

HAZELTON DISTRICT PUBLIC LIBRARY  
CONSTITUTION AND POLICY MANUAL

Version Information

Version	Approval Date	Update Notes
0.1	Draft Layout Approved by Committee  March 9, 2021	<b>No text changes.</b> Convert format to Word 365. Layout changes (template) for consistency and ease of reading (1000 = heading 1, 1100 = heading 2, 111x = heading 3). Added a title page placeholder and version table. Moved unlinked index section to document head and changed to a linked table of contents. Original document: HDPL Constitution and Policy 2018.docx ... B. Butler New document: HDPL Constitution and Policy 2021_V0.1_DRAFT.docx ... B. Butler
0.2	Approved by Committee  April 19, 2021	Spelling, names and grammar correction, specific changes indicated in the March 8 and 15 meetings, email suggestions from committee members. Added links to external documents referred to in the body of the document. Document: HDPL Constitution and Policy 2021_V0.2_DRAFT.docx ... B. Butler
0.3	For Committee Review	Section 37xx replacement with required privacy policy sections Section 6300 insertion - document retention schedule Document: HDPL Constitution and Policy 2021_V0.3_DRAFT.docx ... B. Butler
1.0	Approved by Board of Trustees  May 25, 2021	Version 0.3 becomes Version 1.0. Remove "DRAFT" watermark. Add Library act reference to 2120 point 5. Document: HDPL Constitution and Policy 2021_V1.0.docx ... B. Butler
1.1	Approved by Board of Trustees  September 28, 2021	Changes to section 4230 Removed: <ul style="list-style-type: none"> <li>Any sick days accumulated prior to March 31, 2018 are to be honored.</li> </ul> Letter indicating this policy directive added to employee file. Added: <ul style="list-style-type: none"> <li>Sick time for the first year of employment, after probation, will be allocated at 1.5 hours per month.</li> <li>Sick time is not paid out on termination or retirement.</li> <li>Sick time is not carried over between calendar years.</li> </ul> Document: HDPL Constitution and Policy 2021_V1.1.docx ... B. Butler

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**1.2** Approved by Board  
of Trustees  
May 31, 2022

Changes to align 4230 to the new Employment Standards Act requirements.

- Part-time employees are entitled to a pro-rated number of paid sick days per year with, at minimum, the prescribed number of days indicated in the BC Employment Standards Regulation. After 3 consecutive sick days a doctor's note may be required. New employees are not entitled to paid sick days during their first 90 days of employment.
- ~~Sick time for the first year of employment, after probation, will be allocated at 1.5 hours per month.~~

Underlined clauses are changed, and the strikethrough clause is removed to align with the new Illness or Injury Leave section (49.1) in the Employment Standards Act of BC, in force from January 1, 2022.

Document: HDPL Constitution and Policy 2021\_V1.2.docx ... B. Butler

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# HAZELTON DISTRICT PUBLIC LIBRARY CONSTITUTION AND POLICY MANUAL

## PREAMBLE

The Hazelton District Public Library Board's policies governing Library operations have been compiled in this *Constitution and Policy Manual* for the use of Library Trustees, Library Staff, and Library patrons.

The Manual is intended to ensure consistency in service throughout the Library system, to inform the public about the principles on which decisions are made, and to provide a base for the growth of new policies and plans for the Library.

## CONSTITUTION

- 1000 Constitution**
- 2000 Library Association Governance and Operation**

## POLICIES

- 3000 Library Services**
- 4000 Human Resources**
- 5000 Finance**
- 6000 Strategic Planning, Meta-Policy, and Miscellaneous**
- 7000 Selection Policy**

## TERMS AND DEFINITIONS

The following abbreviated terms are used in this Manual:

- "Association"** means the Hazelton District Public Library.
- "Board"** means the Hazelton District Public Library Board of Trustees
- "Library"** means the Hazelton District Public Library.
- "Trustee"** means a member of the Hazelton District Public Library Board.
- "HDPL"** means Hazelton District Public Library

**The following definitions are used in this Manual unless otherwise indicated:**

- "Majority"** when voting means simple majority (50%+1)

# 1000 CONSTITUTION

## 1000 MANDATE

The Hazelton District Public Library is established and designated under the **Library Act [RSBC 1996] Chapter 264** and provides library services for the District of New Hazelton, Village of Hazelton, Regional District of Kitimat-Stikine - Area B, and the following First Nation Villages: Wit'set, Tse-Kya, Gitanmaax, Sik-e-Dakh, Anspayaxw, Gitwangak, Gitsegukla and Gitanyow.

The Hazelton District Public Library was incorporated on April 14, 1981 and exists as an association mandated by the **Library Act Part 4:31(1)** and **(2)**.

*31 (1) A public library association that was incorporated before, and provided library service until, August 26, 1994 is continued, and the association may continue to provide library service in the locality for which it was formed.*

*(2) A public library association has the powers and duties given to a library board under this Part.*

## 1100 MISSION STATEMENT

***The Hazelton District Public Library inspires literacy, discovery and life-long learning.***

### OBJECTIVES:

- To serve as a center for information.
- To assemble, preserve and administer print and digital organized collections for the enjoyment of all.
- To share materials and resources with other libraries and community organizations.
- To provide educational, civic, cultural and innovation and creative activities.
- To support programs that provide literacy opportunities within the library and within the communities of the Upper Skeena.
- To create a welcoming environment.

## 1200 AMENDMENTS TO CONSTITUTION AND POLICIES

- The Constitution of the Hazelton District Public Library (Sections 1000 to 2550 of this document) may be amended by a majority vote of the members present at an Annual General Meeting, providing prior notice of the intended revision(s) is given with the notice of the meeting.
- The Policies of the Hazelton District Public Library (Sections 3000 to 7620 of this document) may be amended by a majority vote of Board Members at a regular or special meeting.

## 1300 GOVERNANCE/FUNDING RELATIONSHIPS

The association will maintain working relationships with each of the following entities:

- Municipalities of the District of New Hazelton and the Village of Hazelton.
- Regional District of Kitimat-Stikine.
- First Nations Villages: Wit'set, Tse-Kya, Gitanmaax, Sik-e-Dakh, Anspayaxw, Gitsegukla, Gitwangak and Gitanyow.

These relationships individually and collectively will support the spirit of community-wide association membership. The association will continue to seek a relationship that demonstrates harmonious cooperation in:

- Providing library services to all Library users, with seamless, equal opportunity; and
- Ensuring governance and budgetary processes that recognize the legal and contractual obligations of all parties.

The Hazelton District Public Library's duly elected Board is responsible for all governance of the Library and for exercising/performing the powers given under the **Library Act Part 4:34(2)**.

*34 (2) The library board is responsible for managing the library of the public library association and for exercising and performing on behalf of the association the powers and duties given in this Part.*

## 1400 MEMBERSHIP

The Hazelton District Public Library herein recognizes the **Library Act Part 4:32-33** as follows:

*32 On application and subject to the rules of the public library association, the following are eligible to become members of a public library association:*

*(a) residents in the locality for which the association was formed*

*(b) residents in an area in which library service is provided by the association by agreement.*

*33 no member under 18 years of age and no employee of a public library association is eligible to be elected to hold office in, or to vote at meetings of the association.*

# LIBRARY ASSOCIATION GOVERNANCE AND OPERATION

## 2010 AUTHORITY

The Hazelton District Public Library Association is formed and designated as the authority to provide library services in the District of New Hazelton, Village of Hazelton, Regional District of Kitimat-Stikine – Area B, First Nation Villages: Wit'set, Tse-Kya, Gitanmaax, Sik-e-Dakh, Anspayaxw, Gitsegukla, Gitwangak and Gitanyow by Agreement in accordance with the **Library Act, Part 4:31(1) and (2)**.

*31 (1) A public library association that was incorporated before, and provided library service until, August 26, 1994 is continued, and the association may continue to provide library service in the locality for which it was formed.*

*(2) A public library association has the powers and duties given to a library board under this Part.*

## 2020 MEMBERSHIP

The Hazelton District Public Library Association shall consist of a duly qualified membership. Members will elect a Board of Trustees from amongst their membership. Members 18 years of age and over are eligible to vote at the Annual General Meeting and any special meetings of the Association.

Membership in the Association is granted to a person who is a holder of a current Hazelton District Public Library card and is:

- A taxpayer and/or resident in the District of New Hazelton, Village of Hazelton, or
- A taxpayer and/or resident in the Regional District of Kitimat-Stikine – Area B
- A resident in the First Nation Villages of Wit'set, Tse-Kya, Gitanyow, Sik-e-Dakh, Anspayaxw, Gitwangak, Gitsegukla and Gitanmaax,

## 2030 LIBRARY CARD ENTITLEMENT

An adult (19 or older) applying for a Hazelton District Public Library Card must demonstrate evidence that they are:

- A taxpayer and/or resident of the District of New Hazelton, Village of Hazelton, or
- A taxpayer and/or resident of the Regional District of Kitimat-Stikine – Area B, or
- A resident in the First Nation Villages of Wit'set, Tse-Kya, Gitanyow, Sik-e-Dakh, Anspayaxw, Gitwangak, Gitsegukla and Gitanmaax.

Children (12 years of age and younger) require parental permission for a Hazelton District Public Library Card. Parents or Guardians are responsible for all materials borrowed.

Youth (13-18) Do not require parental permission but must have a fixed address and identification.

## 2035 ACCESS HDPL CARD

The HDPL Access Card will enable vulnerable residents with no fixed address to use the library services, restricted to 1 item to borrow, renewable every 6 months.

## 2040 BC ONECARD

The Hazelton District Public Library participates in the BC OneCard Program implemented by the Province of British Columbia. BC OneCard policies and guidelines are posted on the library's website.

## 2100 STRUCTURE OF THE BOARD

### 2110 AUTHORITY

The Board is responsible for managing and regulating the Hazelton District Public Library and for exercising and performing powers and duties given in the **Library Act Part 4:34(2)**.

*34 (2) The library board is responsible for managing the library of the public library association and for exercising and performing on behalf of the association the powers and duties given in this Part.*

### 2120 COMPOSITION

The Hazelton District Public Library Board shall consist of:

- Not fewer than five (5) and not more than nine (9) Trustees, who shall be current members, elected by the membership of the Hazelton District Public Library, and
- A representative appointed by the District of New Hazelton (municipal council), in accordance with the **Library Act Part 4:35(2)**, and
- A representative appointed by the Village of Hazelton (municipal council), in accordance with the **Library Act Part 4:35(2)**, and
- A representative appointed by the Directors of the Regional District of Kitimat-Stikine, in accordance with the **Library Act Part 4:35(2)**.
- Trustees are elected for a two (2) year term and may not exceed four (4) consecutive terms in accordance with the **Library Act part 4:36(3) and (4)**.

*35 (2) A local government that provides assistance to the public library association by way of a grant may*

*(a) appoint a representative from the council or from the directors of the participating areas to be a member of the library board for the financial year in which the grant or contribution is made, and*

*(b) dismiss the appointee, with or without cause, and appoint another.*

*36 (3) All subsequent elections are for terms of 2 years.*

*(4) A member is eligible for re-election or reappointment to the library board, but no member may serve for more than 8 consecutive years.*

At the first regular Board meeting following the Annual General Meeting, the Board shall elect a chairperson, a vice-chairperson, a treasurer, and a recording secretary from among the Trustees of the Board. The Chief Librarian serves as secretary to the board in accordance with the **Library Act**. The Chief Librarian sits at the Board table to offer information and advice/professional opinion regarding issues before the Board. The Chief Librarian has no vote. The Board may from time-to-time delegate specific authority to the Chief Librarian.

### 2130 SIGNING OFFICERS

The Board will appoint 2 elected Trustees and the Chief Librarian as signing authorities.

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#### 2140 REGULAR MEETINGS

Regular meetings of the Board shall be held at least six times per year. A meeting schedule shall be determined at the first regular meeting after the Annual General Meeting.

- Special meetings shall be called at the discretion of the Chairperson.
- Meetings are open to all members who shall have a voice but no vote.
- A majority of the members of the Board shall constitute a quorum.
- Each Board member shall be entitled to one vote.
- All meetings shall be conducted in accordance with *Robert's Rules of Order*.
- Trustees who are absent from three consecutive meetings without valid reason, or without notification to the Chairperson or Secretary, may be removed from the Board.

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#### 2145 IN CAMERA MEETINGS

The Board may hold an in-camera meeting only if the subject matter being considered is:

- The security of the Library.
- Personal information of an individual, including an employee of the Library.
- Proposed or pending property acquisition.
- Labour relations or negotiations.
- Litigation, potential litigation, or other legal matters.
- Any matter that would cause financial or economic harm to the library, or to the relationship between the library and the government or other public bodies.

A motion to move in-camera shall include the reason for holding the meeting in camera. Minutes of the in-camera meeting shall be available only to the Chief Librarian and members of the Board, subject to the provisions of the ***Freedom of Information and Protection of Privacy Act [RSBC 1996] Chapter 165 (FOIPPA)***.

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#### 2150 DELEGATIONS

Any person or organization wishing to appear as a delegation before the Board shall submit a written request to the attention of the Secretary of the Board (Chief Librarian) not less than ten (10) days prior to the Board's regular meeting. The request must indicate the subject matter and particulars upon which the delegation wishes to make the presentation. Late submissions will not be accepted unless otherwise determined by the Chairperson of the Board.

The Board reserves the right to refuse a request for delegation appearance. Upon approval, the delegation shall be allotted a period of time to make a presentation, with additional time for Board members to ask questions. The allotted time shall be set by the Chairperson.

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#### 2160 ANNUAL GENERAL MEETING

The Annual General Meeting shall be held at a time to be specified by the Board. Notification of this meeting and any special meetings shall be made to the general public and Hazelton District Public Library membership via the local news media a minimum of 21 days in advance.

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## 2165 NOMINATIONS

Nominations for trustees will be sought by a nominating committee.

Additional nominations may be made from the floor at the Annual General Meeting.

All nominations will include:

- The name and contact information of the nominee.

Trustees shall be elected by acclamation or ballot at the Annual General Meeting and shall take office at the first regular meeting following the Annual General Meeting.

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## 2200 OFFICERS OF THE ASSOCIATION

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### 2210 CHAIRPERSON

- Shall be elected from amongst the Trustees at the first regular Board meeting following the Annual General Meeting.
- Shall preside at all meetings of the Association and at all general or special Board meetings.
- Shall generally supervise the business of the Association so that its policies and objectives are carried out.
- May be one of the signing officers of the Association.
- Shall prepare meeting agendas in consultation with the Chief Librarian.
- Shall determine that motions by the Board affecting the operations of the library are being carried out by the Chief Librarian and staff.
- The Chairperson, or someone appointed by and from the Board in that Chairperson's place, shall be an official representative of the Association at such times and places as require representation.

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### 2220 VICE-CHAIRPERSON

- Shall be elected from amongst the Trustees at the first regular Board meeting following the Annual General Meeting.
- Shall assist the Chairperson in carrying out the duties of the chair.
- Shall preside over meetings in the absence of the Chairperson.
- Shall carry out such other duties as determined by the Board.
- May be one of the signing officers of the Association.

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### 2230 SECRETARY

The Chief Librarian is the Secretary of the Board under the ***Library Act Part 4:41(b)***.

#### **41** The chief librarian

(a) has general supervision and direction of the library and its staff,

(b) is the secretary to the library board and to the public library association, and

(c) has the powers and duties the library board assigns to the chief librarian from time to time.

- Shall be responsible for custody of the minutes of the Association.
- Shall attend to and file all correspondence of the Board and Association.
- Shall issue notice of all meetings and consult with the Chairperson in the preparation of meeting agendas.
- Shall provide copies of the minutes of the last meeting as soon as practicable prior to the next regularly scheduled meeting of the Board.
- Shall give to any successor all records and pertinent information dealing with the business of the Board/Association.



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## 2240 TREASURER

- Shall be elected from amongst the Trustees at the first regular Board meeting following the Annual General Meeting.
- Advises the Board on key financial issues and events.
- With the Board Chairperson, speaks for the Library on financial matters to elected representatives.
- May be one of the signing officers of the Association.
- May chair the Finance Committee.
- Shall assist the Board and its committees in the preparation of the annual budget.

## 2300 COMMITTEES

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### 2310 GENERAL

Trustees will set up and “staff” such committees as are deemed necessary for the operation library.

Each committee shall have a basic set of terms of reference. Committees lasting from year to year shall be considered standing committees, and committees struck for short term, single tasks shall be considered as ad hoc. The Board maintains the right to change committee structure from time to time in accordance with need. Committees will have the power to recommend policies or changes to same, to the Board.

Committees of the Board may include:

- Budget and Finance
- Public Relations
- Nominating
- Personnel Management
- Policy
- Library Services and Programs

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### 2320 AD HOC COMMITTEES

Are appointed at the discretion of the Board and will be given short-term specific tasks. Purpose, time limits, powers, funding, and such other terms of reference as are needed will be supplied. Non-Board members may be appointed to ad hoc committees.

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2330 BUDGET AND FINANCE COMMITTEE

- The Finance Committee carries out duties as outlined in the **Library Act Part 4:40**.

*40 (1) In each year the library board must prepare and approve a budget for providing library service.*

*(2) The library board has, subject to the approved budget, exclusive control over the expenditure of*

*(a) all money raised by or grants or contributions provided to the public library association,*

*(b) all money given to the public library association,*

*(c) the revenue derived from any source, including*

*(i) fees,*

*(ii) fines, and*

*(iii) money recovered by the library board for detention, damage or loss of library materials, and*

*(d) all money received by the public library association under an agreement to provide library service.*

*(3) The library board must*

*(a) prepare annual financial statements in accordance with generally accepted accounting principles,*

*(b) provide a copy of the financial statements for inspection by the members of the public library association at or before the annual general meeting, and*

*(c) provide a copy of the financial statements to any municipality or regional district that is eligible under section 35 to make an appointment to the library board.*

- The Finance Committee manages/directs the Library's annual financial planning and budget processes.
- The Finance Committee ensures that the appropriate financial policies, procedures, processes and internal controls are in place.
- The Finance Committee does an annual review of finances and year-end financial statements.

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2340 PUBLIC RELATIONS COMMITTEE

- The Board may appoint Board members or non-Board members to a Public Relations Committee as needed.
- The duty of the Committee will be to extend public knowledge of the objectives, programs, projects and services of the Hazelton District Public Library
- The Committee will use all available media services and will also consider such other forums and personal or targeted outreach as may from time to time be possible.

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2350 NOMINATING COMMITTEE

- The Nominating Committee will consist of a minimum of 2 Board members.

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2360 PERSONNEL MANAGEMENT COMMITTEE

- The Personnel Management Committee's duty is to advise the Board on policy related to human resources, and to ensure that human resource matters are conducted in accordance with the Board's approved **Human Resources Policies (Section 4000)**.
- The Chief Librarian will be an advisor to the Personnel Management Committee and bring the interests and concerns of the employees to the Committee.
- The Personnel Management Committee reviews staffing levels and staff remuneration, and human resources development and training, to assist the Finance Committee in preparation of this Human resource portion of the annual budget submissions and five-year financial plans.

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#### 2370 POLICY COMMITTEE

- The Policy Committee's duty is to prepare and maintain a viable policy manual; to update and revise policies from time to time as needed.
- The Policy Committee shall tend to all related matters as referred to it by the Board.
- It shall be the duty of the Policy Committee to seek and respect full consultation with the Board, all committees of the Board and the Chief Librarian, as policies are contemplated and constructed, and before they are finalized and adopted.

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#### 2380 LIBRARY SERVICES AND PROGRAMS COMMITTEE

- The Board may appoint a Library Services and Programs Committee as needed to conduct a periodic review of services and programs offered by Hazelton District Public Library to ensure that they continue to meet the needs of the community. This Committee will produce a report for the board.

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### 2400 LIAISON REPRESENTATIVES

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#### 2410 GENERAL

At the first regular Board meeting after the Annual General Meeting, the Board may appoint from amongst its Trustees a representative to act as liaison to the following entities:

- BC Library Trustees' Association
- Village of Hazelton (Building Liaison)
- Hazelton Area Historical Association
- North West Library Federation
- And such others as required from time to time.

The Liaison Representative will communicate to/from the Board and to/from the assigned entity. An alternate liaison representative may be appointed when needed.

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#### 2420 BC LIBRARY TRUSTEES ASSOCIATION

The BC Library Trustees Association (BCLTA) is a province-wide association of trustees with a mandate to work with all matters of a provincial concern to trustees throughout BC. The Board chooses to maintain a liaison representative with this association.

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#### 2430 VILLAGE OF HAZELTON (BUILDING LIAISON)

The Building Liaison Representative will liaise with the Village of Hazelton regarding matters including the building rental, public liability, occupational health and safety, major repairs, renovation and/or expansion of the physical plant. The Building Liaison Representative will also consult with the Trustee appointed by the Village of Hazelton on these various matters. The Chief Librarian or designate is responsible for day-to-day management of the Library facility.

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#### 2440 HAZELTON AREA HISTORICAL ASSOCIATION (HAHA)

HAHA has been established to maintain and preserve the collection of historical material, and to collect and preserve other archival material pertaining to the growth and development of the Upper Skeena Region. The Library provides minor administrative support for the Museum. An HDPL Trustee can be appointed to act as liaison with HAHA to carry out liaison tasks as assigned.

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## 2450 NORTH WEST LIBRARY FEDERATION

The Northwest Library Federation (NWLFF) is a partnership between the public libraries of Houston, Smithers, Hazelton, Stewart, Terrace, Kitimat and Prince Rupert, as well as the campus libraries of Coast Mountain College. Libraries in the Federation are legally independent of each other but work together to efficiently achieve regional library goals.

The Mission of the NWLFF is “To facilitate the cooperation needed to deliver optimal library service equitably throughout the region”.

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## 2500 PUBLIC AWARENESS AND ADVOCACY

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### 2510 GOALS

The Hazelton District Public Library and the Board believe in the critical importance of their connection and relationship with the diverse community they serve.

- To promote an understanding of the Library’s programs and services among civic leaders, business leaders, and the general public at large (adults and children).
- To promote an understanding of the Library’s needs, objectives and future plans to governing officials and appropriate community groups, demonstrating how library programs and services best serve various entities of our community.
- To strongly encourage and actively seek participation by all sectors of the public.

To achieve the goals outlined in **Policy 2510**, the Board encourages Trustees and Library staff to work together with the Chief Librarian to specifically promote the Library, its programs and its services.

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### 2520 MEDIA USE AND LIBRARY SPOKESPERSONS

Public awareness and advocacy should include all forms of media accessible to the Library, and these forms of media should be utilized to get our message across effectively.

- The Board Chairperson (or designate) is the only public spokesperson for the Board and the Association.
- The Chief Librarian (or designate) is the only spokesperson for programs, services, and all matters related to the day-to-day operation of the Library.
- All media inquiries should be directed to the designated spokesperson.

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### 2530 COMMUNITY INPUT

Individual and/or community groups should be encouraged to express their specific needs for library programs or services. Comments or complaints received from individuals or groups should be carefully documented by receiving staff or Trustees and forwarded for appropriate consideration and action.

Hazelton District Public Library will, from time to time, as appropriate do “needs assessment” studies focusing on public outreach as well as library programs and services.

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### 2540 EVENT ADVERTISING

The advertising of events, held at or sponsored by the Library, with or without charge, may be planned and executed at the discretion of the Chief Librarian.

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### 2550 OUTSIDE AGENCY FUNDRAISING, CANVASSING AND PETITIONING

The Library will not participate in charity drives or other such functions involving fundraising for any other organization unless it specifically benefits the Hazelton District Public Library and has Board approval. The Library will not allow its “in-library” patrons to be canvassed or petitioned by individuals or organizations. In exceptional circumstances a specific and detailed written request may be considered and approved by the Chief Librarian and the Board Chairperson.

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## LIBRARY SERVICES

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### 3010 GENERAL

The Library is a friendly community gateway to ideas, knowledge, information and literature for lifelong learning for all members.

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### 3020 ENVIRONMENT

The Library will provide a safe, accessible and respectful environment for its employees, volunteers, patrons and visitors.

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### 3030 SERVICES

The Library will provide the services necessary to fulfill its Mission in an efficient manner within its allocated funding.

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### 3040 LITERACY

The Library is committed to promoting literacy in the community.

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### 3050 RESPONSIBILITY

The Chief Librarian is responsible for the day-to-day operation of the Library.

The Chief Librarian may delegate tasks to qualified Library staff members and/or qualified Library volunteers.

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### 3060 INTELLECTUAL FREEDOM

The Hazelton District Public Library Board endorses the ***British Columbia Library Association Statement of Intellectual Freedom***.

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## 3100 BORROWING

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### 3110 LOANS AND RENEWALS

Valid Library card holders may borrow materials for the stated loan period. Loan and renewal periods are set to provide reasonable and equitable access to Library materials and to ensure the return of items.

The number of items that may be borrowed by a patron at one time may be restricted where the size of and demand for a collection warrant it. Other restrictions may be set to provide reasonable and equitable access to Library materials and to ensure the return of items.

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### 3120 HOLDS

Holds may be placed on catalogued items which circulate and on items which are on order. To ensure that collection resources are shared equitably, there may be a limit to the number of holds that each patron can have at one time.

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### 3130 OVERDUE MATERIALS

The Library may impose fines for overdue materials and borrowing privileges may be suspended until fines are paid.

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### 3140 LOST OR DAMAGED MATERIALS

The patron is responsible for the replacement cost and service fees of lost or damaged material checked out on their Library card. Borrowing privileges may be suspended until costs are paid.

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## 3200 PROGRAMS

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### 3210 PROGRAMMING

The Library may offer a variety of programs. Programming is integral for the communication of educational, recreational and informational knowledge, ideas or experience.

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### 3220 CRITERIA FOR PROGRAMMING

The Library will present programs that reflect the Mission Statement and Objectives as outlined in **Section 1100** of this manual.

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### 3230 PROGRAM ACCESS

Programs organized by the Library are open to the public but, when necessary, numbers may be restricted and registration required. The Library may charge fees to recover costs associated with implementing a program.

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### 3240 PRESENTER FEES AND EXPENSES

Presenter fees and expenses will be paid as required, from the operating budget, by the Chief Librarian.

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## 3300 COMMUNITY INFORMATION

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### 3310 GENERAL

As part of its regular service to the community, the Library provides space and facilities for announcements, pamphlets, newsletters, newspapers and magazines in print and other media which deal with cultural, recreational, informational and education activities.

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### 3320 VARIETY OF MATERIALS

Materials are provided that represent varying points of view that are of current interest. The materials will reflect current conditions, trends and controversies so that members of the community may inform themselves and make individual judgments. Particular beliefs or views are not promoted, nor is the acceptance of any items for this space equivalent to endorsement of the viewpoint expressed therein.

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### 3330 ACCESS TO MATERIALS

In providing these materials, it is accepted that while people have the right to reject for themselves material of which they do not approve, they do not have the right to restrict the freedom of others. Access to materials is guided by the **BC Human Rights Amendment Act, 1993**.

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### 3340 POLITICAL PARTICIPATION

The Library does not participate in partisan politics.

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### 3345 LIBRARY NOTICE BOARD

The Hazelton District Public Library notice board and adjacent display area is located in the foyer/main entrance of the Library. Notices regarding meetings/events in the Community are also posted here. Subject to availability of space, notices from non-profit groups or notices of community events may be accepted and authorized. Literature for free distribution (brochures, pamphlets, college calendars, newspaper-type publications, etc.) requires authorization. Materials left for distribution without authorization will be removed.

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### 3350 MATERIAL POSTING AND DISPLAY

Materials may not be posted or publicly displayed on Library property, nor petitions circulated without the Library's permission. Posting and displaying of materials is subject to the availability of space. The Library reserves the right to remove materials at any time.

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### 3360 EVENT EXHIBITS AND DISPLAYS

The Library may, from time to time, arrange for exhibits or displays as they relate to events or activities planned by the Library.

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## 3400 INTERNET, COMPUTERS, AND WIRELESS ACCESS

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### 3410 PUBLIC ACCESS COMPUTERS

In response to advances in technology and the changing needs of the community, the Library offers a wireless connection or computer workstations for the public to access:

- Internet
- Word processing and other application software
- Library catalogue
- Personal Library card account information and services
- Database search services.
- Basic printing services

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### 3420 PUBLIC INTERNET AND COMPUTER TRAINING

The Library will provide workshops, orientation sessions, and other training for the public from time to time. Basic assistance in locating information on the Internet or computer troubleshooting will be provided by Library staff as time and staffing levels permit.

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### 3430 MEMBERSHIP REQUIREMENT

Computer users are not required to be members of the Library. Guest log-in access is available to visitors and non-members who wish to use the computers.

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### 3440 DISCLAIMER OF RESPONSIBILITY

Parents must assume responsibility for their children's use of the Internet. Children under the age of 10 must be accompanied by an adult; children between the ages of 10 and 12 must have parental permission to use the Internet unsupervised. A suitable disclaimer notice shall be displayed in the computer workstation area and on the Library website.

## 3500 COOPERATION WITH OTHER LIBRARIES, AGENCIES, AND INSTITUTIONS

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### 3510 GENERAL

The Library will co-operate with other libraries, community agencies and organizations in meeting the needs of our communities. The Library will try to avoid unnecessary duplication of materials and services readily available elsewhere in our communities.

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### 3520 RECIPROCAL BORROWING

Reciprocal agreements with other libraries are established and maintained where possible in order to augment the Library's materials and services.

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### 3530 INTERLIBRARY LOAN

- Specialized, out-of-print or other print items which are beyond the scope of the Library's collection are located for library patrons through interlibrary loan. Although microforms may be requested, audio and visual materials and items published within the past 12 months may not be requested.
  - The Library follows the practices outlined in the *Provincial Resource Sharing Programming and Policy (Interlibrary Loan Code)*.
  - Library patrons with a valid Hazelton District Public Library card may request interlibrary loan for materials that are not in the Library's collection.
  - The Library does not charge for interlibrary loan service unless the lending library/institution requires a fee. Any fees will be charged to the patron.
  - The Library does not levy charges for items requested by other libraries.
  - Interlibrary loans lent to other libraries may be renewed providing the materials on loan are not currently in demand at the Hazelton District Public Library
  - The Library does not allow interlibrary loan of reference books, audio and visual materials, magazines or newspapers, or items in high demand at the Hazelton District Public Library.
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## 3600 CONDUCT IN THE LIBRARY

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### 3610 SAFE ENVIRONMENT

The Library must ensure an orderly and safe environment is maintained for all patrons and staff within our Library. Patrons and staff must be able to use the Library as a place free of inappropriate behaviour. This commitment is consistent with the *Library Act Part 5* and other policies in this manual.

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### 3620 CODE OF CONDUCT

The Board has established a **Code of Conduct** to be available to all staff and patrons. This Code is representative and not totally inclusive. The Chief Librarian and designated staff are requested to enforce the Code of Conduct using discretion and acting in the best interest of a safe and effective Library environment for all patrons and staff.

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### 3630 REMEDIES

The Board of Trustees anticipates remedies for infractions of the **Code of Conduct** to be applied with discretion, with minimum enforcement to get the needed compliance. Remedies may begin with a simple courteous request.

The Chief Librarian and delegated staff will need to determine remedies on a case-by-case basis inclusive of calling the RCMP, removal from the Library for a period, suspension of Library privileges, exclusion/expulsion from the Library, and/or such remedies as may be deemed appropriate.

Library users may be asked to leave the Library by staff, and/or computer user privileges and/or general Library privileges may be cancelled or suspended for due cause, including:

- breaching the **Code of Conduct**
- misusing or damaging a computer or other equipment, reprogramming the Library's computer, tampering with the equipment or software; and
- using the Internet for illegal or unethical purposes (as determined by the Chief Librarian or delegate).

Library users may be prosecuted and/or financially liable for any damage to Library equipment.

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### 3640 INCIDENT REPORTING

Incident reports documenting infractions of the Code of Conduct shall be made and submitted to the Chief Librarian. If future actions are required, the reported documentation will be available.

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### 3650 APPEALS

Appeals regarding suspension of privileges or expulsion from the Library should be directed in writing to the Chief Librarian. The Chief Librarian will adjudicate each appeal on an individual case basis. If the matter cannot be resolved, the matter may be referred to the Board for review.

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## 3700 PERSONAL INFORMATION AND PRIVACY

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

The Library's legal authority to collect personal information flows from the **Library Act** and **Section 26 of FIPPA**.

The Hazelton District Public Library is a member of the BC Libraries Cooperative and adheres to their privacy policies which can be viewed at: <https://bc.libraries.coop/support/sitka/sitka-shared-library-database-detailed-privacy-policy/>

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### 3710 PRIVACY OFFICER

The Board designates the Chief Librarian as the Freedom of Information/Privacy Officer ("Privacy Officer"). The Privacy Officer is responsible for training staff, communicating privacy policies to patrons, compliance with privacy legislation, and for security of private information collected.

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### 3720 WHAT IS PERSONAL INFORMATION?

Personal information is defined by **FIPPA** as information about an identifiable person. Some examples of personal information are name, age, home address, phone number, email address and IP address (a computer's address).

**FIPPA's** definition of personal information does NOT include work contact information, which is information that would allow a person to be contacted at a place of business, such as the person's name, title, business address, business phone number, and business email address.

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### 3721 CHILDREN'S PERSONAL INFORMATION

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

Hazelton District Public Library assumes that children 12 years and older are generally capable of exercising their own rights for policy purposes. However, the library may treat a request on an individual basis where a child, parent or guardian does not believe the guideline age is appropriate in their circumstances.

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### 3730 COLLECTION OF PERSONAL INFORMATION

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

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### 3731 INFORMATION AUTOMATICALLY COLLECTED WHEN VISITING OUR WEBSITE

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

- The domain name and/or IP address of the viewer's Internet Service Provider (ISP),
- Internet browser being used,
- Geographic region browsing from,
- The date and time a web page is accessed,
- What pages were visited,
- What website the viewer visited from, if applicable.

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

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

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### 3732 LINKS TO OTHER SITES

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

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

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### 3733 PERSONAL INFORMATION COLLECTED VIA EMAIL AND WEB FORMS

Personal information is collected by Hazelton District Public Library when a library web form is filled in or an email is sent to the library. Personal information sent to the library by email or by web forms will only be used by authorized staff for the purpose for which it was collected or for a consistent purpose, unless otherwise consented to by the sender or authorized or required by law.

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### 3734 PERSONAL INFORMATION COLLECTED WHEN USING OUR INTERNET STATIONS

Patrons are required to sign in with their library card barcode number or a guest number to use the public computers stations. This process creates a log of barcode numbers. There is no additional personal information attached to the list. This information is collected to enforce the library's use policies (see the Hazelton District Public Library Internet Access Policy) and gather general statistical information about the service. All cookies, browsing history, personal files, cached files and other personal information are deleted from the public computer when the patron logs out of their session.

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### 3735 WIRELESS SERVICE

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

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### 3736 VIDEO SURVEILLANCE

The Hazelton District Public Library employs a video surveillance system for the purpose of protecting library property and for the safety and protection of library patrons and staff. These records are reviewed only for the purpose of investigating incidents relating to property and persons inside and outside the library. These video images can only be viewed by authorized persons. Video images are deleted automatically by the system after approximately 46 days.

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### 3740 HOW IS PERSONAL INFORMATION USED?

The following are some examples of purposes for which Hazelton District Public Library may collect personal information:

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

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

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#### 3741 WHEN IS PERSONAL INFORMATION DISCLOSED?

Hazelton District Public Library does not sell or rent personal information. Personal information is disclosed only in accordance with **FIPPA** and the library's privacy policies.

Examples of where personal information may be disclosed include:

- when a patron explicitly consents to the disclosure;
  - to a collection agency for the purpose of collecting a debt;
  - for law enforcement purposes, such as where required by a subpoena, warrant or other order;
  - where there are compelling health and safety concerns;
  - to contact a person's next of kin in the case of an emergency while that person is visiting the library.
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#### 3742 HOW IS PERSONAL INFORMATION KEPT SECURE?

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

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#### 3743 HOW LONG IS PERSONAL INFORMATION KEPT?

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

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

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#### 3744 ACCURACY OF PERSONAL INFORMATION

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

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#### 3745 HOW CAN SOMEONE ACCESS OR CORRECT THEIR PERSONAL INFORMATION?

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

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

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### 3750 WHO CAN I CONTACT ABOUT HAZELTON DISTRICT PUBLIC LIBRARY'S PRIVACY POLICIES?

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

Chief Librarian

Hazelton Public Library

4355 Government Street

Hazelton, B.C. V0J 1Y0

250-842-5961

[hdpldirector@citywest.ca](mailto:hdpldirector@citywest.ca)

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

Office of the Information and Privacy Commissioner for British Columbia

P.O Box 9038, Stn. Prov. Govt.

Victoria, BC. V8W 9A4

Toll free: Call Enquiry B.C. at 604-660-2421 (Vancouver) or

1-800-663-7367 (elsewhere in B.C.) and request a transfer to 250-387-5629

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

website: <https://www.oipc.bc.ca/>

# 4000

## HUMAN RESOURCES POLICY

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### 4010 PREAMBLE

The Hazelton District Public Library and its elected Board are tasked with providing public library service in the Library's service area. The Board is responsible for overall governance of the Library, its operation and its employees. The Board delegates the day-by-day administration of employees to the Chief Librarian.

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### 4020 HUMAN RESOURCES MANUAL

The Library has no union agreements or other employment contracts. Therefore, a ***Human Resources Manual*** is integral in setting out all relevant conditions of employment and should be made available to all employees. It is the intention of the Board to keep a ***Human Resources Manual*** as the basis of employment and as an integral part of the relationship with employees and volunteers. The General and Volunteer sections of the ***Human Resources Manual***, together with selected Schedules, constitute its "volunteer edition" and should be made available to all volunteers.

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### 4030 HUMAN RESOURCES MANUAL SCHEDULES

The ***Human Resources Manual*** contains the following schedules:

- Section 4000, Human Resources Policy (this complete section)
- Human Resource Definitions
- Code of Conduct
- Travel and Expenses
- Staff Job Descriptions
- Volunteer Job Descriptions
- Salary/Wage Scale
- Appropriate Human Resources forms and directions for form use

The above-listed Schedules are primarily the responsibility of the Personnel Management Committee in consultation with the Chief Librarian. Maintenance and day-to-day administration of these Schedules will occur as needed.

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### 4040 OTHER LEGISLATION

In the event there is a conflict between any policy herein and any federal, provincial, regional or municipal legislation, regulation or bylaw, the relevant legislation will prevail.

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### 4050 AUTHORITY

The ***Library Act*** provides the authority for the Board to establish and maintain policies with respect to personnel. The Board delegates to the Personnel Management Committee the responsibility for maintaining the ***Human Resources Manual*** in consultation with the Chief Librarian, and for recommending any changes to the Board annually. The Board reviews and approves the recommended changes. The Board delegates to the Chief Librarian the responsibility for implementing the terms and conditions within the ***Human Resources Manual***.

## 4100 EMPLOYEE/EMPLOYMENT POLICIES

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### 4110 LEGISLATION

All legislation, including the BC **Employment Standards Act**, affecting the employee/employer relationship is referenced in the ***Human Resources Manual***.

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### 4120 CONDUCT

Employees are expected to deliver excellent service and to conduct themselves in a manner appropriate to the mandate and Mission Statement of the Library.

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### 4121 ELECTION TO PUBLIC OFFICE

Employees may seek election to public office and may, upon request, be granted leave without pay to engage in an election campaign. If said employee is elected and is unable to maintain their library duties, such as to adversely affect library services, employment shall be terminated. Partisan political activity during working (operational) hours is not permitted in the Library.

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### 4130 RECRUITMENT

All vacant positions will be filled with the best qualified, available applicants. Selection criteria include appropriate education, related work experience and other job-related factors in accordance with the BC ***Human Rights Code***.

- The Chief Librarian is responsible for maintaining a current job description for each employment position. A job description must exist for each employment position prior to any advertisement of that position, and it shall be made available to any candidate applying for a position.
  - Upon offer of employment, each new employee shall be required to undergo a criminal record review in accordance with the BC ***Criminal Records Review Act***. The offer of employment is contingent upon the criminal record review being satisfactory.
  - Immediate family members shall not be employed in a direct supervisor-subordinate reporting relationship except in emergency or unusual circumstances on a temporary basis, not exceeding thirty (30) days. Such short-term employment will only occur in cases where other qualified applicants were not available for an essential task.
- 

### 4140 HIRING

Upon appointment each employee shall receive:

- Written notice specifying terms of employment.
  - A copy of the ***Human Resources Manual*** and appropriate job description and, where applicable, a copy of a contract.
  - The opportunity to accept the terms and conditions of employment, as presented in the offer of employment.
  - A new employee shall receive appropriate orientation and training from their supervisor.
- 

### 4150 PROBATION

- All new full-time employees shall serve a probationary period of three (3) months. Probation may be extended for due reason for up to three (3) months further.
- All new part-time employees shall serve a probationary period of three hundred (300) hours. Probation may be extended for due reason for up to three hundred (300) further hours.

During the probationary period, the Chief Librarian will evaluate the probationary employee's performance.

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### 4160 REMUNERATION

Remuneration for all positions will be authorized by the Board. The Board will review salaries and wages annually.

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#### 4170 OVERTIME

Overtime may be authorized, as needed, by the Board.

#### 4200 LEAVES

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#### 4210 OFFICIAL PAID HOLIDAYS

The Library shall observe, as official paid holidays, the provincial statutory holidays and such other days as the Board may designate. Part-time, casual and seasonal employees shall be paid for official paid holidays in accordance with the BC ***Employment Standards Act, Part 5***.

---

#### 4220 VACATIONS

Vacation leave with pay for the Chief Librarian is set at:

- Three (3) weeks upon completion of one (1) year of service (6%).
- Four (4) weeks upon completion of five (5) years of service (8%).
- Five (5) weeks upon completion of fourteen (14) years or more of service (10%).

Vacation leave with pay for regular employees is set at:

- Two (2) weeks upon completion of one (1) year of service (4%).
- Three (3) weeks upon completion of five (5) years of service (6%).
- Four (4) weeks upon completion of fourteen (14) years or more of service (8%).

Temporary employees shall be entitled to vacation pay in accordance with the BC ***Employment Standards Act, Section 58***. The Chief Librarian is responsible for all matters of scheduling vacations and ensuring adequate staffing for the ongoing operation of the Library.

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#### 4230 SICK LEAVE

- Full-time employees are entitled to a maximum of 18 paid sick days per year. After 3 consecutive sick days a doctor's note may be required.
- Part-time employees are entitled to a pro-rated number of paid sick days per year with, at minimum, the prescribed number of days indicated in the BC Employment Standards Regulation. After 3 consecutive sick days a doctor's note may be required.
- New employees are not entitled to paid sick days during their first 90 days of employment.
- Sick time is not paid out on termination or retirement.
- Sick time is not carried over between calendar years.



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4240 COMPASSIONATE LEAVE

- Regular Employees are entitled to 3 days per year with pay in the case of death or serious illness of parent or guardian, wife, husband, brother, sister, child, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, grandparent, grandchild, niece, nephew, aunt or uncle.
- Regular Employees are entitled to 3 days per year with pay in the event of an Act of God, upon approval of the Board.

*An Act of God is defined as "An extraordinary interruption by a natural cause (such as a flood or earthquake) of the usual course of events that experience, prescience, or care cannot reasonably foresee or prevent."*

- Any time in excess of 3 days may be deducted from currently available sick leave.
- Compassion leave may not be carried over to the following year.

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4250 EDUCATIONAL LEAVE:

- When the Board requests an employee attend an Educational Event (conference, workshop, seminar etc.) the Board will incur the costs and the employee is granted leave with pay.
- All Educational Leave over \$500 must be approved by the Board before the event.
- The Chief Librarian is responsible for presenting to the Board requests to attend an Educational Event, including details, cost and time needed.
- The Board determines the benefits to the library of each request. Leave may be given at full or partial pay; costs for event and travel may be given at full or partial costs.
- Upon approval and attendance at an Educational Event paid in full or in part by the Library, the employee will be expected to provide a report.

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4260 JURY DUTY

As per the BC *Employment Standards Act Part 6, Sections 54 and 55.*

**54.(1)** An employer must give an employee who requests leave under this Part the leave to which the employee is entitled.

(2) An employer must not, because of an employee's pregnancy or a leave allowed by this Part,

(a) terminate employment, or

(b) change a condition of employment without the employee's written consent.

(3) As soon as the leave ends, the employer must place the employee

(a) in the position the employee held before taking leave under this Part, or

(b) in a comparable position.

(4) If the employer's operations are suspended or discontinued when the leave ends, the employer must, subject to the seniority provisions in a collective agreement, comply with subsection (3) as soon as operations are resumed.

(5) Subsection (4) is not to be construed as conferring a preferential right of recall on an employee referred to in subsection (3), to whom a collective agreement does not apply, beyond that to which the employee would be otherwise entitled.

**55.** If an employee is required to attend court as a juror, the employer has the same duties under section 54 (2) to (4) in relation to the employee as if that employee were on leave under this Part.

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#### 4270 UNPAID LEAVE

Leave of absence without pay may be granted in accordance with the conditions outlined in the *Human Resources Manual*.

- Pregnancy, parental, and family responsibility leaves are unpaid leaves, and shall be granted in accordance with the *BC Employment Standards Act, Part 6*.

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#### 4280 OTHER LEAVE

Any leave of absence not covered in the above will be considered by the board upon written request.

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### 4300 PERFORMANCE APPRAISAL AND EMPLOYEE DEVELOPMENT

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#### 4310 EMPLOYEE PERFORMANCE APPRAISALS

- The performance appraisal process is the responsibility of the Chief Librarian.
- Performance appraisals will take place annually for each employee.
- Access to employee appraisal files is limited to the Chief Librarian and the Board Chair.
- Any appeals of employee appraisals will go to the Human Resources Committee.

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#### 4320 EMPLOYEE DEVELOPMENT

The Board encourages and expects regular employees to continue their professional development.

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### 4400 GRIEVANCE PROCEDURES, DISCIPLINARY ACTION, AND TERMINATION

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#### 4410 GRIEVANCES

Any Employee may file a grievance with the Chief Librarian. Before filing a grievance, these steps should be followed.

1. Inform person of their concerns, in an effort to resolve the issue.
2. Inform Chief Librarian of concern.
3. Inform the Personnel Committee.

The Chief Librarian will endeavour to resolve complaints within 5 working days while preserving the confidentiality and privacy of those involved.

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#### 4420 DISCIPLINARY ACTION

With the exception of “serious misconduct” as defined in the *Guide to the BC Employment Standards Act, Part 8, Section 63* the Library will utilize the *Progressive Discipline* approach that permits the employee an opportunity to respond to correction.

A guide to the *Progressive Discipline* approach is available from Employment and Social Development Canada at: <https://www.canada.ca/en/employment-social-development/services/labour-standards/reports/discipline.html>.

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#### 4430 TERMINATION

Voluntary termination will be handled in accordance with the **BC Employment Standards Act, Part 8**.

Involuntary termination: An employee is entitled to notice, or pay in lieu of notice, in accordance with the **Guide to the BC Employment Standards Act, Part 8, Section 63**.

The Library may dismiss a regular employee without notice:

- If the employee has not completed the probationary period.
- For “just cause” as defined in the **Guide to the BC Employment Standards Act, Part 8, Section 63**.
- If the Library has offered reasonable alternative employment to the employee, and the employee has refused that employment.

#### 4500 VOLUNTEER POLICIES

The volunteers of this Library have traditionally contributed to providing library services to the community. Volunteers are expected to provide service excellence through regular and consistent participation. A volunteer shall not act in any way that might significantly affect or obligate the library. The Board of Trustees shall formally highlight and recognize the contribution of volunteers annually.

#### 4600 OCCUPATIONAL HEALTH AND SAFETY (OHS)

The Board recognizes the need for health and safety to be an important concern regarding our employees, volunteers and patrons. The Board also recognizes WorkSafe BC and its regulations and information. Due to the number of employees, and because it is considered a “low risk” establishment, the Library is required to carry out a less formal OHS program according to WorkSafe B.C. Policy in this area is referenced directly back to WorkSafe BC policy and regulations.

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#### 4610 OHS PROGRAM

Our **OHS Less Formal Program** as indicated by WorkSafe BC will:

- Identify workplace hazards.
- Eliminate or minimize the potential for injuries, disease or loss of life.
- Limit financial losses from injury or disease.
- Monitor workplace safety and meet the goals and requirements of WorkSafe BC.

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#### 4620 RESPONSIBILITIES

The Board recognizes and supports the responsibilities of the employer and the employee as outlined by WorkSafe BC. The Chief Librarian is responsible for monitoring compliance with WorkSafe BC policy and our **OHS Less Formal Program**. All volunteers and employees must report any workplace hazards to their immediate supervisor or the Chief Librarian.

## 4700 CHIEF LIBRARIAN

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### 4710 GENERAL

The Chief Librarian is hired by and directly accountable to the Board. The Board delegates to the Chief Librarian the responsibility for the successful operation of the Library.

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### 4720 ROLE OF THE CHIEF LIBRARIAN

The Chief Librarian is the Chief Executive Officer of the “Association”, the Hazelton District Public Library. The central role of the Chief Librarian is to facilitate the success of the Hazelton District Public Library. The role requires multi-faceted leadership, skills and diligence, as well as the personal commitment to assure that success.

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### 4730 RELATIONSHIP BETWEEN THE BOARD AND THE CHIEF LIBRARIAN

The Chief Librarian and the Board shall maintain a professional, respectful, communicative and collaborative relationship.

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### 4740 RECRUITMENT

Should there be a need to recruit a Chief Librarian, the Board will establish an ad hoc Search Committee of three Trustees to set criteria, search for candidates, interview and hire a new Chief Librarian. The committee will also be responsible for contracts, probation and evaluation regarding the new Chief Librarian.

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### 4750 JOB DESCRIPTION

This position involves the responsibility for the operation of the Hazelton District Public Library and includes:

- administering the library and its finances
- human resource activities – hiring, training, supervising, and evaluating library staff
- promoting the library
- developing and selecting the collection
- other duties as the Board may require.

The Chief Librarian is responsible for keeping the Board informed through consultation and regular reports and by attending all Board meetings, and committee meetings as requested.

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### 4760 QUALIFICATIONS

The qualifications for the Chief Librarian are:

- Library degree from an accredited library school.
  - Previous experience in administering a library preferred.
  - Technological literacy and familiarity with automated library systems.
  - Ability to communicate effectively with Board, staff and the community.
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### 4770 PROFESSIONAL DEVELOPMENT

The Board expects that the Chief Librarian will maintain professional qualifications through library association memberships, attendance at conferences and workshops, and other relevant training programs.

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#### 4780 EVALUATION OF THE CHIEF LIBRARIAN

The purpose of the evaluation shall be to ensure the efficiency and effectiveness of the Chief Librarian in carrying out their responsibilities. The evaluation will be a collaborative exercise with input received from the Chief Librarian, the Board and other appropriate resources.

The Board Chairperson shall initiate the evaluation process triennially at a minimum.

The evaluation committee shall consist of the Board Chairperson, the Vice-Chairperson and the Personnel Committee Chairperson. The final report will be written by the Board Chairperson, approved by the evaluation committee and then discussed fully with the Chief Librarian.

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#### 4790 ABSENCE OF THE CHIEF LIBRARIAN

The Chief Librarian will delegate a staff person to act on their behalf during any short absence of the Chief Librarian from the Library.

The Chief Librarian will delegate in writing a staff member to act on their behalf during any absence of the Chief Librarian from the Library for more than two weeks and will notify the Board of that delegation.

If the Chief Librarian will be absent for more than four weeks, the Board shall appoint an Acting Chief Librarian.

# 5000 FINANCE

The Treasurer is an Officer of the Association in accordance with **Policy 2240**.

The Finance Committee is a standing committee of the Board.

The fiscal year shall start January 1 and end December 31.

Unless otherwise directed by the Board, monies remaining in the budget as surplus at the end of the fiscal year are carried over to the following year for use by the Library. Deficits at the year-end are normally funded out of the following year's budget.

## 5100 BUDGET

Definitions:

- **Draft Budget** – the annual budget prepared by the Chief Librarian and Finance Committee for presentation to the Board.
- **Provisional Budget** - the annual budget approved by the Board for presentation to local government funding bodies.

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## 5110 BUDGET PREPARATION

The Finance Committee with the Chief Librarian will be responsible for the preparation and approval of the core library services budget, in accordance with the provisions of the **Library Act Part 4:40(1)**.

*40 (1) In each year the library board must prepare and approve a budget for providing library service.*

The Finance Committee is responsible for presenting the Draft Budget to the Board.

The Board will approve a Budget and may approve revisions to that budget upon recommendation of the Finance Committee.

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## 5200 REVENUE

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### 5210 GENERAL

All monies collected or received from government funding bodies and through Library operations are incorporated into the general revenue fund of the Library, unless otherwise designated.

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### 5220 GIFTS, GRANTS, AND DONATIONS

Gifts, grants, and donations whose purpose is undesignated by the donor or contributor shall be used at the discretion of the Board. The Board will make every effort to use designated gifts, grants, and donations for the stated purpose.

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### 5230 TAX RECEIPTING

The Hazelton District Public Library shall maintain its charitable organization status and will issue tax receipts in accordance with federal requirements for amounts \$20.00 and over.

Official tax receipts will be signed by the Treasurer or the Chief Librarian.

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#### 5240 LIBRARY FEES AND CHARGES

The Library may charge fees for services in accordance with the provisions of the *Library Act Part 4:46* and *4:47(a)*.

Charges levied against a patron must be paid in tenders acceptable to the Library.

The Library may accept in lieu of payment for a lost item another new copy of that same item with the prior approval of the Chief Librarian or designate.

A service charge may be levied for payments that do not clear, such as cheques marked 'Not Sufficient Funds'. The charge will be in the amount of any additional processing charges incurred by the Library.

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#### 5300 EXPENDITURES

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##### 5310 AUTHORITY

The Board has exclusive control over Library expenditures, in accordance with the provisions of the *Library Act Part 4:40(2)*.

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##### 5320 PURCHASING

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

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##### 5330 EXPENDITURE APPROVAL

Exceptional expenditures not provided for in the budget must be approved.

- Expenditures up to \$500 must be approved by the Chief Librarian or designate.
- Expenditures over \$500 must be approved by the Chief Librarian together with a resolution from the Board.

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##### 5340 EXPENSE REIMBURSEMENT

Employees, Trustees and volunteers will be reimbursed for approved expenses incurred in conducting Library business.

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##### 5350 SIGNING AUTHORITY FOR DAY-TO-DAY OPERATIONS

The Chief Librarian and two designated trustees shall be signing officers for the purpose of authorizing cheques and contracts for goods or services required in the day-to-day operation of the Library, within the parameters of the budget, the expenditures limits in **Policy 5330**, and the cheques-signing parameters in **Policy 5360**. All on-line transactions done by the appointed bookkeeper must be authorized by the Chief Librarian or their designate.

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##### 5360 CHEQUE-SIGNING PARAMETERS

All cheques shall require two signatures.

## 5400 FINANCIAL REPORTING AND AUDIT

The Board shall prepare and provide financial statements in accordance with the provisions of the ***Library Act Part 4:40(3)***.

**40 (3)** The library board must

- (a) prepare annual financial statements in accordance with generally accepted accounting principles,
- (b) provide a copy of the financial statements for inspection by the members of the public library association at or before the annual general meeting, and
- (c) provide a copy of the financial statements to any municipality or regional district that is eligible under section 35 to make an appointment to the library board.

- All accounts shall be audited at the end of the fiscal year.
- The Board shall review the appointment of the auditor at least every five years.
- The Board shall appoint an auditor at the Annual General Meeting.

## 5500 FUNDING

The Board shall secure adequate funding to provide the library programs and services within the Library's service area.

The Board may raise funds to support the Library, in accordance with provisions of the ***Library Act Part 4:39(e)***.

## 5600 DISPOSITION OF SURPLUS PROPERTY

The Hazelton District Public Library may dispose of library materials, equipment and furniture which are no longer required or appropriate for library use.

Library materials, equipment or furniture with little or no value, or with no recognizable market, may be disposed of at the discretion of the Chief Librarian.

Marketable property with an estimated value of less than \$1,000 may be disposed of, either by sale at a fixed price or by sale at a public auction, at the discretion of the Chief Librarian.

Marketable property with an estimated value of more than \$1,000 may be disposed of by a method determined by the Board. Methods of disposal may include sale at a fixed price, sale at a public auction, or sale by sealed bid. Funds obtained by the sale of these items will be deposited in the Library's operating account.



## 6000

# STRATEGIC PLANNING, META-POLICY AND MISCELLANEOUS

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### 6010 GENERAL

The Board will go through the strategic planning process every three years. They will review the Strategic Plan annually to ensure that the Plan is on track and will revise it as required. The Strategic Plan must be capable of assessing and adjusting library services in response to community needs as they change over time.

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### 6020 MISSION

The Board will maintain a Mission statement for the Hazelton District Public Library.

### 6100 THE STRATEGIC PLAN

The Strategic Plan is developed in consideration of each of the following groupings:

- **Board Leadership** - Develop the capacity and profile of the Board to provide effective leadership.
- **Human Resources** - Provide staff resources required to deliver excellent services.
- **Collections and Services** - Meet the needs of the residents of the Upper Skeena area by developing high quality plans and programs.
- **Community Engagement** - Become a valuable partner of choice for key community organizations and agencies.
- **Technology** - Ensure that the technological infrastructure effectively supports operations and services.
- **Facilities** - Develop a plan for the Library facility and its expanding need for space over time.
- **Funding** - Ensure stable and adequate funding to provide core library services consistent with the Library's Mission, the community's needs, and provincial library initiatives.
- **Long-Term Planning** - Give the Board opportunity to set some broad, longer term strategies beyond the three year plan.

A review will be done through a planning process that will guide the development of the strategic plan for the following three years.

### 6200 META-POLICY

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#### 6210 GENERAL

Meta-policy is policy on policymaking. The Hazelton District Public Library and the Board of Trustees desire their policies to be "living" policies. These policies need to be viable, valid, useful and subject to revision from time to time. All policies should be "guidelines to decision-making". Ultimately, the Board has the power and the responsibility to change, create and implement policy. Policy development and evaluation are important tools to the making of decisions to ensure the ongoing excellence of the Library.

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#### 6220 STRUCTURE

Given the structure of the Association and the Board, all new policy needs, or ideas, will be transmitted from whatever source to the Policy Committee. Input will be welcomed from sources such as the Board, its committees, the Chief Librarian, the Library's funders and the public at large. All input will be reviewed, and viable policy will be created, reviewed and presented to the Board for authorization and implementation.

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## 6230 REVIEW

The Policy Committee will periodically review the *Policy Manual*, inclusive of all policies, annually. It will make recommendations on revisions, additions or deletions of policies to the Board. The review process will include collaboration with appropriate standing committees of the Board.

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## 6240 INTEGRATION/CONFLICT

Policies will be integrated to ensure the smooth operation of the Library and the Association. No policy shall conflict with any other policy. **Section 39 (a) and (b) of the Library Act** empowers the Board to make rules (policy) as needed to govern the Association and operate the Library, which is to say that the policies of the Board are simultaneously the policies of the Association.

### 39 The library board

(a) may make rules for holding meetings of the public library association and for managing the association,

(b) may make rules for managing the business of the board and for regulating the use of its facilities and services by the public,

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## 6250 PURPOSE AND SCOPE

Policy guides Board decision-making.

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## 6260 NON-EXISTENT POLICIES

In the absence of policy, the Board will make decisions based on the facts of the situation, best practice and in the best interest of the Library.

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## 6270 PUBLIC DISPLAY OF CONSTITUTION AND POLICY, STRATEGIC PLAN

The current approved version of the Constitution and Policy and Strategic Plan documents will be displayed on the Hazelton District Public Library website and made available to members who ask to see it.

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## 6300 RECORDS RETENTION SCHEDULE

Records of the Hazelton District Public Library will be retained as required by law and policy.

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### ONE YEAR:

- Budget Working Sheets
- Grant Applications (Not Approved)
- Workplans

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### THREE YEARS:

- Applications and Staffing-Related
- Board Agenda Packages
- Correspondence, General
- Insurance Policies (After Replacement or Cancellation)
- Personnel Files (After Employee Leaves)

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#### SEVEN YEARS:

- Committee Minutes (After Disbanded or Issue is Resolved)
- Contracts (After Expiration)
- Financial Records (V), including but not limited to:
- Bank Statements and Reconciliations
- Budgets (Final)
- Cheque Stubs, Invoices and Receipts
- Monthly Reports
- Payroll
- SOFI (Submitted copy)
- Subsidy Calculations
- Vendor and Supporter Lists
- Grant Applications and Reports (Approved Grants)
- Statistics and Surveys (Programs, Consortial Purchasing, Strategic Plans, Conferences etc.)

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#### FOREVER:

- Board Minutes (V)
- Historical Records
- Annual Reports
- Establishment Documents (V)
- Strategic Plans
- Provincial Library Grant Reports (V)

In addition, it is the responsibility of the Chief Librarian to keep those records which will contribute to the continuous smooth operation of the Library as well as a robust historical record of the activities of the Library.

Current versions of Library policies, contracts, insurance policies, strategic plans, and personnel files are considered to be vital documents (V).

Any records not listed above will follow the policies as laid out by the Province of British Columbia and accessible at: <https://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/records-management/information-schedules/arcs>.

## 6400 MISCELLANEOUS

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### 6410 LOST AND FOUND

The Library does not accept any liability for lost/found items but will do its best to assist patrons. Assistance ranges from retaining inexpensive articles found on Library premises for a reasonable length of time, to delivering valuable items to the RCMP when they are not quickly claimed.

# 7000

## SELECTION POLICY

The development of the Library collection is guided by the Library's Mission and Strategic Plan and should reflect the Core Roles adopted by the Library as:

- a popular materials library.
- a pre-school gateway to learning.
- a reference and community information centre.
- an independent learning centre.

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### 7010 INFORMAL EDUCATION, REFERENCE, AND COMMUNITY INFORMATION

The Library strives to provide sufficient materials to render the Library a usually dependable source of information for most people outside formal educational institutions.

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### 7020 FORMAL EDUCATIONAL MATERIALS

The Library does not provide specific curricular materials or textbooks as directly related to formal educational institutions. Textbooks and scholarly materials are purchased only when they are the best or only source of information on a subject.

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### 7030 PROHIBITED MATERIAL

Library materials will not contravene the provisions of the *Criminal Code of Canada*.

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### 7040 ENDORSEMENT

The selection of any item for the Library's collection does not constitute endorsement of the content of the item by the Library.

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## 7100 RESPONSIBILITY FOR SELECTION

The selection and purchase of library materials is the responsibility of the Chief Librarian acting in accordance with the policies established by the Board. The Chief Librarian may delegate the task of selection and purchase of Library materials to qualified staff.

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## 7200 INTELLECTUAL FREEDOM

The Hazelton District Public Library Board endorses the *Statement on Intellectual Freedom and Libraries of the Canadian Library Association* and the *British Columbia Library Association Statement on Intellectual Freedom*.

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### 7210 REQUESTS FOR RECONSIDERATION OF LIBRARY MATERIAL.

A patron may register a written complaint regarding Library material on the *Request for Reconsideration* form for review by the Chief Librarian. Such forms are available from Library staff. After reviewing the matter, the Chief Librarian will render a decision based upon Library policy. If the matter cannot be satisfied at this level, the complaint may be referred to the Board. Any decision by the Board will be final and, the complainant will be notified of this decision.

## 7300 SELECTION CRITERIA

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### 7310 GENERAL CRITERIA

The following are general criteria for selection of materials for the Library collection regardless of format:

- adherence to the principles of Intellectual Freedom set out in the *British Columbia Library Association Statement on Intellectual Freedom*
- existing Library holdings
- up-to-date and accurate presentation of material
- popular demand
- authoritativeness of the writer and the reputation of the publisher
- social significance
- importance of subject matter to the collection
- scarcity of material on the subject and availability elsewhere
- need for duplicate material
- cost, budgetary and space limitations
- Canadian content/authors
- suitability and durability of physical form for Library use.
- the Library's Strategic Plan

Other considerations may be applicable in specific subject areas.

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### 7320 CHILDREN AND TEENS CRITERIA

In addition to the general selection criteria noted in **Section 7310**, criteria for the children and teen collections include:

- age level for which the material is intended
  - literary quality
  - design, presentation, effective illustrations
- 

### 7330 CHILDREN'S AND TEENS' MATERIALS

The Library recognizes the need to pay special attention to the development of a collection that is specifically intended and focused for the needs of children and teens.

The collection should foster enthusiasm for reading for pleasure and personal enrichment; topics, authors, genres, formats of most interest to kids/teens/parents; providing a range of materials and perspectives to expose young people to the wider world; seeking out high-quality material that is reflective of the cultural and social make-up of our region, province and country.

Special attention will be placed on providing an early childhood library experience that is a positive pre-school gateway to learning.

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### 7340 SPECIAL NEEDS MATERIALS

The Library recognizes the need to develop a collection of materials for the special needs community. Examples include material in a variety of formats for the visually impaired, adult literacy material, and material relating to English as a second language. The Library recognizes that special equipment may also be required and is committed to obtaining and maintaining such equipment as demand and funding permit.

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### 7350 LOCAL MATERIALS

Materials of particular importance to the Upper Skeena Area, British Columbia and Canada may be given priority in the selection process.

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## 7360 ELECTRONIC RESOURCES

As the Library continues to stay current with technological advances, new technologies and formats will be evaluated and considered for suitability as demand and funding permit.

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## 7400 COLLECTION ACCESS AND MAINTENANCE

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### 7410 COLLECTION ACCESS

The Library's collection is designed to minimize barriers and enhance access to the collection. Materials will not be marked or identified to show approval or disapproval of the contents. No items are sequestered except to protect them from damage or theft.

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### 7420 DISCARDS

To maintain a current, useful and attractive collection, materials which are no longer useful in the light of the Library's objectives will be systematically weeded from the collection and disposed of.

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## 7500 DONATIONS

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### 7510 DONATIONS OF MATERIALS

Small quantities of books and other library material may be accepted by the Library during open hours provided that:

- the material becomes the exclusive property of the Library;
- the material will be evaluated against the Library's selection criteria;
- the Library makes a final decision on use and/or disposition of the material;
- adequate staff and space resources are available; and
- no tax receipt is expected.

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### 7520 DONATIONS OF FUNDS

Donations of funds for the purchase of appropriate library material will be accepted and a receipt for income tax purposes will be provided to the donor in accordance with the Library's finance policies. The Library encourages donors to place as few restrictions as possible on the funds to permit the most flexible use of the donation for the enrichment of the collection.

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## 7600 COPYRIGHT

The Library encourages its patrons to conform to the provisions of the *Canadian Copyright Act* and the *Public Library Copying License* agreement with *Access*, the Canadian Copyright Licensing Agency. Notices warning about the risk of copyright infringement are posted at public photocopiers in the Library and near the Computer workstations. Copies of the *Copyright Act* are available online and at the Library.

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### 7610 DISCLAIMER

The Library assumes no responsibility for patron's activities that constitute copyright infringement should they occur.

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### 7620 STAFF COMPLIANCE

Library staff will comply with the provisions of the *Canadian Copyright Act* and the *Public Library Copying License* agreement with *Access*, the Canadian Copyright Licensing Agency.

## LINKS TO EXTERNAL DOCUMENTS

[Library Act \[RSBC 1996\] Chapter 264:](#)

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96264\\_01](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96264_01)

[Freedom of Information and Protection of Privacy Act \[RSBC 1996\] Chapter 165:](#)

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96165\\_00](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96165_00)

[Privacy Guidelines for British Columbia Public Libraries:](#)

<http://www.llbc.leg.bc.ca/public/PubDocs/bcdocs/406406/PrivacyGuidelines.pdf>

[Human Rights Code \[RSBC 1996\] Chapter 210:](#)

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/00\\_96210\\_01](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/00_96210_01)

[Employment Standards Act \[RSBC 1996\] Chapter 113:](#)

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96113\\_01](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96113_01)

[Guide to the BC Employment Standards Act](#)

<https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/forms-resources/igm>

[Copyright Act \[RSC 1985\] C-42:](#)

<https://laws-lois.justice.gc.ca/eng/acts/C-42/Index.html>

[Access Copyright Library Copying License:](#)

<https://www.accesscopyright.ca/businesses/public-library-photocopying-licence-guidelines-for-copying/>

[BC Library Association - Statement on Intellectual Freedom:](https://bclaconnect.ca/about/statement-of-intellectual-freedom/)

<https://bclaconnect.ca/about/statement-of-intellectual-freedom/>

[Canadian Library Association - Statement on Intellectual Freedom and Libraries:](https://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/)

<https://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>

[Provincial Resource Sharing Program and Policy \(Interlibrary Loan Code\):](https://www2.gov.bc.ca/assets/gov/education/administration/community-partnerships/libraries/bc_interlibrary_loan_code.pdf)

[https://www2.gov.bc.ca/assets/gov/education/administration/community-partnerships/libraries/bc\\_interlibrary\\_loan\\_code.pdf](https://www2.gov.bc.ca/assets/gov/education/administration/community-partnerships/libraries/bc_interlibrary_loan_code.pdf)

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