include:

- when a person explicitly consents to the disclosure;
- to a collection agency for the purpose of collecting a debt;
- for law enforcement purposes, such as where required by a subpoena, warrant or other order, or to assist in an active investigation of a library security incident;
- where there are compelling health and safety concerns;
- to contact a person's next of kin in the case of an emergency while that person is visiting the Library.

The Library does not sell or rent personal information.

**h) Security of personal information**

The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure or disposal. Security measures include physical, technological and operational safeguards that are appropriate to the nature and format of the personal information.

These security measures protect personal information once it reaches our server. The Library's security cannot protect information while it is in transit over the Internet, unless the information is collected by one of our secure online web forms. Information sent to the Library in email messages is not secure.

The Library does not guarantee security and confidentiality of personal information sent through the Library's public Internet wired and wireless networks, including e-commerce transactions.



**i) Other sites**

The Library strives to provide a wealth of resources from our website, including links to sites outside of the Library, such as encyclopaedias, reference databases, and private organizations.

The Library has no control over the management of these websites and is not responsible for their privacy policies. Online visitors are encouraged to review policies of other sites before using the service or providing any personal information.

**j) CCTV**

The Library may have security cameras inside and/or outside buildings. Video footage is typically kept for seven (7) days. Video footage is not actively monitored and is only available to view by the Director of Library Services, Privacy Officer, or designate in response to security incidents that threaten the safety of people or property. Footage may be disclosed to law enforcement in response to a valid subpoena, warrant or court order; to assist in an investigation related to a security incident at the library; or where the Director of Library Services or designate determines that compelling circumstances exist that affect a person's health or safety.

**k) Retention of personal information**

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

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

**l) Accuracy of personal information**

The Library will endeavour to ensure the personal information is as accurate, complete and up-to-date as necessary.

**m) Accessing or correcting personal information**

Individuals have a right to request access to personal information held by the Library. To do so, submit a written request to the Library's FOI/Privacy Officer (see contact information below). The request should provide enough detail to enable a Library employee to find the personal information (e.g., personal information I provided when I applied for a Library card).

Individuals also have a right to request personal information be corrected if it is believed to be incorrect. To do so, submit a request in writing to the FOI/Privacy Officer (see contact information below).

**n) Children’s personal information**

Children have the same rights as adults with respect to their personal information under FOIPPA. In alignment with Section 76 of the BC Child, Family and Community Service Act, the Library considers 12 as the age at which children in care may exercise their own access, disclosure and correction rights.

**o) Inability to exercise rights**

In certain circumstances, individuals may not be capable of exercising rights to access, correct or consent to disclosure of personal information. Individuals are generally considered not capable of exercising these rights when they:

- Do not understand what personal information is;
- Cannot give instructions about their personal information.

In such circumstances, the Director or designate may permit parents or caregivers to exercise these rights on the individual’s behalf.

**p) Changes to this Privacy Policy**

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

**q) Privacy Resources**

The Freedom of Information and Protection of Privacy Act (FOIPPA) and its Regulations can be accessed from the Office of the Information and Privacy Commissioner’s website [<https://www.oipc.bc.ca/about/legislation/>].

The website of the FOIPPA Policy and Procedures Manual is the authoritative source on FOIPPA and the guidelines and policies that govern the legislation

<https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures/foippa-manual>

**r) Contact information**

<b>Contact Information</b>	
For questions or concerns about this policy or how the Library treats personal information, contact our FOI/Privacy Officer.	<b>Privacy Officer</b> West Vancouver Memorial Library 1950 Marine Drive West Vancouver, BC V7V 1J8 Tel: 604-925-7443 Email: <a href="mailto:sfelkar@westvanlibrary.ca">sfelkar@westvanlibrary.ca</a>
Persons who are not satisfied with how a complaint was	<b>Office of the Information and Privacy Commissioner for British Columbia</b>

handled by the Library have the right to complain to the Information and Privacy Commissioner.	PO Box 9038, Stn. Prov. Govt. Victoria, B.C. V8W 9A4 Tel: 250-387-5629 (Victoria) Toll free: Call Enquiry B.C. at 604-660-2421 (Vancouver) or 1-800-663-7367 (elsewhere in B.C.) and request a transfer to 250-387-5629. Email: <a href="mailto:info@oipc.bc.ca">info@oipc.bc.ca</a> Website: <a href="http://oipc.bc.ca">http://oipc.bc.ca</a>
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## 1.4 Accessibility

The Library recognizes that the Canadian Charter of Rights and Freedoms, the Canadian Human Rights Act and the BC Human Rights Code affirm the rights of all peoples to equality and protection from discrimination.

To this end, the Library is committed to providing public spaces, services and resources that are accessible by all.

### a) Definition

Accessibility cultivates inclusivity by eliminating barriers and creating social, physical and economic environments that enable all people to participate actively in the community.

### b) Guiding Principles

Each person has equal opportunity to access, use and benefit from Library services with the same quality and timeliness that others receive.

Library services are provided in a manner that respects the dignity and independence of all people. When interacting and communicating, Library staff will take into account people's abilities when relevant to the provision of service.

The Library strives to employ universal design principles so that spaces, services, resources, equipment, technology and communications are usable by people with the widest possible range of abilities, operating within the widest possible range of situations. Where possible, the Library supports service integration in relation to services provided to the broader public, unless alternative ways of providing the service or program are necessary for equal access.

Some services by virtue of capacity, funding, purpose, program outcome, resources and/or partnerships have conditions for participation and are therefore not available for all persons. In such circumstances, the conditions are clearly communicated in advance.

Some people by virtue of health and/or mobility have challenges that prevent them from accessing the Library facility and/or online Library services. In such circumstances, the Library offers in-person outreach services under terms determined by the Director.

In situations where accessibility risks infringing on intellectual freedom, intellectual freedom will prevail as the dominant consideration.

## 2. Library Board

### 2.1 Responsibilities

The Board operates under the authority of the Library Act of British Columbia. The Board has overall fiscal responsibility for the Library. In fulfilling its responsibility for library service, the Board will endeavour to make such service as widely accessible to the community as possible, consistent with a level of service it deems proper to meet community needs.

#### a) Board Duties

- ▶ Set the strategic direction for the Library and monitor progress of the Library's strategic priorities
- ▶ Determine policy, specifically the rules for managing the provision of public library services and for regulating the use of facilities and programs by the public
- ▶ Appoint a Director and review his/her performance
- ▶ Review and approve the annual operating and capital budgets, and monitor revenue and expenditures
- ▶ Enter into collective agreements with employees

#### b) Strategic Planning

The Board recognizes that the Library operates in a constantly changing environment where political, social, economic and environmental factors bring new risks and new opportunities. To ensure that the Library evolves and responds to the needs and aspirations of our community, the Board will operate within a strategic planning framework.

The Library's Strategic Framework provides the overall strategic direction for the organization and outlines the guiding principles for the development of the annual Business Plan. It is an important communication tool with key stakeholders and staff for developing a shared understanding of our core purpose, our aspirations for the future, our deeply held beliefs and our priorities for responding to our changing environment. The Library's Strategic Framework provides guiding principles for the WVML Foundation.

#### Strategic Planning Process

The Board will maintain a current Strategic Framework.

The Board will review the Strategic Framework annually to:

- Identify significant emerging political, social, economic and environmental factors that have implications for the Library's vision, mission, and priorities.
- Affirm the strategic priorities and associated goals

From time to time the Board will participate in the development, or revision, of the Strategic Framework in collaboration with the Director and staff. The research process for developing or revising the Strategic Framework will include, but not be limited to, the following components:

- Analysis of changing political, social, economic, environmental and demographic factors
- Comparative analysis of public library metrics, trends, and strategic plans
- Technology trends
- Municipal and Provincial priorities
- Educational institutions priorities and strategic directions
- Qualitative and quantitative performance evaluations
- Community Engagement

### **Monitoring**

The Board will review the annual Business Plan prepared by the Director. The Board will receive for information quarterly Business Plan progress reports.

## **2.2 Structure**

The Board consists of up to thirteen members (Trustees), but not less than five, appointed by Council, of which a majority will form a quorum. The preferred size is eleven or thirteen.

One Trustee is a member of the Council and appointed for one year. Council makes its appointments annually. The member of the Council acts as a Library Board Trustee and liaison to the Council.

The rest of the Trustees are residents or electors of the municipality. They are appointed for two-year terms (staggered) and are eligible for re-appointment for a maximum of four terms or eight years.

The Director is ex-officio secretary to the Board and is also ex-officio secretary to all standing committees of the Board (except for the Human Resources Committee) and does not vote.

## **2.3 Operation**

The Chair and the Vice-Chair will be elected by the Trustees from amongst their number as the last item of business at the November meeting each year. Nominations will be presented by the HR Committee and Trustees have the opportunity to make additional nominations from the floor.

Elections will be conducted under Robert's Rules of Order, revised edition. The Chair and Vice-Chair will be eligible for re-election for a subsequent one-year term. The Chair will not hold office for more than two consecutive years unless the Board waives the limitation.

## a) Role of the Chair

The Chair provides leadership to the Board. The Chair maintains a liaison with the Director on behalf of all Trustees to discuss ongoing matters, provide advice and receive information.

Specific duties of the Chair include:

### ▶ Library Board Meetings

- Establish agendas for meetings in collaboration with Director
- Contact Trustees for reports or matters on the agenda
- Chair Board meetings
- Respond to public questions or presentations

### ▶ Board Committees

- Appoint Board committees
- Attend as a member of the Finance and HR committees
- Attend as an ex-officio member of all other committees

### ▶ Representation of the Library and the Library Board

- Represent the Library at Council on Library business e.g. budget
- Chair the annual meeting of Council and the Library Board
- Represent the Board by attendance and presentations at various functions

### ▶ Planning

- Facilitate establishment of Board's annual goals
- Participate in Library's strategic planning

### ▶ Personnel Administration

- Conduct annual performance review of the Director in consultation with the Board

### ▶ Relationship with Vice-Chair

- Delegate responsibilities to Vice-Chair as required
- Inform Vice-Chair of issues which arise between Board meetings

### ▶ Correspondence

- Act as Board spokesperson to media
- Respond to public letters or inquiries

**b) Board Committees**

Prior to the February Board meeting, the Chair will appoint committee chairs and members from among the Trustees for the following standing committees:

**► Finance Committee**

The Finance Committee is comprised of a Chair and 2-3 Trustees, of which one is the Library Board Chair, the Director and the Library Business Manager. The primary function of the Finance Committee is to assist the Library Board in fulfilling its responsibilities in regards to financial policy, budgeting, and reporting. The Finance Committee also supports the members in their oversight of the WVML Foundation, as defined by the Bylaws.

The Finance Committee or the Library Board is not obliged to perform an independent audit of the Library. The District's assurance audit includes the Library within its consolidated Financial Statements. The District's audit is performed by an independent audit firm.

Specific duties of the Chair of the Finance Committee include:

- Convene the Finance Committee regularly to review the quarterly revenue and expense reports and the annual Statement of Financial Information (SOFI).
- Report to the Board on Library revenue and expense reports on a quarterly basis (or more frequently, if appropriate), and the annual SOFI.
- Report to the Board on the annual budgets and any amendments to them.
- Advise the WVML Board on the financial statements of the Foundation

**Meetings:**

Committee meetings are scheduled monthly, February to July and September to November. Meetings may be deferred if no agenda items are identified.

**► Human Resources (HR) Committee**

The Human Resources Committee consists of the Board Chair and Vice Chair and one additional Trustee. The HR Committee reviews the terms of the Collective Agreement for employees working within the Library's bargaining unit and provides direction to the Board for entering into it. The HR Committee is responsible for the annual performance assessment of the Director, which will be conducted in accordance with the Human Resources section of this policy. The HR Committee also periodically undertakes a self-assessment of the Board itself (generally every 2 years). The HR Committee oversees the recruitment or replacement of the Director as well as the sourcing, evaluation and recommendation of new Board Trustees for Council consideration. The HR Committee is responsible for Board Governance guidelines, and as such, in the event of a conflict of interest or code of conduct issue, the HR Committee would recommend a course of action for Board approval



and would act upon it, on the Board's behalf. The HR Committee is responsible for looking for and recommending learning opportunities for Trustees.

Specific duties of the Chair of the HR Committee include:

- Convene the HR Committee, as required
- Co-ordinate annual performance review with the Director
- Review the Director's annual performance and any Board self -assessment results with the Board
- Co-ordinate recruitment of new Trustees
- Conduct new Trustee orientation with Trustee candidates
- Participate in new director orientation for the West Vancouver Memorial Library Foundation (the Foundation), if requested by the Foundation Chair

#### **Meetings:**

Committee meetings are scheduled as needed.

#### **► Advocacy and Community Relations Committee**

The Advocacy and Community Relations Committee is comprised of a Chair and 2-3 Trustees with the Director also invited to attend and participate in each meeting (but not to vote on resolutions of the Committee). The Advocacy and Community Relations Committee has a responsibility for promoting the Library's profile in the community. It seeks to strengthen relationships with stakeholders and partners. Responsibilities include the facilitation of Board-Stakeholder relationships for Library support and possible development of high-level communication tools. The Foundation Chair or his/her designate may be invited from time to time to discuss partnering on an advocacy initiative or resolving a particular issue.

Specific duties of the Chair of the Advocacy and Community Relations Committee include:

- Convene the Advocacy and Community Relations Committee, as required
- Establish and monitor an annual advocacy plan
- Co-ordinate Trustee outreach and community relationships
- Co-ordinate Board relationships with appropriate key stakeholders, including Council members
- Organize advocacy workshops for Trustees, as required
- Co-ordinate advocacy materials for use by Trustees, Library and Foundation
- Co-ordinate Trustee support and participation in Library and community programs and events

#### **Meetings:**

The Committee will meet as required.

► **Infrastructure Committee**

The Infrastructure Committee is comprised of a Chair and 2-3 Trustees with the Director also invited to attend and participate in each meeting (but not to vote on resolutions of the Committee). The Infrastructure Committee provides the Director with direction and priorities for both the short and long term. Infrastructure refers to the fundamental facility and technological systems that are necessary for the Library to function. The scope of responsibility for this Committee ranges from assessing areas that might jeopardize the functioning of the Library to overseeing planning for its future. The Infrastructure Committee reviews project designs and budgets and makes directional recommendations to the Board for approval.

Specific duties of the Chair of the Infrastructure Committee include:

- Convene the Infrastructure Committee, as required
- Work in concert with the Director to identify Committee items and agendas
- Liaise with District Facilities Management to plan and leverage District assets

**Meetings:**

The Committee will meet as required.

► **Ad Hoc Committees**

From time to time, the Chair may appoint Ad Hoc Committees deemed necessary and appropriate by the Board for special projects.

► **Committee Quorum and Voting**

Quorum for any Committee meeting is a majority of the voting members of the Committee. Decisions by a Committee will generally be by consensus of the voting members of the Committee, but if not reasonably possible to reach a consensus, then by a majority of the voting members of the Committee.

c) **WVML Committees**

In addition to the standing Board committees, one Trustee is appointed to the Library's Permanent Art Collection Committee. The purpose of the Permanent Art Collection Committee is to assess opportunities for additions to the Library's permanent art collection. This Committee is the responsibility of the Director and not of the Board.

d) **Board Liaison and Other Director Positions**

Prior to the February Board meeting each year, the Chair will appoint Trustees who will be responsible to liaise with:

- ▶ The Friends of the Library
- ▶ Public Library InterLINK

The Chair will also appoint one or more Trustees to serve on the Foundation and one Trustee to stand for election to the Board of the British Columbia Library Trustees Association.

## e) Meetings

The Chair, or in their absence the Vice Chair, will call all Regular or Special Board meetings, prepare the agenda, and determine whether the meeting will be in person, electronic, by telephone, or a hybrid allowing more than one type of participation. Any two Trustees may also call a special meeting by giving at least two days' notice in writing to each Trustee, stating the purpose of the meeting.

The facilities must enable the meeting's participants to hear, or watch and hear, each other. Except for any part of the meeting that is closed to the public, the facilities must enable the public to hear, or watch and hear, the participation of the Trustee.

A Trustee who participates in a Library Board meeting by electronic or other communication facilities shall:

- Advise the Board when they join the meeting and when they leave the meeting; and,
- Ensure no unauthorized person is able to hear or watch any part of the meeting that is closed to the public.

Date, time, location and/or format of the meeting, with instructions on gaining access must be publicly posted at least 48 hours in advance of the meeting, or in the case of Special Meetings, 24 hours.

Meetings must have a designated staff member in attendance at the meeting location. Meetings will be conducted under Robert's Rules of Order, revised edition.

Regular and Special board meetings are open to the public, within the guidelines established by the Local Government Act of British Columbia.

## f) District Relations

The Board operates within the authority granted to it by the Library Act of the Province of British Columbia.

The Board's working relationship with the District may be described as follows:

- ▶ The Library is a separate operational entity, existing as a semi-autonomous public institution. The Board has the responsibility for library services to the community.

- ▶ The Board is accountable for the operation of the Library, its finances, staffing, collections and all its resources. Although the library building is a District facility, its routine upkeep is the responsibility of the Board.
- ▶ Purchasing, accounting, personnel, payroll and legal services of the Library are provided by the District. Operational practices of the District must be acceptable to the Board inasmuch as they affect Library operation.
- ▶ The Board is responsible for approving the annual budget and for submitting it to Council for its approval.

**g) Community Relations**

The Library is an impartial organization and does not participate in partisan politics.

The Library may take an advocacy role in issues outside of the Library that are aligned with the Library's mission, values and strategic priorities. The Director or designate approves all Letters of Support to external organizations.

**h) Public Library InterLINK**

The Library is a founding member of the local library federation known as Public Library InterLINK. The Board liaison, or his or her alternate, as appointed by the Chair of the Board, will sit as a director on the InterLINK Board and will report on the proceedings to the Library Board.

**i) Director**

The *Library Act of British Columbia* stipulates that the Library Board must appoint a chief librarian. In this policy, Director is the equivalent of chief librarian.

Reporting directly to the Library Board, the Director is the chief executive officer of the West Vancouver Memorial Library. The Director is responsible for leading, planning, directing and administering the Library within the governance framework of the *Library Act of British Columbia* and the strategic, policy and financial framework established by the Board.

The Director or assigned designate will be in charge of the operations of the Library at all times.

General duties of the Director are as follows:

- Serves as Secretary to the Library Board, maintaining the corporate record of the organization and carrying out the decisions of the Board. Supports the Board in strategic planning, policy development, fiduciary responsibility and advocacy.

- Provides strategic leadership for the development of long-term and annual plans for all aspects of Library services, physical and online collections, and physical and digital spaces.
- Prepares reports evaluating strategic progress and operational performance for the Board, the District, the Ministry of Education and funders.
- Directs the financial administration of the Library, including the preparation of annual and multi-year financial plans, operating and capital budgets, and quarterly and annual reports.
- Responsible for human resource planning, personnel administration and management, and employee and labour relations. Participates and oversees the negotiation of the collective agreement.
- Participates as a member of the District's Executive Team and maintains cooperative working relationships with District Divisions. Evaluates alignment of the Library with overall District goals, policies, plans and procedures.
- Serves as ex officio permanent liaison to the West Vancouver Memorial Library Foundation and supports donor stewardship and fundraising activities.
- Establishes and maintains effective working relationships with the leadership in governmental agencies, community partners, educational institutions and other libraries.
- Serves as the public face of the Library and builds the Library's profile through participation in community activities, public speaking engagements and media.

## 2.4 Conflict of Interest

- ▶ A Trustee cannot be an employee of the Library or the District.
- ▶ A Trustee's immediate family cannot be an employee of the Library.
- ▶ Trustees are responsible for understanding and identifying potential situations in which a conflict of interest might arise.
- ▶ Trustees will not participate in any discussion, debate or negotiation in which the subject of discussion is a contract, transaction or situation in which there may be a perceived or actual conflict of interest. However, they can be present in such a discussion or debate to clarify information, unless an objection is made by any other Trustee. Members of Council are exempt from this section.
- ▶ Trustees approving spending decisions on behalf of the Library (e.g. purchasing agreements, service contracts) have a duty to disclose any potential or actual

conflicts of interest upon their identification. They must abstain from decision-making immediately.

- ▶ Full disclosure of a potential or actual conflict of interest will be made, in writing, to the Board in these situations:
  - A Trustee is related to another Trustee or Staff member by blood, marriage, adoption or domestic partnership.
  - A Trustee, a Trustee's family, or their business or organization accrues a direct or indirect pecuniary or material benefit from:
    - A Board decision, or the outcome of a Board decision.
    - A contract or business arrangement established by the Library, the Board or the Foundation Board.
  - A Trustee's organization receives grant funding from the Library.
  - A Trustee is a member of the governing body of a contributor to the Library.
    - The Board acknowledges the dual role of the Council Representative as a Library Trustee and a member of Council.

Any Trustee who has reason to believe that a breach of the Conflict of Interest policy has or is likely to occur, will report the matter immediately to the Chair or Vice Chair.

This policy is intended to supplement but not replace any applicable federal, provincial or municipal laws governing conflict of interest applicable to non-profit and charitable corporations.

## 2.5 Board Code of Conduct

- ▶ Except as required by law, or as expressly required in the performance of a specific responsibility, Trustees will not divulge or disclose any confidential or private information which the Trustee receives or becomes aware of during the course of service. This confidentiality requirement survives the term of service with the Library. Trustees who are no longer providing service to the Library are prohibited from divulging or disclosing any confidential or private information which the Trustee received or became aware of in the course of service. Trustees must be aware of and adhere to the Freedom of Information and Protection of Privacy Act as it relates to the release or acquisition of information in the performance of their duties.
- ▶ District property, including vehicles, equipment and material and District information, whether electronic or other, will be used in the performance of Board duties and will not be used for illegal purposes, personal benefit (including commercial endeavour), or unauthorized non-District use.
- ▶ Trustees making public statements on personal issues which impact them as residents of West Vancouver must not identify themselves as Trustees.

- ▶ If a situation warrants a statement from the Board, it is the responsibility of the Chair or their designate. All other public statements should be directed to the Director or Council, as applicable. Trustees must not make public or media statements regarding the Library, with the exception of the Council representative who may make public or media statements regarding the Library, but not on behalf of the Board.
- ▶ Trustees must conduct themselves in an honest manner. A Trustee engaging in acts of dishonesty, or who commits theft or fraud, assault, or willful destruction of District or Library property will be subject to disciplinary action up to and including termination and prosecution.
- ▶ Any Trustee who has reason to believe that a breach of the Code of Conduct policy has or is likely to occur, will report the matter immediately to the Chair or Vice Chair.

This policy is intended to supplement but not replace any applicable federal, provincial or municipal laws governing conduct, confidentiality or privacy applicable to non-profit and charitable corporations.

## 2.6 Relationship to the WVML Foundation

The Foundation is a separate legal entity incorporated under the Societies Act of British Columbia, which regulates such not-for-profit organizations as the Foundation. In addition to the Societies Act, the Foundation's Constitution and Bylaws describe its purposes and organization and the responsibilities of its directors, officers and members.

### Trustees as Members

Trustees, with the exception of the Council-representative Trustee, are the members of the Foundation and, therefore, hold 2 distinct offices. In addition to being Trustees of the Library, they are also the (only) members of the Foundation and have the right to vote at the Foundation's annual general meeting or any extraordinary general meeting. In accordance with the Societies Act and the Foundation's Bylaws, the members have the responsibility to do the following at the Foundation's annual general meeting:

- accept the audited financial statements;
- receive the year-end report of the directors of the Foundation;
- appoint the directors of the Foundation;
- appoint the Chair of the Foundation Board; and
- appoint an auditor of the Foundation.

## *3. Finance*

### **3.1 General**

#### **a) Finance Committee**

The Finance Committee is a standing committee of the Board in accordance with the Library Board Operation section of this policy.

#### **b) Funding**

The District will provide funds for the operation and maintenance of the Library in accordance with the Library Act of British Columbia.

The Board has, subject to the approved budget, exclusive control over the expenditure of all money provided by the District for library purposes; all money given to the Board; the revenue derived from any source including fees, fines, and money recovered by the Board for detention, damage or loss of library materials; and all money received by the Board under agreement for library service.

Funds received from fines, damage to or loss of materials belonging to or in the custody of the Library, and funds received under agreement for library service will be credited against the funds provided by the District for the purpose of operating the Library.

#### **c) Fiscal Year**

The fiscal year for the Library runs from January 1 to December 31.

#### **d) Handling of Budget Surplus/Deficit**

The District will be made aware of any surplus or deficit at year end so that a budget amendment can be approved by Council before June 30 of the following year as required by law.

#### **e) Signing Authority**

The Director or if absent, their assigned designate, is an authorized signing officer of the Library and may on behalf of the Library:

- execute and deliver agreements for the supply of goods and services with a value of one million dollars or less, in accordance with the approved budget; and
- submit grant applications, subject to limits set out in this policy and applicable administrative procedures.

Agreements for the supply of goods and services with a value greater than one million dollars must be executed by (a) the Director and the Chair; and (b) one of the following:



the District's Purchasing Manager, Chief Financial Officer, or Chief Administrative Officer.

► **Banking**

Whenever the Board maintains a bank account as provided above, withdrawals may only be made upon the signature of any two of the following: the Chair, the Vice-Chair and the Director.

**f) Capital Asset Management**

The District of West Vancouver's Capital Asset Management Policy (02-30-367, 2016) sets out management roles and responsibilities; treatment of assets; and financing. The Library adheres to the District's Capital Asset Management Policy and has additional provisions set out in this policy to address omissions and exceptions to the District's policy. Insofar as there is any difference between the District's policy and the Library policy, the Library policy has precedence over District policy.

Responsibility for the Library's capital asset management plan rests with the Director or designate as assigned. The Director will proactively manage current and future assets through maintaining a physical inventory, as well as administering replacement and equipment maintenance schedules. Planning includes decisions to either renew, replace or defer the maintenance of assets based on service levels, actual use and condition, estimated useful life, optimal replacement timelines and Ministry guidelines.

**g) Leasing**

Any recommendations to acquire property or equipment utilizing rental or lease/installment financing must conform to District policies for leasing and be approved in advance by the Finance Committee and reviewed by the District's Director of Financial Services before being submitted for Council authorization through the budget process. Purchasing and tendering will adhere to District guidelines.

**h) Insurance**

Appropriate insurance coverage for all property, equipment and liability is maintained through the District's insurance program.

## **3.2 Budget**

**a) Preparation of Budgets**

The Board will prepare its annual operating and capital budget at such time as submissions for the District budget are requested.

The budget and any revised budgets requested by the District require the approval of the Board before they may be submitted for approval by Council.

▶ **Draft Budget**

A draft annual budget will be prepared by the Director in liaison with the Board Finance Committee. The draft budget will be presented to the Board, accompanied by the recommendation of the Finance Committee.

▶ **Proposed Budget**

The Board will approve a proposed budget for presentation to the District.

Presentation of the budget to Council will be the responsibility of the Chair and the Director.

The Board may approve revisions to the proposed budget upon recommendation of the Director and the Chair.

The Library will operate within the proposed budget from January 1 until the official budget is approved.

Capital works requiring District funding will not be initiated until the official budget is approved. Capital works with third party funding may be initiated under the proposed budget.

▶ **Official Budget**

Following Council approval of Library funding, the Board will approve the official budget based on recommendations from the Director and the Board Finance Committee.

**b) Revisions to the Official Budget**

Monitoring of actual vs. budgeted expenses and revenues will be on an ongoing and timely basis and will be the responsibility of the Director, who will promptly report significant actual or anticipated variations and make proposals for any adjustments deemed advisable to the Finance Committee, and in turn to the Board.

▶ **Receipt and Expenditure of Unbudgeted Grants, Gifts and Donations**

Receipt and expenditure of grants, gifts and donations received after the budget is approved and with a value of \$1000 or more requires the approval of the Library Board.

Receipt and expenditure of grants, gifts and donations received after the budget is approved and with a value less than \$1000 may be authorized by the Director, not to exceed an aggregate of \$5000 per annum.

## 3.3 Revenues

### a) General

The Library adheres to the District budget process, the Library Act and the policies outlined in the Library Board Policy Manual with respect to the receipt, management and disposition of all funds received by the Library, including gifts and donations.

All monies received by the Library are incorporated into the operating revenues of the Library, unless otherwise designated. For the acceptance of gifts and donations see Section 9.2.

No Library funds will be donated to not-for-profit organizations other than the Foundation.

The Library may maintain its own bank account into which it may deposit money granted, donated or bequeathed to it or revenues generated by such activities as art sales, sales of gift items, or operation of the coffee bar. The Board may authorize the Foundation to manage donated or bequeathed funds on its behalf.

### b) Fees & Charges

Under the Library Act of British Columbia, direct fees may not be levied for basic library services, including the provision of information services and the lending of most library materials to residents and electors. Fees may however be charged for extra, or special, services provided for the convenience of library users including but not limited to photocopying, printing and holds on materials. As the purpose of fines for overdue items is to increase the flow of library material, such fines are also a permissible charge under the Library Act. On April 12, 2022, the library ceased to charge daily overdue fines on its own items.

Fees for the use of Library space may be charged for the rental of meeting rooms and for filming projects.

A rental fee for meeting rooms will be charged to groups other than those sponsored by the Library itself for use of these areas, such rental fee amounts being set in line with the market from time to time at the discretion of the Director.

For all filming projects, the Director will set a Facility Usage Fee. The total Facility Usage Fee will be no less than the minimum set out in the Library's administrative guidelines.

### c) Tax Receipts

#### ► For Donations of Library Materials

Receipts will be issued by the District for a donation of materials valued at \$50 or more, if the person can provide an independent valuation by a reputable dealer, or, if the items are brand new, based on the retail price as evidenced by a sales slip.

► **For Monetary Donations**

The Library does not issue tax receipts for monetary donations. Requests for tax receipts for donations of monetary gifts are referred to the Foundation.

## 3.4 Expenditures

### a) **Authority & Responsibility for Procuring Goods & Services**

The Board has exclusive control over Library expenditures, in accordance with the provisions of the Library Act. All expenditures are subject to the annual budget approved by the Board and the provisions set out in this policy. The Director of is responsible to the Board in making all purchases required by the Library.

► **Designates and Limits**

On an annual basis, the Director reviews and assigns purchasing authority and approval limits to designated staff.

### b) **Purchasing Policy**

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

Generally, the Library adheres to Purchasing Policy 02-30-359, 2015 of the District, dated September 14, 2015. This Board Finance policy addresses any additions or exceptions to the District's policy, and has precedence over the District's policies.

► **Sustainability Practices**

The Board supports the use of more environmentally responsible products and practices and expects staff to pursue this objective in the acquisition of goods and services. Purchasing is carried out in accordance with the targets and guidelines outlined in the Green Building Operations Protocol as amended from time to time.

### c) **Quotations and Tenders:**

The Director or an authorized designate must approve all purchases in accordance with approval limits. Quotations or tenders will be obtained on prospective purchases according to the following guidelines:

► **Thresholds**

Under \$5000

The Director or an authorized designate must approve single purchases under \$5000.

Between \$5001 and \$25,000

For purchases between \$5001 and \$25,000 written quotations will be sought from more than one vendor. A purchase order is required for all purchases over \$5000. The District's Purchasing Manager reviews all purchase orders valued over \$5,000.

Between \$25,001 and \$75,000

For purchases between \$25,001 and \$75,000 written quotations will be sought from a minimum of three vendors, unless three are not available.

\$75,001 and over

For purchases of \$75,001 and over a formal public competitive tender process will be followed in conformance with the District's procedures.

▶ **Sole Source**

Where a product or service is only available from one vendor, or where there is only one Canadian vendor, and when the purchase is less than \$250,000, the Library may deal directly with the vendor without a competitive process.

▶ **Variations in the quotation and tender process**

Variations in the quotation and tender process may be authorized by the Director if time is an important factor, and where the interests of the Library would be adequately protected without following the normal quotation and tendering procedure.

**d) Procurement Cards**

Corporate credit cards ("procurement cards") are issued to specific employees at the direction of the Director. Procurement cards are to be used only for purchases for Library business, in accordance with the District's Procurement Card policy and spending limits set by the Director.

**e) Expenditure approval**

The Director and designates are authorized to make expenditures in accordance with the annually approved budget.

All invoices must be reviewed and signed by the Director or an authorized designate, before being processed for payment.

All invoices greater than \$10,000 are further reviewed by the District's Purchasing Manager before being processed for payment.

**f) Expense Reimbursement**

Trustees are not entitled to be paid for their services, but may be reimbursed for reasonable travel and out of pocket expenses, including child care expenses, necessarily incurred by them in performing their duties under the Library Act.

The Board sets an annual budget amount for Trustee expenses to be allocated for training and professional development, Chair attendance at key community events, meeting supplies and refreshments.

Expenditures above the annual budget amount require the approval of the Board.

Library employees will be reimbursed for reasonable expenses incurred in conducting Library business in accordance with the District's policies and procedures.

Where practical, expenses incurred while purchasing goods and services for the Library should be invoiced directly to the Library. Direct purchase of goods or services must be approved by the Director or a designate prior to procurement.

Receipts must be provided for all expenses requiring reimbursement.

Reimbursement for expenses must be approved by the Director or the employee's department head, subject to approval limits and administrative procedures.

All expenses of the Director shall be itemized in a report to the Board Finance Committee on a quarterly basis.

**▶ Travel Expenses**

Generally, the Library adheres to Travel Expense Policy 03-30-384, 2018 of the District approved March 6, 2018. This Board Finance policy addresses any additions or exceptions to the District's policy, and has precedence over the District's policy.

Travel expenses must be pre-approved.

- Travel for programs within Canada with associated costs of less than \$5,000 must be approved by the Director (or in the case of the Director, by the Chair)
- Travel for programs within the remainder of North America, and with associated costs of less than \$7,500, must be approved by the Director (or in the case of the Director, by the Chair.)
- Travel for programs outside of North America, or with associated costs of greater than \$7,500, must be approved by the Library Board.

**g) Foundation operational expenses**

From time to time, the Library makes purchases and provides support for Foundation operational expenses for which the Foundation reimburses the Library.

Examples of Foundation operational expenditures for which the Foundation reimburses the Library are:

- Computer equipment and licensing fees; and
- Maintenance charges for Foundation after-hours events held at the Library.

The Director is authorized to approve other non-salary expenditures for Foundation operational expenses for which the Foundation reimburses the Library, subject to approval limits and administrative procedures.

Notwithstanding the above, the Library provides the following to the Foundation at no charge:

- office space and standard furnishings
- use of meeting rooms
- Internet and local telephone service
- graphic production services for promotional materials and processing of ticket sales for the Foundation's annual major fundraising event.

Any other use of Library funds to support Foundation operational expenses must be reviewed by the Finance Committee and approved by the Library Board in accordance with the annual budget and the Finance Section of this policy.

## 3.5 Financial Reporting & Audit

### a) Quarterly Reports

Library staff will prepare reports on revenues and expenditures, including budgets and variances, on a quarterly basis for approval by the Board Finance Committee and the Board.

### b) Preparation of Financial Statements

The Library's financial statements are prepared annually by District finance department staff in accordance with the provisions of the Library Act.

### c) Audit

The Library's accounts are audited annually by the auditor for the District, in conjunction with the audit of the District's accounts.

### d) Financial Reporting to Outside Agencies

A Statement of Financial Information (SOFI), as required under the Financial Information Act, is annually assembled by the Library with information provided by the District's Finance Department, reviewed by the Board Finance Committee, signed by the Board

Chair and one other Board Trustee, and filed each year with the appropriate Ministry of the provincial government.

### **3.6 Cash**

#### **a) Cash Control**

Cash refers to electronic and credit card transactions, currency and cheques received by the Library.

The Director is responsible for implementing a staff protocol for handling of cash and online payments.

### **3.7 Disposition of Surplus Property**

#### **a) General**

Under the Library Act, the Board is authorized to dispose of personal property (i.e. any asset other than real estate) acquired for library purposes.

The Board may, from time to time, dispose of items declared obsolete or surplus by the head of the using department, through transfer to another Library or District Department or sale, and in accordance with the District's Purchasing Policy.

Library equipment, furniture or materials with little or no value, or with no recognizable market, may be disposed of at the discretion of the Director and in accordance with the Green Building Operations Protocol.

#### **b) Library Materials**

By Council resolution of March 3, 1986, the Board is granted authority to turn over any and all discarded materials to the Friends of the Library "for disposal as they see fit on the understanding that any funds derived there from will be given to the Board for the sole use as the Board in its discretion may decide in consultation with the Friends."

### **3.8 Sales in Public Spaces**

Other than set out in this section:

- (a) the sale of products or services to, and
- (b) the collection of money from, the general public by third parties (collectively, "Sales"), in the Library's public spaces are not permitted.

The following specific Sales are permitted in public spaces:

- Fundraising activities (including the charging of admission fees) directly related to the Library, the Friends of the Library, and the Foundation



- Providers with a sub-license agreement offering services or products that have been approved by the Board
- Program-related materials by a presenter offered at Library sponsored or co-sponsored programs and exhibitions
- The Royal Canadian Legion West Vancouver Branch #60 Poppy Campaign.

These sales are permitted in that they offer a benefit to the community in one of the following ways:

- are a direct fundraising activity for the Library
- are a convenience to library visitors that enhances the library experience
- honour the dedication of the Library as a War Memorial.

Sales by third parties renting the Library's meeting rooms are governed by Section 5.5 Rental of Meeting Rooms and the document entitled, "Meeting Rooms Terms and Conditions of Use".

## 4. Rules and Regulations in the Library

### 4.1 General

A Library card is free to all persons who meet one of the following conditions:

- ▶ ownership of property in, or resident of, West Vancouver
- ▶ employee of the District or the West Vancouver School Board
- ▶ operator of a business in West Vancouver
- ▶ student of a West Vancouver school
- ▶ residence in an InterLINK community
- ▶ possession of a valid library card from another InterLINK library.

An adult card is issued to those aged 12 and up. Persons younger than 12 are issued a youth Library card. Issuance of a youth Library card, or youth Internet Access card, requires the consent of the child's parent or guardian.

Non-residents, other than those named above, may purchase a visitor or annual membership for a fee agreed to by the Board, subject to change from time to time. A non-resident Library Card entitles the holder to a full range including borrowing materials, programs, use of licensed online resources and use of public computers under the rules outlined below. Non-residents who wish to only use public computers may apply for an Internet Access card.

### 4.2 Children in the Library

The Library supports the use of the Library as the right of every child. Children have the right to:

- Intellectual freedom;
- Equal access to the full range of services and materials available to other users;
- A full range of materials, services and programs specifically designed and developed to meet their needs;
- A Library environment that complements their physical and developmental stages.
- Trained and knowledgeable staff specializing in children's services;
- Welcoming, respectful, supportive service from birth through the transition to adult user;
- An advocate who will speak on their behalf to the Library administration, the Board, Council and community to make people aware of the goals of children's Library services;
- Library policies written to include the needs of the child.

Parents and caregivers are responsible for their children who are in the Library. Parents and caregivers of children under the age of 10 are to remain in the Library and be attentive to their

child's needs. Programs that require parent participation will be identified in the registration process.

## **4.3 Library Code of Conduct**

The Library is a public space that is open and welcoming to all. The Library Code of Conduct regulates the use of the facility and services. It ensures that all persons respect the safety and comfort of others and use Library resources for their intended purposes.

Everyone in the Library shall:

### **Respect others and the shared nature of the Library**

Our welcoming and respectful atmosphere depends on all who use the library and its services. Obscene, harassing, discriminatory, or abusive language or behaviours are not permitted, nor are actions which interfere with the enjoyment and use of the library by others.

### **Act responsibly**

Actions that are unsafe, illegal, or contrary to health and safety guidelines, library rules, or staff direction are not permitted.

Where necessary, individuals may be asked to modify their behaviour, or to leave.

In some cases, suspending or restriction of library privileges may result, and police may be called.

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## **Examples of unacceptable behaviours**

It is impossible to create a comprehensive list of all behaviours that may occur. However, common examples include:

- Creating a disturbance or interfering with the comfort and use of the library by others
- Abusive, harassing, obscene, or discriminatory language or behaviour
- Smoking, vaping, and intoxication
- Public display of explicit images
- Persistent unwanted advances
- Monopolizing library resources, such as materials or physical space
- Attempting to sell, beg, or petition in the library
- Bringing in animals other than registered assistance animals
- Using recreational mobility devices other than assistive devices
- Violating any law, bylaw, or regulation
- Unsafe behaviour, including running or obstructing entrances or exits
- Physical hostility or aggression
- Entering staff only areas
- Improper use of bathrooms, furniture, or other parts of the facility
- Damaging and/or theft of library property or the property of others
- Failing to cooperate with staff

## 4.4 Rules for Use of Group Space

The Rules for Use of Group Space apply to spaces where tables and chairs for more than one person are available. Such spaces and furnishings, as with other Library property, are a community resource intended to be shared by the public.

Persons using group space to deliver a service for which they receive payment, such as tutoring, may not unduly displace free, public use of the space. Such activity is to occur only in designated areas of the Library and not in spaces designed for other purposes such as, but not limited to, silent study areas and seating lounges.

The Director will determine Terms and Conditions of Use for Group Space to ensure equitable access to group spaces. The Terms and Conditions of Use for Group Space may include, but are not limited to, dates of application, time limits, designated areas and acceptable use of furnishings. The Terms and Conditions of Use for Group Space will be made available in the Library and on the Library's website.

## 4.5 Rules for Borrowing Physical Materials

Fees set by the Board for borrowing physical materials may include overdue fees, requested item fees and lost or damaged item charges for physical materials. Borrowing periods and renewal limits are determined by the Director. The Director maintains and makes readily available the Terms and Conditions of Use for Borrowing Physical Materials that includes the fee schedule, borrowing periods and renewal limits.

## 4.6 Rules for Acceptable Use of Public Internet and Computers

The Library is committed to providing safe access to the Internet and public computing equipment and software that supports digital literacy.

The Rules for Acceptable Use of Public Internet and Computers policy applies to all types of computer usage on Library premises and on the Library's networks. This includes:

- Library public computers, laptops and mobile devices on the Library's wired and wireless networks;
- Personal laptops and mobile devices on the Library's wireless network.

By agreeing to the Library's Terms of Use for the Library's Internet service, individuals agree that they have read and understood them.

The Library's public computers and wireless network are located in public areas shared by people of all ages, backgrounds and sensibilities. Individuals are expected to consider others when using the Library's public computers or personal devices in the Library. The Library strives

to balance access to a wide range of information with maintaining a public environment that is safe and free from harassment.

Behaviour or activity that may result in damage to people, Library property, materials or equipment are prohibited. Examples may include, but are not limited to the following:

- Installing software or running any program on Library equipment that has not been installed by Library staff;
- Developing or using programs that infiltrate a computer or computer system and/or damage or alter the software components of a local or remote computer or computing system;
- Using another individual's Library card or multiple Library cards;
- Misrepresenting personal identity and posing as another person;
- Disregarding the privacy of others;
- Using Library equipment and software for illegal, actionable, or criminal purposes, including hacking or harassing others locally or remotely, or seeking access to unauthorized areas;
- Seeking information on, obtaining copies of, or modifying files, other data, or passwords belonging to others;
- Infringing on the legal protection provided by copyright and licensing of programs and data;
- Disruptive and unsafe online behaviours that interfere with others' use, as described in the Library's Code of Conduct on Library Premises.

**a) Children's Internet Access**

Public computers in the Youth Department have commercial filters. Filters restrict access based on pre-selected categories of websites. No filter is guaranteed to prevent access to all material that people may find be objectionable or controversial.

As with access to all other Library materials, parents/guardians are responsible for monitoring or restricting what their children access through the Internet.

**b) Wireless Internet Access**

The Library provides wireless Internet access for personal mobile devices at no cost, subject to acceptance of Terms of Use. The wireless connection is not secure and use of the wireless connection is at the person's own risk. Users are responsible for their own devices and applications.

**c) Rules for Use of Public Computers**

The Director maintains and makes readily available the Terms and Conditions of Use for Public Computers, which includes time limits and sign-up procedures. These rules will be reviewed regularly to adapt to the changing technological environment.

## 4.7 Respectful Behaviour Policy

The West Vancouver Memorial Library wishes to promote a safe, healthy, respectful and positive environment for all members of the public, volunteers and staff at the Library and has an obligation to provide a workplace free of violence, bullying and harassment.

This policy defines behaviours that may negatively impact the well-being of others or create unsafe conditions and provides a process for addressing these behaviours when they occur within the Library premises or in association with any service, program or event provided by the Library.

### Definitions

**“Code of Conduct”** means the Library Code of Conduct contained in the Board’s Policy manual and also posted in the Library that outlines the roles, rights and responsibilities of Library Staff and patrons;

**“Harassment”** means conduct, actions or behaviour that a person knew or reasonably ought to have known would cause another person to be humiliated or intimidated or would be objectionable and unwelcome;

**“Unacceptable Behaviour”** means behaviour that obstructs or interferes with the lawful free use and enjoyment of the Library or participation in Library services, programs or events, or that compromises the safety and well-being of others, including Library Staff, volunteers and members of the public. For the purposes of this Policy, Unacceptable Behaviour includes:

- Vandalism,
- Violence,
- Harassment,
- Possession of weapons,
- Theft of property, and
- Contravention of Codes of Conduct or posted rules;

**“Incident”** means any occurrence involving one or more individuals engaging in Unacceptable Behaviour;

**“Suspension”** means the prohibition of an individual from entering or using all or specified Library Facilities, Programs, or Services for a specified duration of time;

**“Vandalism”** means the malicious, willful or deliberate destruction, damaging or defacing of the Library Facility or other Library-owned property, including equipment, vehicles, materials and

furniture; and

“Violence” includes:

- the use of profane, obscene, abusive or discriminatory language;
- threats or attempts to intimidate;
- throwing articles or objects in a deliberate or aggressive manner that may endanger or cause injury or damage to any persons or property;
- physically aggressive or threatening behaviour; and
- attempts to goad or incite violence.

## Scope

This Policy applies to all persons, including members of the public and Library staff, within Library Facilities or grounds, or when interacting with Library staff while using Library services.

This Policy only applies to Incidents and Unacceptable Behaviour involving a member of the public. For certainty, this Policy does not apply to interactions between Library Staff.

## Policy Communication

A copy of this Policy will be posted on the Library’s website.

## Terms of Respectful Behaviour/Policy

### Respectful Behaviour

All persons using the Library Facility, premises and/or services have a duty to:

- i. treat others with respect, courtesy, fairness and equality
- ii. use Library Facilities and equipment in a safe and respectful manner; and
- iii. comply with all posted policies and rules regarding the use of Library Facilities, including the *Library Code of Conduct*.

No person shall commit or engage in Unacceptable Behaviour in Library Facilities.

### Responding to Incidents

When Library Staff witness or receive a report regarding an Incident, they will follow the procedures set out in Appendix A of this Policy.

The Library Director is authorized to issue a Suspension to any person who is not in compliance with this Policy for a period of up to two years. In exercising their discretion under this section, the Library Director shall consider the factors set out in Appendix B of this Policy.

No person that is subject to a Suspension under this Policy shall access, enter or use any Library Facility, premises, or service included in the Suspension, subject to the terms and conditions of the Suspension. Once the suspension period has elapsed, any individual who has been suspended for three months or more must schedule a meeting with the Library Director to discuss behavioral expectations prior to returning.

All Library Staff will exercise their power and authority under this Policy fairly and equitably and in accordance with the Human Rights Code, the Charter of Rights and Freedoms, and all other applicable enactments.

### **Appeal Process**

A person subject to a Suspension under this Policy may, within 10 business days of receiving notice of the Suspension, request a review of the decision by the Library Board's Appeals Committee.

The Appeals Committee is an ad hoc committee of three Board members in good standing convened at the direction of the Chair or designate when required.

In exercising their discretion under this section, the Appeals Committee shall consider the factors set out in Appendix B of this Policy.

Appeal hearings will be held by the Appeals Committee in accordance with Appendix C of this Policy.

The decision of the Appeals Committee with regards to a Suspension is final.

### **Probationary Period and Subsequent Suspensions**

Once a Suspension has been completed, regardless of the duration, the person subject to the Suspension will be subject to a six month probationary period with the following conditions:

- a. If an Incident occurs during the probationary period, the Library Director will impose a subsequent Suspension of equal or greater duration than the initial Suspension. A Suspension issued under this section may be for a duration of up to two (2) years.
- b. A Suspension under this section must be issued by the Library Director or the Library's Legal Counsel in writing.
- c. A person subject to a Suspension under this section shall not be entitled to appeal that Suspension, regardless of whether the person requested an appeal of the initial Suspension.



## Appendix A – Incident Procedures

The following procedures will be followed when Library Staff observe an Incident or have reason to believe that an Incident has occurred in a Library space (physical facility or grounds, or virtual spaces or services):

1. The Library's primary concern is the safety of members of the public and Library staff. If at any time Library Staff feel that the safety of any person is at risk, they will request police assistance. Library Staff are not expected to jeopardize their safety or that of others in responding to an Incident.
2. Where possible, Library Staff will attempt to explain to the person or persons engaging in the Unacceptable Behaviour that their behaviour is unacceptable and ask that the behaviour cease. Library Staff may also attempt to de-escalate the situation, where appropriate.
3. If the Unacceptable Behaviour continues, and depending on the severity of the Unacceptable Behaviour, the Designated Staff Member In Charge or any Senior Manager may require the person to leave the Library immediately, either for the day, or until the next regular business day (i.e. Monday to Friday, excluding Statutory Holidays). If the person refuses to leave the Library, Library Staff may request police assistance.
4. As soon as is reasonably possible following the Incident, the designated staff member in charge or responding manager will complete an Incident Report through the online portal detailing the Incident and including the names and contact information of any witnesses. This online report is automatically forwarded to Senior Managers, the OHS specialist, and to the Risk Manager.
5. If the Incident involves alleged Unacceptable Behaviour by a minor, Library Staff will make reasonable attempts to notify the parents or guardian of the minor as soon as reasonably possible following the Incident.
6. When a Senior Manager or the Library Director receives an Incident Report, they may elect to consult in confidence with other advising senior staff. After considering the Incident Report, information from Library Staff who witnessed the incident in question or prior incidents with the same patron, and other available information as well as the Guidelines set out in Appendix B, the Senior Manager or Library Director will take such action as they consider appropriate in the circumstances, which may include:
  - a. determining that the Incident did not constitute a violation of this Policy and take no further action;
  - b. determining that the Incident constituted a violation of this Policy but decide that no further action is required in the circumstances
  - c. determining that the Incident constituted a violation of this Policy and take further action, including:
    - i. issuing a written warning letter or letter of expectation;
    - ii. requiring that the person meet with the Senior Manager or the Library Director,

- including that the person not enter or use any Library Facility until they meet with the Senior Manager or Library Director; and
- iii. recommending that the Library Director impose a Suspension.
7. If the Senior Manager believes that a Suspension is appropriate, they will compile and forward all information gathered during their investigation to the Library Director. This information will include the details of previous Incidents and the comments from other Library Staff where available. The Senior Manager will make recommendations to the Library Director regarding the proposed scope and duration of the Suspension and any terms and conditions. In a case where the Director is the responding manager, they will complete this step.
  8. When the Library Director receives a recommendation to impose a Suspension, the Library Director will review the information and take such action as the Library Director considers appropriate in the circumstances considering the Guidelines set out in Appendix B. The Library Director may refuse to impose a Suspension or, if a Suspension is imposed, establish the scope and duration of the Suspension and any terms and conditions.
  9. If a Suspension is issued, the Library Director or the Library's legal counsel will notify the person in writing of the terms of the Suspension and of their right to appeal under this Policy.
  10. If a Suspension is issued, the Senior Manager or Library Director shall prepare a confidential memorandum regarding the Suspension, including its duration and any terms and conditions. The memorandum will be sent to Library Staff for whom the information is necessary for the performance of their duties. Further confidential memorandums may be issued to notify Library Staff of changes to or extensions of the Suspension and upon completion of the Suspension.
  11. The Library Director may extend the duration of a Suspension where the person breaches the terms of the Suspension or where there are further Incidents involving the person.

## Appendix B – Unacceptable Behaviour Enforcement Guidelines

In determining the appropriate measures to deal with a contravention of this Policy, Library Staff, as outlined in the procedures in Appendix A, will consider factors such as:

- a. the nature and severity of the Unacceptable Behaviour;
- b. whether the Unacceptable Behaviour was a single or repeated act;
- c. whether the person was told that the behaviour was unacceptable and nonetheless continued the conduct;
- d. the impact of the Unacceptable Behaviour on members of the public and Library Staff;
- e. the person's acknowledgement of wrongdoing;
- f. the person's history of other contraventions; and

g. The Library's recommended minimum suspending procedure

### **Appendix C – Appeal Procedure**

1. Requests for review of a Suspension under this Policy must be made in writing and must be delivered to the office of the Library Board Appeal Committee within 10 business days.
2. Within 10 business days of receiving a request for review under section 7.3.1 of this Policy, the Appeal Committee will notify the person subject to the Suspension of the date for their hearing.
3. The Library Director will provide the person subject to the Suspension with copies of all materials that will be considered by the Appeal Committee a minimum of 10 business days prior to the hearing. The materials will be redacted as necessary to comply with the Freedom of Information and Protection of Privacy Act, RSBC 1996, c. 165 and any other applicable enactments.
4. The person subject to the Suspension may attend the hearing with a representative of their choice, including legal counsel.
5. The Library Director will attend the hearing on behalf of Library Staff.
6. The Library Board Appeal Committee may request the attendance of any other person at the hearing, including Library legal counsel.
7. At the hearing, the person subject to the Suspension will have 10 minutes to address the Library Board Appeal Committee. This time may be extended if deemed necessary by the Library Board Appeal Committee due to the complexity of the issues or the severity of the allegations.
8. The Library Board Appeal Committee will notify the person subject to the Suspension of their decision in writing within 10 business days of the hearing.
9. The decision of the Library Board Appeal Committee with regards to a Suspension is final.
10. The Library Board Appeal Committee will notify the full Board of appealed Suspensions.

## *5. Library Facility*

### **5.1 Public Service Hours**

Opening hours are approved by the Library Board. Hours are determined by the Director based on public service needs, available resources and the terms of the Collective Agreement with the West Vancouver Municipal Employees Association.

### **5.2 Display Space for Public Use**

The Library provides and maintains bulletin boards and shelf space to display and distribute community information and materials. The display space is a shared resource intended to present a balance of events and activities of interest to the community.

The Library accepts material related to cultural, recreational, informational and educational events or activities from not-for profit organizations, educational institutions, arts and cultural organizations, community groups, municipal departments and government agencies. Space permitting, arts and entertainment information may be accepted from the broader region. In addition, the Library will make available free newspapers and newsletters to meet the broad range of interests of the community.

Material whose primary purpose it is to promote products, items or services (i.e. sales flyers, real estate brochures, or individual advertising such as tutoring, baby-sitting or fitness classes) will not be accepted. The Library will not accept solicitations for fundraising activities and petitions. A room rental booking does not automatically include the privilege of posting materials or distributing related information on Library premises.

All notices, displays and free materials must be approved by the Library prior to being made available to the public. All materials must clearly identify the organization responsible for the content. Display or distribution of materials does not constitute library endorsement of content.

The length of time materials remain available will be determined by Library staff based on space and public interest. The Library becomes the owner of display materials and does not return them.

The Library reserves the right to select and remove materials. Such decisions will be made by the Director or designate.

### **5.3 Room Rentals**

The Library's rooms are primarily for public service, such as programs, activities and meetings that are coordinated, produced and hosted by the Library or presented in partnership with the Library. The Welsh Hall was constructed with funds from the bequest of Robert Leslie Welsh which were designated for the enhancement of music resources and programs in the Library. Reasonable priority will be given to music related uses in reserving and renting this room.

When rooms are not in use by the Library, they are made available to the public for rental under the Meeting Room Terms and Conditions of Use. The Library does not limit use of rental rooms based on subject or content matter, or beliefs and affiliations of the meetings' sponsors, except when the use is deemed to replicate Library uses.

Acceptance for rental of the meeting rooms does not imply Library endorsement of the users' beliefs, policies or activities. No group using the meeting rooms may engage in any unlawful or illegal behaviour under any law of the Province or the Country including those specified in the Criminal Code and under human rights legislation. Failure to comply may result in being denied access to meeting room space at that time and in the future.

The Director shall establish reasonable Meeting Rooms Terms and Conditions of Use for the efficient utilization of the meeting rooms. The Meeting Rooms Terms and Conditions of Use address rates, bookings, permitted uses, promotion and indemnity. Failure to abide by these conditions may result in the refusal or cancellation of a booking.

If, in the opinion of the Director 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 Director or designate shall have the discretion to refuse or cancel such a booking.

## 5.4 Art in the Library

The Library recognizes that the arts distinguish our community identity and are a driving force for social and economic sustainability. Our community embraces all aspects of artistic endeavor, integrating individual practice and celebrations of talent and creativity into our daily lives.

The Library supports our community's interest of the visual arts in three key roles: aesthetics, discovery, and learning. Our spaces, both physical and virtual, provide canvases that reach a broad cross section of the public. The Library displays art in these spaces to enhance enjoyment, to attract viewers, and to complement their context as places for connection and reflection. Furthermore, we foster discovery and learning. We aim to introduce high quality works to new audiences, to provoke thought and emotional response. And, with our world increasingly relying on communications that are highly visual, we cultivate people's ability to be literate in visual language, both in understanding and creating it.

By virtue of being located in a public place, all works displayed at the Library are Public Art. The Library's art program may include exhibitions, performances, lectures, panel discussions, and community art projects, all of which are free and open to the public. Exhibitions may be permanent or rotating.

### a) Permanent Art Collection

Works of the permanent art collection are pieces acquired for designated spaces and may hang for extended periods in selected areas of the Library. Works from the permanent collection may rotate between spaces, such as the Welsh Hall, McDonald Creek Meeting Room, Peter J. Peters Reading Room, and Administration Offices.

Additions to the permanent collection are made by recommendation of the Library Permanent Art Collection Committee and approved by the Library Board. The WVML Permanent Art Collection Committee consists of four (4) members, including one Library Board member, the Director, and two specialists from the art community, such as architect, interior designer, art gallery owner, and arts administrator. Members from the arts community must be West Vancouver residents.

New acquisitions will be by artists who are recognized in their field locally, regionally, nationally, or internationally.

Artwork may be acquired in the following manner:

- ▶ Direct purchase
- ▶ Designated monetary donation to the permanent art collection
- ▶ Invitation to donate an artwork
- ▶ Commissioned

The Permanent Art Collection Committee may consider other opportunities at its discretion.

The Permanent Art Collection Committee decides on the duration for displaying works from the permanent art collection. In the event that a work is deaccessioned, the Library Board will be notified. Deaccessioned artwork may be donated, sold or otherwise disposed of. Any revenue gained from the disposition will be specifically used for the Permanent Art Collection.

## **b) Rotating Exhibitions**

Rotating exhibitions may feature traveling exhibits; exhibitions by individual artists and community groups; collaborative shows with cultural institutions; and themed group shows. They may be in any media and be contemporary art, material culture, folk art, or art education (for example, exhibitions of student work organized by teachers or other educators). Exhibitions may represent the humanities with literary, historical, cultural, and interdisciplinary topics. They may be interactive and employ technology.

Rotating exhibitions are displayed in the areas of the Library that receive the highest traffic. These include the Art Gallery walls in the hallway of the Main Floor and lounge area on the Lower Level, as well as the stairwell in between.

The Rotating Exhibitions Committee is responsible for the selection and scheduling of rotating exhibitions. The composition of the Rotating Exhibitions Committee is determined by the Director.

Criteria for selection include, but are not limited to:

- ▶ Relevance of the work or artist to the community
- ▶ Artistic merit
- ▶ Connection to the Library's collections, programs and services

- ▶ Appropriateness for display to a multigenerational audience
- ▶ Suitability of the format for our physical space
- ▶ Prominence of the artist or arts organization
- ▶ Relation to other events or exhibits in the community
- ▶ Dates of previous exhibits by the same artist or organization
- ▶ Similarity to other items or topics recently displayed
- ▶ Special needs, costs, or requests associated with proposed exhibits
- ▶ Rotating exhibits may be selected from proposals
- ▶ Requested by the Rotating Exhibitions Committee
- ▶ Submitted to the Rotating Exhibitions Committee for consideration

The Rotating Exhibitions Committee may stipulate that a percentage of the proceeds, not to exceed 20%, from the sale of works be contributed to the Library. Monies collected will be directed to supporting operating costs of rotating collections.

All installations are subject to the approval of the Director.

## 5.5 Filming in the Library

### a) General

The District has a comprehensive Filming Policy that sets out the process and conditions for obtaining a Filming permit. The Library adheres to the District's Filming Policy and has additional provisions set out in this policy to address omissions and exceptions to the District's policy. Insofar as there is any difference between the District's policy and the Library policy, the Library policy has precedence over District policy.

The Library recognizes the value that filming brings to the community and seeks to foster filming activity by making the Library available for projects when appropriate. The Library's primary purpose is public service and therefore, in general, filming should not displace the public's access to the facility and Library services nor disrupt staff preparation for the delivery of such services.

### b) Library Approvals

The approval of the Director is required for all Film Permit Applications involving the Library. Approvals may be withheld at the sole discretion of the Director.

Applications must specify the purpose for using the location. Applications that involve identifying the West Vancouver Memorial Library as the location of a film scene will be reviewed closely by the Director to ensure that the reputation and integrity of the Library is not adversely affected by the proposed filming. When an adverse effect is anticipated, including when the filming project may contravene the values and purpose of the Library, approval will not be granted. Applications that request use for a generic library must agree not to film identifying information, i.e. signage that names the Library.

**c) Insurance**

Applicants granted permission to film at the Library must provide proof of liability insurance coverage.

The applicants will, at their own expense, including the cost of deductibles, provide and maintain the following in addition to District insurance requirements:

- i) Commercial General Liability insurance insuring against claims arising out the use of the Library pursuant to this policy, providing coverage, including, but not limited to, broad form contractual liability and severability of interest provisions, and naming the West Vancouver Memorial Library as additional insured. The Library reserves the right to set an appropriate amount of liability.
- ii) The West Vancouver Memorial Library must be named as an additional insured on the Applicant's liability policy.
- iii) The insurance policy cannot be cancelled unless the West Vancouver Memorial Library is notified in writing 30 days in advance.
- iv) Cross Liability Endorsement must be included in the insurance provisions.

All insurance must be provided by an insurer registered to do business in the Province of British Columbia.

In addition to District indemnification requirements, the applicant will indemnify and save harmless the West Vancouver Memorial Library, its Trustees, officers, agents, employees and representatives from and against all claims, actions, damages, injuries, costs, expenses or losses whatsoever, which may arise or be brought against the Library as a result of, or in connection with, the said use of the location(s) by the applicant, its employees, contractors, agents or representatives; and specifically, the Library will not be responsible for any liability arising from these activities with respect to advertising or any copyright or trademark infringements.

The applicant is to promptly report to the Library any accidents or claims for liability or loss with respect to the use of the Library pursuant to this policy.

**d) Special Provisions**

Film companies must, among other things:

- Employ District security, maintenance, engineering (if required) and film liaison staff at full cost recovery.
- Arrange and pay for security services required to ensure the overnight security of production vehicles located outside the Library and on municipal streets.
- Be responsible for the restoration and replacement of any damaged finishes or fixtures through contractors and suppliers identified by the District.



- Adhere to other conditions which may be specified in the discretion of the Library Director.

## 5.6 Third Party Promotion in the Library

Other than set out in this section, the promotion of third party organizations in the Library's public spaces are not permitted. Third party organizations are all those other than the West Vancouver Memorial Library.

The following specific types of third party promotion are permitted in public spaces:

- Verbal acknowledgments at activities funded by the Library Foundation, the Friends of the Library and granting organizations;
- Physical signage and print collateral materials in the Main Hall in designated areas assigned to the Library Foundation and the Friends of the Library;
- Banners in the Main Hall for activities hosted by the Library Foundation, the Friends of the Library, Public Library InterLINK and granting organizations;
- Banners on the exterior of the Library for fundraising events hosted by the Library Foundation and the Friends of the Library, and for partnership signature events that are taking place in both the Library's patio and Memorial Park;
- Posters promoting events hosted in partnership with third party organizations in the elevators, vestibule display board and stands in the Library;
- Digital signage in the Main Hall and on the self-checkout machines promoting events hosted with third party organizations;
- Video and slide presentations by the Library Foundation and the Friends of the Library on the following occasions: multi-day video streamed conferences, fundraising and donor recognition events, and Remembrance Day.

## 6. Human Resources

### 6.1 General

- a) The Human Resources (HR) Committee is a standing committee of the Board in accordance with the Library Board Operation section of this policy. The general duties of the Director are also described in the Library Board Operation section of this policy.
- b) The Director is the chief executive officer of the Library.
- c) The Director has overall responsibility for resource planning, personnel administration and management, and employee relations.
- d) The Board, through its representatives including from the human resources department of the District, negotiates the Collective Agreement with the West Vancouver Municipal Employees Association (Library bargaining unit). The HR Committee is responsible for reviewing the terms of the Agreement and providing direction to the Board for entering into the Agreement.
- e) The Library adheres to the human resources policies of the District. This Library Board Human Resources policy addresses any additions or exceptions to the District's policies, and has precedence over the District's policies. The Board's policy may not be contrary to the terms and conditions of the Collective Agreement or federal or provincial law.
- f) The Director is responsible for upholding employment laws and regulations, and ensuring the consistent and objective application of the Collective Agreement and the policies of the Board and the District.

### 6.2 Director Succession

The person appointed as Acting or Interim Director has full authority for decision-making and independent action as the Director, as well as carrying out the tasks, functions and responsibilities of the position. An Acting Director is generally a short-term appointment for carrying forward existing plans and work in progress. An Interim Director is an appointment for longer than three months when significant work in planning and policy are expected.

#### a) Short-Term Absences

Short-term absences refer to situations when the Director is not available to perform the duties of the position for a period not expected to exceed three (3) months. It most often applies to periods when the Director is on vacation or sick leave.

The Director will appoint an Acting Director for short-term absences and advise the Board Chair of the appointment.

#### b) Emergency Succession

Emergency Succession is required when an unplanned circumstance, such as illness, accident or other unforeseen circumstance renders the Director unable to perform the duties of the position.

For short-term unplanned absences of up to three (3) months, the Alternate Director will become the Acting Director. The Director will have an appointed designated Alternate Director at all times.

For unplanned absences expected to exceed three (3) months, the Board will evaluate the circumstances and determine appropriate action which may include appointing an Interim Director or seeking a new permanent Director.

### **c) Departure**

In the event of the departure of the Director, the Board may appoint an Acting Director for up to three (3) months or an Interim Director if longer.

## **6.3 Performance Review Process for the Director**

- a) The HR Committee establishes and may, in consultation with the Director, update the job description of the Director from time to time.
- b) The Board believes that fair, timely and constructive performance management fosters a supportive relationship and clear communications with the Director. As such, the approach to performance management will be one of collaboration and openness, in which the Director will be an active participant.
- c) The Director is responsible for establishing personal performance goals and reporting progress according to the timeline established by the HR Committee. The establishment of goals is done in collaboration with the HR Committee.
- d) The HR Committee will collect feedback on the Director's performance from the Board and staff. General results of the feedback will be shared with the Director, while maintaining the anonymity of those providing the feedback. The Director will be provided an opportunity to consider and respond, whether formally or informally, before the performance evaluation is finalized as part of the employee record.
- e) The HR Committee Chair is responsible for conducting the performance evaluation of the Director. The evaluation should include:
  - A personal meeting to review the Director's performance goals and progress towards their achievement, review feedback from the Board or staff if collected, and the Director's perspectives on progress and/or feedback.
  - A written summary of the performance evaluation, with the Director's feedback or commentary attached, for inclusion in the Director's employee file.
- f) At a minimum, a performance evaluation will occur annually; however more frequent evaluations can be scheduled if requested by the Director or the HR Committee Chair.

- g) The HR Committee is responsible on behalf of the Board for maintaining the Director's employee records, including performance goals and evaluations, in a private and secure fashion in compliance with Canadian privacy laws.
- h) If at any point the HR Committee and the Director disagree on the scope or application of this section of the Human Resources policy, they will first avail themselves of the resources and experience of the District's HR Manager to assist in reaching a resolution, provided this will not limit their respective right to pursue such other resources and advice as they deem necessary.
- i) Due to the personal and private nature of human resources, the HR Committee is not obliged to report specific details of its meetings or activities to the Board; however it is expected to report general progress, outcomes and risks, so the Board is adequately informed on key topics in a timely manner.

## 6.4 Responsibilities to Employees

- a) Terms and conditions of employment for exempt employees (which include the Director, the Administrative Assistant and the department heads) are regulated through the District's policies with such additions or exceptions as are contained in this Human Resources policy.
- b) With respect to employees under the Collective Agreement (being the non-exempt employees), the process for handling grievances, through the escalation to Library management is outlined in the Collective Agreement. The Board will only hear concerns relating to the dismissal, discipline or suspension of an employee covered by the Agreement, or to the interpretation, application, operation or alleged violation of the Agreement through this process, after the participants have gone through due process as outlined in the Collective Agreement.

## 6.4 Volunteers

The Library welcomes community members aged fourteen and older to apply to volunteer their time, services and expertise as Library volunteers. Volunteer opportunities are designed to support staff and provide members of the community with meaningful opportunities for service. Volunteers may serve in areas which support staff endeavours and enhance service to the public. Library staff support and supervise volunteers.

Duties performed by volunteers beyond those in existence as of July 1997 will be agreed upon by the Director and the Department Head(s) concerned. The West Vancouver Municipal Employees' Association and the Board will be informed during the process. It is not intended that volunteers replace staff.

Volunteers are expected to comply with all policies, practices and procedures of the Library. Volunteers are responsible for maintaining a professional code of ethics and maintaining the confidentiality of all privileged information which they may be exposed to while serving as a volunteer. Volunteers are to perform their functions to a standard expected by staff and the public.

Volunteers are covered for liabilities under the Municipal Insurance Association for claims or actions for losses to third parties arising out of the performance of their volunteer work on behalf of the Library. The coverage may not apply for losses arising out of actions beyond the scope of the volunteer work, willful or illegal acts and grossly negligent conduct. Volunteers must successfully complete a Criminal Record Check prior to beginning their service.

Volunteers may apply for paid positions under the same conditions as other outside applicants.

## *7. Communication with the Public*

### **7.1 Public Communication Objectives**

1. To inform officials at senior and local levels of government of the Library's objectives, goals, services and requirements.
2. To liaise with and provide the community with information on the function and operation of the Library.
3. To actively promote and advertise Library services in the community.

### **7.2 Reporting to the Community**

In meeting its responsibility for public library services in West Vancouver, the Board recognizes an obligation to keep its various publics informed on its operations.

In this regard, the Board liaises with and keeps Council and other elected bodies abreast of major policy matters and trends affecting the function and operation of the Library and Library services generally.

The Board also acts in two ways to provide relevant and timely information to the community at large:

1. through periodic releases, including reports, articles, brochures and press releases;
2. by responding to specific public requests and enquiries.

### **7.3 Public Relations Materials**

The Library is an important community facility that is dedicated to providing access on a broad spectrum of knowledge and intellectual activity.

As a meeting place for the community, the Library undertakes to offer a comfortable environment for cultural pursuits and the exploration of ideas through exhibits and displays, discussion groups, lectures, as well as a variety of other programs and events.

In an effort to inform the public of Library services, changes in operation, as well as advise them of new programs or special events, the staff, the Board, the Foundation, Friends of the Library and other volunteer groups may find it useful to issue periodic press releases, informational reports and material, articles, brochures, or newsletters or other promotional or informational material for the public.

Prior to releasing any promotional/informational material to the public, it must first be reviewed by the Director or designate to ensure accuracy and consistency with the Library's philosophy as articulated in the Library Board Policy Manual and the Library's Strategic Plan.

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## 7.4 Community Engagement

### a) Purpose

Community engagement is a process by which the public and the Library interact to exchange information and ideas to inform decision-making and build local knowledge.

The Library creates opportunities for community engagement for the following purposes:

- To collect and validate data;
- To gain a deeper understanding of community interests, concerns and priorities;
- To gauge the impacts of a potential decision on those affected;
- To ensure representation from different sectors of the community, including age demographics, geographic areas, socioeconomic and cultural backgrounds; and
- To build relationships with individuals and organizations that have common interests.

### b) Scope

The Library will create opportunities for community engagement in the following areas:

- The development of long-term strategies, such as the Strategic Plan, the Infrastructure Strategy and the Digital Strategy;
- The development of plans for major capital projects, such as major renovations that involve expansion or result in closures and major technology-based projects; and
- The evaluation of Library services

Community engagement also takes place when Library services are planned with organizations and groups that have common missions, values and strategies.

### c) Philosophy

The Library values and encourages community engagement. We are committed to community engagement that is accessible, inclusive, timely, respectful, responsive and fiscally sustainable.

The level of community engagement is categorized on a continuum of participation and influence. The level will be determined based on the nature, the significance and the public impact of a project.

In order for community engagement opportunities to be meaningful, we ensure:

- The purpose for the process and the role of the participants are clearly articulated;
- Information provided is credible and balanced;
- Engagement methods, tools and techniques support effective communications; and
- Results are made available.

Final decisions are the responsibility of the Board and the Director or designate.

#### **d) Delegation of Responsibility**

The Board reviews community engagement plans for the development of long-term strategies.

Responsibility for community engagement for major capital projects, planning and evaluation of Library services rests with the Director, who may further delegate responsibilities to members of staff who are qualified by reason of education or training.

## **7.5 Public Access to Information**

The Board recognizes its responsibilities under the Freedom of Information and Protection of Privacy Act.

Although straightforward and reasonable requests for information receive prompt attention, those which are deemed by the Director to exceed the disclosure requirements of the Freedom of Information and Protection of Privacy Act will be required to be made in writing and may be referred to the Board, the District's solicitor or the District's Freedom of Information Coordinator for review. Matters in this category could include those involving labour relations, contract or property negotiations, or personal information about any individual other than the person making the request.

Although it is expected that most public questions and enquiries can be responded to quickly and satisfactorily, it is important that Library users and other members of the community be able to make their wishes and needs known to the Board. This can be done by letter addressed to the Chair or by appointment to appear before the Board

The overriding principle is that in order to fulfill its mandate effectively, the Board is responsible for communicating with its various publics and responding to enquiries concerning the management and operation of the Library.



## 8. Collection Development

### 8.1 Philosophy

The Library maintains a current, balanced, dynamic collection that reflects diverse viewpoints and reading tastes. We are committed to developing a collection that evolves with our community. Our collection reflects that residents of West Vancouver deeply value our Library and have interests that run broad and deep.

### 8.2 Purpose

The purpose of this policy is to establish principles to designate responsibility for collection management; define the scope of the collection and access to it; and outline the process for requesting a review of materials.

### 8.3 Delegation of responsibility

Responsibility for collection development rests with the Director, who may further delegate responsibilities to members of staff who are qualified by reason of education or training. Collection development refers to the management of materials in the collection and includes selection, acquisition, and withdrawal. Materials may be in a variety of formats including books and other print media, audiovisual, digital and electronic.

### 8.4 Scope

#### a) General collections

The goals of the general collection are to provide the West Vancouver community with access to materials that:

- Support formal and informal learning
- Support personal enrichment
- Stimulate intellectual growth, curiosity and discourse
- Support community priorities

#### b) Special collections

Special collections address the needs of specific segments of the community.

##### ▶ French and other languages

The Library is committed to collecting material in both of Canada's official languages, in addition to other languages that represent the diversity of our community.

▶ **Curriculum support**

The collection meets a wide variety of educational needs for persons of all ages, including the support of the elementary and secondary school curricula for young people. The Library plays an important role in a student's learning network outside of school by providing a collection that:

- is responsive to changes in the provincial curriculum
- considers the core competencies listed in the curriculum
- contains materials on foundational curricular topics (ex: Canadian history)

▶ **Textbooks, professional and special materials**

The collection does not include textbooks or specialized academic/professional resources because of their cost and the need to continually purchase new editions.

▶ **Local history**

In addition to applying the selection criteria outlined in this policy, the Library is committed to collecting, preserving and providing access to materials of historical value or local significance to support research into the history of the community. We also collect significant works created by community members.

▶ **Enhanced collections**

The Library may also create enhanced collections using third-party contributions that are received in accordance with Section 9 Gifts and Donations.

## 8.5 Selection and Acquisition

Selection refers to the decision to add a specific item to the collection or make it accessible either in a physical location or via the Library's website. Materials may be acquired through purchase or by donation.

Qualified staff evaluate formats in the context of budget considerations, community need, impact on existing resources, notable trends, and suitability for library use.

a) **Criteria**

When considering whether to add materials to the Library collection, staff consider all or some of the following criteria:

- Accuracy and timeliness
- Availability and suitability of the format
- Relevance to the local community
- Relative importance in comparison to the existing collection on the subject
- Expressed or perceived demand
- Price and availability in relation to available budget

- Cultural significance and critical reviews
- Quality of production and/or reputation of the publisher, producer, author, artist, etc.
- Representation of a diversity of viewpoints

Further criteria considered for materials in French and other languages are:

- Language profile of the community
- Community demand
- Cost and availability of purchasing the items
- Availability of staff expertise to apply collection management best practices in the language

**b) Public suggestions**

Suggestions from the public are welcome and will be considered and evaluated by staff using the selection criteria listed above.

**c) Self-published materials**

We are most likely to purchase materials of significant local interest or which have received media attention. Any self-published material that is acquired must successfully demonstrate commercial intent and professionalism, and meet the Library's selection criteria.

**d) Donated Materials**

Donated items become the property of the Library and may be added to the collection, disposed of or withdrawn at the discretion of staff.

## 8.6 Withdrawal

To maintain collection vitality, regular maintenance and management are required. This process entails using the same level of judgment and care as materials selection.

When considering whether to remove materials from the collection, staff consider all or some of the following criteria:

- Poor physical condition
- Availability of newer materials on the same subject
- No longer meets the needs or interests of the community
- Outdated and/or inaccurate information
- Duplication
- Low circulation

- Obsolete format
- Availability of space

Items withdrawn for reasons of condition, loss or damage will be considered for replacement if they are of enduring value and/or still in demand.

## 8.7 Access

Access refers to either physical or digital availability of collections inside or outside the Library building.

### a) Youth

No age restriction is placed on borrowing any materials, except when required by law: kids and teens have the same access to library materials as adults. Parents/guardians are responsible for setting boundaries around a child's use of the collection and ensuring that a child is accessing what they determine to be age-appropriate material.

### b) Restricted access to materials

Access to some materials may be limited by their value, rarity or physical condition. Access may also be limited due to copyright, licensing or publisher restrictions. Access may also be restricted for materials that are on loan from other institutions, in accordance with that institution's requirements.

### c) Resource sharing and cooperation

Resource sharing agreements with other organizations ensure access to the widest possible selection of materials. These agreements give our cardholders borrowing rights in other libraries, as well as permit use of our collections by cardholders of other institutions.

## 8.8 Requests for review

We strongly endorse and adhere to the Canadian Federation of Library Associations' Intellectual Freedom Statement. We are committed to maintaining a collection that encompasses a wide variety of opinions and anticipate that some persons may find material in our collection that they deem inappropriate, unconventional, unpopular or unacceptable. However, we will not remove items from our collection because of personal or partisan disapproval.

The public are welcome to bring feedback about materials in our collection forward to a Library staff member, who will direct the feedback to a Department Head.

If a person's issue regarding the collection is not resolved through one or more discussions with Library staff, a formal written request for review of the material may be submitted to the

Director using the Request for Review of Material form, available at the Information and Youth public service desks. Persons requesting a formal review of material must fill the form out in full.

The form will be submitted to the Director who will send a written response within thirty days, indicating the action to be taken.

If a person is not satisfied with the action being taken, they may make a written request for the Board to review the process.

**REQUEST FOR REVIEW OF MATERIAL**

**Personal Information**

We use this information to contact you about the outcome of the materials review.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Library Card Number: \_\_\_\_\_

Email: \_\_\_\_\_

If you are representing a group, please provide the name and contact information of the organization (leave blank if this is a personal request):

\_\_\_\_\_  
\_\_\_\_\_

**Material Information**

Title: \_\_\_\_\_

Author: \_\_\_\_\_

How much of this material have you read/viewed/listened to:

All \_\_\_ Some sections \_\_\_ None \_\_\_

Please explain why you are requesting review of this material:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I have read Section 8: Collection Development of the Library Board Policy Manual

Yes\_\_\_ No\_\_\_

If yes, please explain how you feel this material is in violation of the Library's Collection Development Policy:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Before you submit your request, please note that:

In its efforts to meet the diverse needs of the community of West Vancouver, the Library endorses the Canadian Federation of Library Associations' Intellectual Freedom Statement. Copies of this statement can be found online, or by asking a library staff member.

If the material of concern has been borrowed by a young person, library policy states that a child's parent or guardian is responsible for setting boundaries around a child's use of the collection and ensuring that a child is accessing what they determine to be age-appropriate material.

Your request will receive careful consideration and you will receive a written response within thirty days from the Director.

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Signature

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Date

## *9. Gifts and Donations*

### **9.1 General**

The Board recognizes the value of gifts and donations to the Library, which play an increasingly important role in the future health and vitality of the Library. The Foundation was established by the Library Board to raise, receive, invest and administer funds donated to or for the Library.

#### **Principles**

The following principles will be adhered to for all gifts and donations:

- ▶ In recognition of the generous financial contributions made by donors, the highest standards of donor stewardship and accountability will be followed.
- ▶ Donations will augment Library services which are the primary responsibility of local and provincial governments.
- ▶ Monetary funds donated to the Foundation will be used solely for the benefit of the Library.
- ▶ All accepted gifts and donations will be directed to purposes that are in accordance with the strategic directions, mission and values of the Library, as outlined in the Strategic Plan.

### **9.2 Acceptance of Gifts and Donations**

The Foundation accepts monetary donations, bequests and honorary contributions.

The Library accepts gifts of library materials in accordance with the Collection Development Section of this policy. From time to time, small monetary donations are likely to be made directly to the Library. If a monetary gift under \$1,000 is directed to the Library, the Director is authorized to receive and expend it in accordance with the Finance section of this policy.

The Library and the Foundation seek to honour the wishes of donors specified at the time of the acceptance of the gift or donation. Gifts and donations of over \$1,000 made to the Foundation for designated purposes are reviewed by the Director for appropriateness prior to acceptance. The Director has the right to decline any gift or donation that is deemed to be not in the best interest of the Library or that is beyond the Library's resources to manage.

### **9.3 Use Of Monetary Donations, Honorary Contributions and Bequests**

#### **a) Purposes**



Permitted uses of monetary donations, honorary contributions and bequests made to the Foundation are as follows:

- ▶ **Goods** - including any type of material circulated to or used by borrowers of the Library, as well as software and hardware necessary to provide the materials;
- ▶ **Programs** - including any appropriate Library programs and the honoraria, equipment and resources such as software and hardware, advertising, or contracted assistance required to provide the programs;
- ▶ **Building additions/renovations** - including assessments, design, construction, furnishings and equipment for renovations, customization or retrofitting of the Library;
- ▶ **Staff** - including staff resources for providing the funded service. Such staff resources include but are not limited to arranging, publicizing and setting up for events; ordering and processing materials; providing public service and attending relevant conferences and meetings;
- ▶ **Expenses** - including recovery of expenses related to the acquisition or management of a monetary donation, honorary contribution or bequest. These expenses include but are not limited to legal, accounting and consulting fees and costs.

Other proposed uses are subject to the approval of the Library Board.

## **b) Distribution of monetary donations, honorary contributions and bequests**

All distributions of monetary donations, honorary contributions and bequests to the Library are subject to the approval of the Library Board and the consent of the Foundation.

### **i) Capital Restricted Endowment Funds**

Capital Restricted Endowment Funds are permanent endowments designated by donors. The capital is held in perpetuity and the income distributed annually.

### **ii) Restricted Estate Funds and Restricted Purpose Funds**

Restricted Estate Funds and Restricted Purpose Funds have purposes specified by donors. Each Restricted fund of \$25,000 and less shall be distributed within three years of acceptance.

Each Restricted fund over \$25,000 is subject to a distribution schedule developed by the Director and approved by the Library Board.

### **iii) Unrestricted Estate Funds**

Unrestricted Estate Funds present opportunities for the Library to make transformational change. Each Unrestricted estate fund of \$250,000 and up will be allocated toward new major projects. While the capital is held pending distribution, annual use of the investment income is permitted.

Each Unrestricted estate fund of under \$250,000 is subject to a distribution schedule developed by the Director and approved by the Library Board.

## 9.4 Donor Recognition

The Board recognizes the importance of publicly acknowledging the generosity of citizens and organizations for their gifts and donations to the Library. If a gift is made directly to the Library, the donation is appropriately acknowledged by the Director or designate.

### a) Foundation

The Foundation recognizes donors in accordance with Library Board and Foundation policies.

Donations to the Foundation will be publically recognized in the Library by one or more of the following:

- ▶ Nameplates inside physical Library materials;
- ▶ Plaques in various locations in the Library that represent donations made by community members since the opening of the Library in 1950 and prior to 1993. These plaques will be maintained at the discretion of the Director;
- ▶ Donor recognition plaques and boards maintained by the Foundation; and
  - the Special Editions Plaque, which recognizes donations made for the 1993 expansion of the Library and will remain in its current location in the Main Hall;
  - the Foundation's display case;
  - the In Memoriam Board on the Main Floor; and
  - the Principal Donor Board at the east end of the Main Floor;
- ▶ Acknowledgement on artwork signage plaques for additions to the permanent collection approved by the Library Board.

### b) Friends of the Library

The Friends of the Library contribute the proceeds from their fundraising activities to the Library, funding programs, collections and projects. Their donations will be publically recognized in the Library by:

- ▶ Nameplates inside physical Library materials;
- ▶ Notices in the Friends' display case; and
- ▶ Acknowledgement on artwork signage plaques for additions to the permanent collection approved by the Library Board.

Notwithstanding any of the above, the Board may authorize exceptions if deemed necessary.

# *10. Sponsorship and Public Service Partnership*

This policy applies to sponsorships and public service partnerships of Foundation donor activities and Library spaces, programs, events, services and activities.

This policy does not apply to:

- Grants and funds obtained from orders of government, community foundations and not-for-profit organizations; and
- Media sponsorships.

## **10.1 Sponsorships**

A sponsorship is an agreement between the Library and/or Library Foundation and a business whereby the sponsor contributes funds, products or in-kind services to the Library in return for recognition, acknowledgement or other promotional considerations of the business.

### **a) General**

The Library welcomes and encourages the business community to support the Library through sponsorships that provide resources, including revenue and/or in-kind contributions.

The Library is highly valued by the community as a trusted, non-commercial space and public service. The Library's primary purpose is to provide high quality public service in an open and welcoming environment. As such, the Library limits the exposure to commercialization in physical spaces, online and in communication materials.

The Library Board endorses the Canadian Library Association's Position Statement, Corporate Sponsorship Agreement in Libraries:

Libraries enrich lives, provide information needed for work and daily living, and foster informed communities which are essential to a democratic society. In recognition of this important function, communities support libraries through public funding. The library's first priority is to ensure the continuation and growth of this primary relationship -- public funding for the public good.

CLA encourages and supports advocacy to maintain and develop public funding as the principal source of support for public, school, academic and government libraries.

Publicly funded libraries can and do explore other sources of funding, such as grants, gifts, donations, partnerships and sponsorships, to ensure that they provide the best possible services to their communities. Corporate sponsorships are one source of additional support that allows libraries to enhance the level, extend the range, or improve the quality of library service.

To ensure that partnerships enhance the library's image and add value to library services, libraries need to develop policies and sponsorship agreements that outline the conditions and the benefits of the sponsorship arrangement.

CLA believes the following principles are important in developing sponsorship policies and agreements. Libraries have a responsibility to:

1. demonstrate that sponsors further the library's mission, goals, objectives and priorities, but do not drive the library's agenda or priorities.
2. safeguard equity of access to library services and not allow sponsorship agreements to give unfair advantage to, or cause discrimination against, sectors of the community.
3. protect the principle of intellectual freedom and not permit sponsors to influence the selection of collections, or staff advice and recommendations about library materials, nor require endorsement of products or services.
4. ensure the confidentiality of user records by not selling or providing access to library records.
5. be sensitive to the local political and social climate and select partners who will enhance the library's image in the community.

*Approved June 1997.*

To that end, in developing sponsorships, the Library Foundation and Library Director must:

- Protect the principle of intellectual freedom and equity of access to the Library's spaces, programs, services and collections;
- Protect the confidentiality of personal records as governed by the Library's Privacy Policy;
- Maintain the prominence of the Library's name and branding;
- Adhere foremost to the priorities established in the Library's Strategic Plan and the outcomes established in the service models.

Prior to engaging in a sponsorship relationship, the Library Director and/or Library Foundation will critically assess the reputation of the potential sponsor and its business practices, the nature of the sponsor's business, and the effect that an affiliation with that sponsor will have on the Library's public image.

## **b) Solicitation and Negotiation**

### *Foundation donor activities*

Sponsors for Foundation donor activities will be solicited and cultivated by Foundation Directors. Trustees are free to suggest that a sponsorship opportunity should be explored, but may not solicit without direction of the Chair of the Foundation, and may not negotiate agreements with any specific parties or make any commitments to possible sponsors that imply an agreement will be granted to them.

### *Library spaces*

Sponsorships for Library spaces will be solicited and negotiated by Foundation Directors based on a plan approved by the Library Board.

### *Library public service*

Responsibility for public service sponsors rests with the Library Director, who may further delegate responsibilities to members of staff who are qualified by reason of education or training. The Library Director is permitted to solicit local businesses for sponsorship of public services that meet the following criteria:

- The sponsorship is for refreshments and/or supplies for public programs, events, services and activities;
- The total value of the sponsorship from a single sponsor is under \$500;

The Foundation Directors are not permitted to solicit sponsors for Library public programs, events, services and activities except in special circumstances with the approval of the Library Board.

## **c) Sponsorship Agreements**

A Sponsorship Agreement is a legally binding document setting out terms of the sponsorship between the sponsor and the Library and/or Library Foundation. Each sponsorship must be documented in a signed sponsorship agreement.

Foundation Directors may approve sponsorship agreements for Foundation donor activities that meet the following criteria:

- The total value of the sponsorship from a single sponsor is no less than \$250 and no more than \$25,000; and
- The terms comply with this policy.

If a proposed sponsorship agreement from a single sponsor is greater than \$25,000, or varies from this policy, Library Board approval is required.

All agreements will cover:

- The services and access to be provided by the Library and/or Library Foundation;
- The nature and value of the sponsor's contribution;
- The length of the agreement; and
- The form of acknowledgment, recognition and/or promotional benefit at a level commensurate with the value of the contribution.

The Library Foundation is in charge of managing all marketing communications for sponsorship of donor activities unless otherwise negotiated. Sponsors' names and logos are not to have prominence over the Library and/or Library Foundation names and/or logos. The Library Foundation reserves the right to determine the placement of such names and logos.

The Library Director will approve sponsorship agreements for Library spaces based on a plan approved by the Library Board.

Sponsorships of public service do not require a sponsorship agreement.

#### **d) Form of Recognition**

##### *Foundation donor activities*

Advertising of sponsors is permitted at Foundation events and in communication materials related to donor activities subject to an agreement, provided that the advertising meets accepted standards and does not conflict with Library values and policies.

The use of logos is permitted for temporary time-specific events or projects if specifically outlined in the agreement. No agreement is permitted that requires the wearing of clothing with logos.

##### *Library space*

Sponsors of major capital campaigns are to be acknowledged on a plaque that recognizes the collective contribution of private, business, not-for-profit and government contributions. Given that Library buildings are non-commercial public spaces, corporate naming, not logos, will be used in recognizing business sponsors.

##### *Library public service*

Sponsors of refreshments and/or supplies for public programs, events, services and activities are permitted to be acknowledged verbally.

#### **e) Required Terms**

Sponsorships will be for a fixed term. No agreements will carry an expectation of open-ended or perpetual time frames.

Sponsors may not have any undue impact on the policies and practices of the Library or on the information provided by the Library (e.g. materials selection, purchasing or web content) or influence the goals and objectives of Library programs.

No agreement is to imply, explicitly or implicitly, that the Library and/or Library Foundation exclusively endorses the products, services or ideas of any sponsor.

Benefits to the sponsor are limited to those expressly stated in the sponsorship agreement.

No agreement will be made for which the purpose is strictly to support the sale of a product or service. Any reciprocal consideration (including any requirement to purchase products or services from a specific firm) will be outlined explicitly in the sponsorship agreement, and all purchases required to fulfill the agreement will be handled in accordance with the Library's Purchasing Policy.

No sponsorship agreement will be created which confers a personal benefit, directly or indirectly, to any particular Trustee, Foundation Director, Library employee or Library volunteer.

Sponsorship agreements will conform to all applicable federal and provincial statutes and to all applicable Library and Library Foundation policies and practices.

Sponsors will not be permitted access to program and/or event participants either directly at the Library or indirectly through the use of the Library and/or Library Foundation's mailing information or systems.

The sponsorship agreement must not result in or be perceived to result in any competitive advantage, benefit or preferential treatment for the sponsor outside of the agreement.

A sponsorship agreement must not result in increased costs to the Library and/or Library Foundation beyond those that would ordinarily be incurred for the subject of the agreement.

An offer of financial payment does not guarantee that a sponsorship will be granted.

No sponsorship agreement is to create an ongoing financial obligation to the Library and/or Library Foundation beyond the term of the agreement.

Tax receipts are not issued for funds, products, or in-kind services made to the Library and/or Library Foundation as part of a sponsorship agreement.

Sponsorships with tobacco and cannabis companies and arms manufacturers are not permitted.

#### **f) Termination**

Termination of sponsorship agreements is at the discretion of the Library Director should any of the following occur:

- the sponsor uses the Library and/or Library Foundation's name or logo outside of the parameters of the agreement;
- the sponsor develops a public image inconsistent or potentially harmful to the Library and/or Library Foundation's values, principles or strategic directions;
- the sponsor fails to uphold the terms of the agreement and/or places an undue liability or financial burden on the Library and/or Library Foundation;
- the ownership or name of the sponsor changes during the term of the agreement and the new organization fails to meet any of the principles or conditions outlined in this policy, or in the contractual agreement;
- any other breach or perceived breach of the agreement.

Termination of sponsorship agreements is at the discretion of the Library Foundation in the following circumstances:

- by mutual agreement between the Library Foundation and the sponsor; and
- where appropriate, without any specific cause, at the sole discretion of the Library Foundation, if termination without cause is contemplated in the agreement.

## **10.2 Public Service Partnerships**

A public service partnership is a working relationship between the Library and an organization with a common mission, values and strategies whereby the partner contributes funds, products or in-kind services to the Library in return for recognition or acknowledgment of their contribution to the program, event, service or activity being supported.

Responsibility for public service partnerships rests with the Library Director, who may further delegate responsibilities to members of staff who are qualified by reason of education or training.



Recognition of public service partnerships is permitted in the promotional materials related to the program, event, service or activity being supported and a verbal acknowledgment.

## *Revision History*

Section Number	Dates			Comments
	Effective	Revised	Approved	
1.3	July 17, 2013			Amended the link address for the website of the Legislation, Policy and Privacy Branch of the Ministry of Technology, Innovation and Citizens' Services
2.4	Dec 15, 2004	May 18, 2011	May 18, 2011	
2.5	May 18, 2011			
2.4 2.5	Jan 16, 2013	Mar 15, 2013	Jan 16, 2013	Added acknowledgement of dual role of Council member in Conflict of Interest policy. Added acknowledgement of Council member's right to make public or media comments about the library in Code of Conduct policy.
3.1	July 18, 2012	July 18, 2012	July 18, 2012	
3.2	July 18, 2012	July 18, 2012	July 18, 2012	
3.3	July 18, 2012	July 18, 2012	July 18, 2012	
3.4	July 18, 2012	July 18, 2012	July 18, 2012	
3.5	July 18, 2012	July 18, 2012	July 18, 2012	
3.6	July 18, 2012	July 18, 2012	July 18, 2012	
3.7	July 18, 2012	July 18, 2012	July 18, 2012	
3.8	July 18, 2012	July 18, 2012	July 18, 2012	
9.4		May 18, 2011	May 18, 2011	
9.5		May 16, 2007	May 16, 2007	

9.6	Dec 15, 2004	May 18, 2011	May 18, 2011	
10		July 18, 2012	July 18, 2012	New policy - Sponsorship
4.2	Dec. 10, 2014	Dec. 10, 2014	Dec. 10, 2014	Added nuisance and vaping to the Rules of Conduct for Persons on Library Premises
6	Feb. 18, 2015	Feb. 18, 2015	Feb. 18, 2015	New policy – Human Resources
3.1	May 13, 2015	May 13, 2015	May 13, 2015	Added 3.1(e) Grant Applications
4.1	June 17, 2015	June 17, 2015	June 17, 2015	Added “student of West Vancouver school” to list of conditions for a Library card. Replaced parent/ guardian “signature” to “consent”
2.3(b)	June 17, 2015	June 17, 2015	June 17, 2015	Update the duties of the Committees
2.3(b)	July 15, 2015	July 15, 2015	July 15, 2015	Added Committee Terms of Reference
3.1(e)	Oct. 21, 2015	Oct. 21, 2015	Oct. 21, 2015	Amend the signing authorizations of the Director and the Deputy Director. Replaces 3.5(e).
5.13	Dec. 9, 2015	Dec. 9, 2015	Dec. 9, 2015	New policy – Library Filming
3.4 (b)	Dec. 9, 2015	Dec. 9, 2015	Dec. 9, 2015	Amend section to permit the charging of fees for filming projects
2.2	Dec. 9, 2015	Dec. 9, 2015	Dec. 9, 2015	Amend Library Board Structure
4.2	Jan. 20, 2016	Jan. 20, 2016	Jan. 20, 2016	Add prohibition of personal recreational mobility devices
2.3	Mar. 16, 2016	Mar. 16, 2016	Mar. 16, 2016	Amend e) Meetings section to allow participation at Special Meetings via electronic or other communication facilities.
2.3	Mar. 16, 2016	Mar. 16, 2016	Mar. 16, 2016	Amend h) Library Board – Operations – Director
3.5	Mar. 16, 2016	Mar. 16, 2016	Mar. 16, 2016	Amend Purchasing Policy
8	May 18,	May 18,	May 18,	Amend Collection Development Policy

	2016	2016	2016	
5.9	May 18, 2016	May 18, 2016	May 18, 2016	Remove Services to Special Interest Groups
3.9	July 20, 2016	July 20, 2016	July 20, 2016	Add Sales in Public Spaces
5.5	July 20, 2016	July 20, 2016	July 20, 2016	Amend Rental of Meeting Rooms
7	Nov. 16, 2016	Nov. 16, 2016	Nov. 16, 2016	Amend Section 7
7.4	Nov. 16, 2016	Nov. 16, 2016	Nov. 16, 2016	Adopt Section 7.4 Community Engagement
2.3 (b)	Feb. 15, 2017	Feb. 15, 2017	Feb. 15, 2017	Amend Finance Committee Terms of Reference
3.1	Feb. 15, 2017	Feb. 15, 2017	Feb. 15, 2017	Amend Finance Section
1.3	July 19, 2017	July 19, 2017	July 19, 2017	Amend Privacy Section
4	July 19, 2017	July 19, 2017	July 19, 2017	Amend Rules & Regulations in the Library
5.4	July 19, 2017	July 19, 2017	July 19, 2017	Section 5.4 deleted, replaced by Section 4.2
4.4	September 20, 2017		September 20, 2017	Adopt Section 4.4 Rules for Use of Group Space
1	November 15, 2017		November 15, 2017	Amend 1.2 and delete 1.4
2	November 15, 2017		November 15, 2017	Amend 2.2 and 2.3 b), c) and d)
3	November 15, 2017		November 15, 2017	Amend 3.1 e) and 3.3 b)
All	November 15, 2017		November 15, 2017	Housekeeping amendments for consistency of terms and style, grammar and punctuation
5	December 6, 2017		December 6, 2017	Amend 5.1, 5.3, 5.5, 5.10, 5.11; delete 5.7 and 5.8; relocate 5.2 to 6.4 and 5.9 to Sections 3.3, 3.4 and 2.3 g)
9.6	December 6, 2017		December 6, 2017	Adopt 9.6 e)
4	January 17,		January 17,	Amend 4.2

	2018		2018	
3.4	April 18, 2018		April 18, 2018	Amend 3.4 f)
2.1	June 20, 2018		June 20, 2018	Amend 2.1 and adopt 2.1 b)
2	August 3, 2018		August 3, 2018	Amend 2.6
3.2	August 3, 2018		August 3, 2018	Amend 3.2 b)
3.3	August 3, 2018		August 3, 2018	Amend 3.3 a)
3.4	August 3, 2018		August 3, 2018	Adopt 3.4 g)
9	August 3, 2018		August 3, 2018	Amend 9.2, 9.3 a), 9.3 b), 9.3 b) ii) and 9.4 a)
2	September 19, 2018		September 19, 2018	Amend 2.3 i)
6	September 19, 2018		September 19, 2018	Adopt 6.2
10	November 21, 2018		November 21, 2018	Adopt 10
2.3 (b)	April 17, 2019		April 17, 2019	Amend Finance Committee Terms of Reference
2.3 (b)	April 17, 2019		April 17, 2019	Amend Advocacy Committee Terms of Reference
4.3	April 17, 2019		April 17, 2019	Amend 4.3
1.4	April 17, 2019		April 17, 2019	Adopt Accessibility Policy
5.6	July 17, 2019		July 17, 2019	Adopt 5.6
4.3	October 21, 2020		October 21, 2020	Amend 4.3
2.1	April 21, 2021		April 21, 2021	Amend 2.1 b) Change Strategic Plan to Strategic Framework and Strategic Initiatives to Business Plan

All	April 20, 2022		April 20, 2022	Replace gendered terms such as 'he or she' or 'his or her' with non-gendered terms such as 'they' or 'their' to reflect the fact that the policy applies inclusively
2.3 (e)	April 20, 2022		April 20, 2022	Permanently enable electronic meetings as an option
3.3 (b) & 4.5	April 20, 2022		April 20, 2022	Update references to overdue charges
1.	October 18, 2023		October 18, 2023	Update the Privacy Policy to enable Library staff to install additional CCTV cameras.
2.2	November 15, 2023		November 15, 2023	Update to allow for a minimum board size of 5 members.
3.6 (b)	June 19, 2024		June 19, 2024	The Library no longer maintains a petty cash fund to cover expenditures of \$25 or less and has adopted the District's online submission and approval process for such expenditures. Section 3.6 (b) has been removed.
4.7	September 18, 2024		September 18, 2024	<p>Replace Section 4.7</p> <p>To amend the name of the 'Code of Conduct on Library Premises' to be called the 'Library Code of Conduct'</p> <p>To amend the 'Code of Conduct' in section 2.5 of the manual to be called 'Board Code of Conduct'</p> <p>That an ad hoc Appeals Committee of three board members be appointed when a suspended patron wishes to appeal the suspension (see section 9)</p>
4.7, Appendix A	October 16, 2024		October 16, 2024	Amend Section 4.7, Appendix A, (3)