

Policies & Procedures Manual



FORT ST JOHN

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PUBLIC  
LIBRARY  
ASSOCIATION

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## 1.1 PURPOSE AND STATEMENTS

The Fort St. John Library Association (FSJPLA) Board of Trustees (Board) is an integral player in the oversight and strategy development of the FSJPLA. The Board is comprised primarily of volunteers whose values and knowledge make the FSJPLA a cornerstone for the community it serves. In order to maintain transparent oversight and strong community confidence, the FSJPLA has developed the Board of Trustees Policy and Procedures.

## 1.2 APPLICATION

This Policy and Procedure applies to all members of the Board of Trustees and those affected by the Board's actions.

## 1.3 AUTHORITY

Revisions to this policy can be authorized by the FSJPLA Board as defined by the Library Act (BC).

## 1.4 LEGISLATION OF INTEREST

[Library Act](#)  
[Freedom of Information and Protection of Privacy Act](#)

## 1.5 POLICIES AND PROCEDURES FOR THE BOARD OF TRUSTEES

### 1.5.1 AUTHORITY AND STRUCTURE OF THE BOARD

- FSJPLA will post Board Membership on its [website](#);
- The Board derives its authority from Part 4 of the [Library Act \(BC\)](#), which defines:
  - Who can and cannot vote or hold office;
  - Continuation of the role of the library board;
  - Composition of the library board;
  - Elections and term of office of members;
  - Election of chair and vice chair;
  - Regular and special meetings of the library board;
  - General powers and duties of library board;
  - Budget, expenditures and financial statements.
- The Board is comprised of not fewer than 5 or more than 9 members, elected from themselves by the members of the FSJPLA at the Annual General meeting (AGM) as well as three (3) appointed members:
  - One (1) member appointed by the City of Fort St John Council;
  - One (1) appointed representative from each Areas B and C of the Peace River Regional District;

- No member shall serve as a trustee for more than eight (8) years (Library Act), with no more than seven (7) years in the same executive position;
- Trustees cannot be nor have relations to employees of the FSJPLA.

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### 1.5.2 RESPONSIBILITIES OF THE BOARD

- Responsibilities:
  - To oversee and manage the finances for the FSJPLA;
  - To set strategic direction for the FSJPLA and ensure its implementation;
  - To ensure policies and procedures adequately reflect the operational needs of the FSJPLA;
  - To form a negotiations committee responsible for the negotiation and sign-off of collective agreements;
  - To hire the Director of Library Services;
  - To obtain legal services should the situation arise;
  - To authorize goods and services greater than \$10,000;
- Trustees must be familiar with the Library Act (BC);
- Upon commencement of duties each trustee must receive and conduct themselves in accordance with the [Effective Board Member Handbook](#);
- Trustees must be familiar with:
  - [FSJPLA Policies and Procedures](#);
  - Meeting minutes for the previous year;
  - Library history and operations;
  - Other trustee, staff and associates names, positions and responsibilities;
  - [BC Library Statistics](#);
  - [FSJPLA Strategic Plan, Annual Reports Policies and Procedures and Budgets](#);
  - [FSJPLA BCGEU Contract](#).
- One Board Trustee will represent the FSJPLA on the North East Library Federation (NELF). The member will attend all NELF meetings and report updates to the Board:
  - When required by NELF the Trustee has signing authority on behalf of the FSJPLA on policy or NELF affairs, but not financial;
  - When unable to attend a NELF meeting the trustee will seek to identify a designate. If no trustees are available the Trustee will notify NELF in advance of the meeting.
- Board Executive shall consist of: Chair, Vice-chair, and Treasurer. The Director of Library Services acts as Board Secretary.

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### 1.5.3 DUTIES OF THE BOARD CHAIR

- No trustee shall act as the Board Chair (Chair) unless doing so in conjunction with Section 37 of the [Library Act \(BC\)](#);
- The Chair will conduct itself in accordance with the [Effective Board Member Handbook](#) as distributed by the BC Library Trustees' Association;



- The Chair may choose to delegate responsibilities in alignment with the [Library Act \(BC\)](#), however the Chair retains responsibility for its role;
- Responsibilities:
  - Chairs the meetings in alignment with the current version of Robert's Rules of Order;
  - Calls all Board meetings;
  - Finalizes and approves Board meeting agendas as drafted by Director of Library Services;
  - Represents the Board and FSJPLA on matters working with the Fort St John Municipal Council and Peace River Regional District;
  - Represents the Board and FSJPLA when responding to public questions and media enquiries;
  - With input from Trustees, library staff and stakeholders, conducts an annual performance review of the Director of Library Services;
  - Acts as a signing authority when Board authorization is required;
  - Facilitates establishment of the Strategic Plan and conducts final sign-off for implementation;
  - Creates committees at their discretion or the recommendation of the Board Trustees;
  - Is a voting member of the Board.

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#### 1.5.4 DUTIES OF THE BOARD VICE-CHAIR

- The Vice-Chair has the powers of the Chair as per [Section 37\(2\) of the Library Act \(BC\)](#);
- May be authorized as a signing officer.

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#### 1.5.5 DUTIES OF THE TREASURER

- Is an authorized signing officer;
- Is responsible in ensuring the FSJPLA meets its obligations with the Canada Revenue Agency (CRA), including filing annual reports to CRA and [BC Registry Services](#);
- Assists the Finance Committee with financial matters by overseeing bookkeeping, and financial statements, including year-end and presenting them at the AGM;
- Assists the Board in the preparation of the annual budget prior to September 15th of each year and presents this budget to the fund-granting authorities and the general public;
- The FSJPLA Fiscal Year is January 1-December 31.

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#### 1.5.6 DUTIES OF THE CHIEF LIBRARIAN

- The Chief Librarian is appointed by the Board as the FSJPLA Director of Library Services;
- The Chief Librarian's duties as defined in the Library Act are:
  - General supervision and direction of the library and its staff
  - The secretary to the library board and to the public library association, and
  - Powers and duties the library board assigns to the chief librarian from time to time.
- Acts as Secretary to the Board;

- The Board will define the Director of Library Services powers and duties through its job description which will be reviewed and updated on an annual basis as well as direction derived from Board meetings.

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#### 1.5.7 DUTIES OF THE SECRETARY

- Maintain books and financial records under the direction of the Treasurer;
- Maintains records of meeting proceedings;
- Maintains records of all relevant Board communication;
- Distributes meeting minutes along with upcoming agendas and material for review to each of the trustees a minimum of one week prior to a Board meeting;
- Confirms trustee attendance for meetings one week prior and informs the Board Chair if quorum will not be met at least 24 hours prior to the meeting;
- Is an authorized signing officer.

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#### 1.5.8 BOARD MEETINGS

- Trustees are expected to attend all Board meetings;
- If a Trustee is absent from three consecutive regular meetings without prior discussion with the Chair, their position is deemed vacated;
- Trustees shall notify the Secretary of a planned absence from a scheduled Board meeting;
- Quorum for meetings is a majority of the trustees;
- Trustees will review and approve meeting agendas at the start of each meeting. Pressing items not on the agenda may be proposed and voted on to be added for discussion;
- Meetings are held monthly, with dates determined for the upcoming year at the AGM. The Board may choose to forgo meetings in July, August and December;
- A special meeting can be called by a minimum of three Trustees, or by the Chair;
- Board meeting schedules will be posted on the FSJPLA website;
- The public is invited to attend Board meetings;
- The Board will host an AGM in the month of April on a date fixed at the January meeting;
- The date and location of the AGM must be advertised in advance on the FSJPLA website and through social media.

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#### 1.5.9 BOARD CONDUCT

- Board Trustees must not disclose private or privileged information received during their time serving the FSJPLA as Trustees, or once their term of service has concluded;
- Library property provided to Trustees in order to perform their assigned duties must not be used for illegal activities or personal benefit and must be returned at the end of their term;
- Trustees must conduct themselves in a professional manner, and not use their position with the FSJPLA Board to leverage personal agendas;
- Statements made on behalf of the Board must be done by the Chair or his/her designate;

- Trustees must fully disclose, in writing, to the Board of Trustees, if they are potentially in perceived or real conflict of interest on decisions relating to contracts, transactions or situational outcomes;
- Trustees shall not participate in debate, discussions or negotiations where they may be in a real or perceived conflict; however they may be present to answer specific questions and provide clarification to other trustees.

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#### 1.5.10 BOARD COMMITTEES

- The FSJPLA Board Committees may establish following committees:
  - Finance and Revenue Development;
  - Management and Personnel;
  - Facilities;
  - Strategic Planning and Policy Review;
  - Others as approved by the Board.

#### 1.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	
Date of Last Review	October 17, 2015
Signature of Approval	LJL

## 2.0 FORT ST JOHN PUBLIC LIBRARY ASSOCIATION POLICY AND PROCEDURES PROCESS

### 2.1 PURPOSE AND STATEMENTS

The Fort St John Public Library Association (FSJPLA) has developed and implemented several policies in order to best serve its patrons and members, guide staff, volunteers and Board Trustees and uphold its strategic plans while achieving its mission, vision and values. This policy and procedure is developed as the overarching framework to ensure the suite of policy and procedures remain in line with operational objectives, making them a valuable tool.

### 2.2 APPLICATION

This Policy and Procedure applies to library staff and Board trustees.

### 2.3 AUTHORITY

Revisions to this policy can be authorized by the FSJPLA Board of Trustees.

### 2.4 LEGISLATION OF INTEREST

[Library Act](#)

## 2.5 POLICIES AND PROCEDURES PROCESS

### 2.5.1 RESPONSIBILITY

The overarching responsibility for all FSJPLA policy and procedures lies with the Board of Trustees, coordinated by the Director of Library Services. All staff, volunteers, Board Trustees and patrons have a role to identify and bring forward to the Director, policy and procedure gaps and misinformation, along with suggested changes. Individual policy and procedure documents outline those responsible for sign-off, revisions, and deletions. New policy topics shall be brought forth to the Director for decision to proceed to policy and procedure development.

### 2.5.2 POLICY DISTRIBUTION

The FSJPLA will strive to make all policies and procedures available to the public, with the exception of documents designed for internal use or that contain confidential information.

### 2.5.3 INFORMATION ON POLICY AND PROCEDURES

- Policies and procedures are developed to support the FSJPLA staff, volunteers, Board trustees and patrons in achieving a common understanding of relevant legislation, and operational requirements and practices while supporting the FSJPLA in achieving its strategic goals and mission, vision and values;
- A policy is the “what and why,” the rule the FSJPLA is outlining;
- A procedure is the “how”, what organizational actions are required to achieve the policy;

- The FSJPLA will combine policies and procedures into one document by topic;
- Procedures will be separated from policy statements, or combined, whichever is most logical for the user;
- The FSJPLA will consider the development of policy and/or procedure when:
  - There is an area in which inconsistent principles are being applied and consistency is required;
  - A topic is complex or essential to the organization and requires defined process;
  - Few individuals know the policy/procedure and there is a risk of knowledge loss if they leave or are absent from the FSJPLA;
  - The topic can be defined and clarified through a policy or procedure.
- Individuals proposing a policy or procedure will:
  - Determine if a policy/procedure is required on the subject matter and discuss it with the Director of Library Services;
  - Determine what is already existing on the subject matter, including legislation, within the FSJPLA and with other libraries and organizations;
  - Review the template for policies and procedures;
  - Address the following questions:
    - Why is the policy/procedure being written? What is its purpose?
    - Who is the intended audience?
    - What legislation already addresses this topic?
    - What are the main topics for the policy?
  - Ensure the document can be understood and implemented by someone not familiar with the topic;
  - Forward to Director for review and consideration to be brought forth to the Board.

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#### 2.5.4 POLICY REVIEW

- Existing policies will be reviewed on an annual basis, or earlier if a need is identified;
- Each policy will have the review date updated annually;
- Secretary will maintain schedule of last reviews;
- The policy review will determine: if the policy is still needed, what needs to be added to the policy, and what needs to be removed from the policy;
- Additions or deletions of policies or procedures will be brought forward first to the Director of Library Services for consideration, and then to the Board for review once it is drafted;
- External policies will be posted on the [FSJPLA website](#) and internal policies will be shared on the Staff Information Portal within two weeks of sign-off.

#### 2.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	
Date of Last Review	January 14, 2021
Signature of Approval	LJL

## 3.0 MEMBERSHIP, BORROWING AND FEES POLICY AND PROCEDURES

### 3.1 PURPOSE AND STATEMENTS

This policy and procedure identifies who can become a member of the Fort St John Public Library Association (FSJPLA) and how they can access library resources. It clarifies privileges for members and when these privileges may be restricted. To ensure members have information relating to fees and fines available to them, the FSJPLA has outlined them within this document.

### 3.2 APPLICATION

This Policy and Procedure applies to library staff, volunteers and Board Trustees as well as patrons wishing to become members and members of the FSJPLA.

### 3.3 AUTHORITY

Revisions to this policy can be authorized by the FSJPLA Board of Trustees.

### 3.4 LEGISLATION OF INTEREST

[Library Act](#)  
[Freedom of Information and Protection of Privacy Act](#)

## 3.5 POLICIES AND PROCEDURES FOR MEMBERSHIP, BORROWING AND FEES

### 3.5.1 MEMBERSHIPS AND CARDS

- Changes to address, name or phone number must be updated as soon as possible;
- Loss or theft of a library card must be reported immediately. Members may be held responsible for materials borrowed on a card, including fines, if the theft is unreported;
- Library cards are not kept on file and must be presented to borrow materials. There is no replacement fee
- Library cards are non-transferable;
- Library cards remain the property of the FSJPLA and must be returned upon request;
- Reciprocal borrowers are defined as borrowers who hold a valid [BC One Card](#) or are members of the [Northeast Library Federation libraries](#).

### 3.5.2 MEMBERSHIP FOR FSJPL

- Patrons who reside within Fort St John, Peace River Regional District Area B and Area C may register for a free membership at the FSJPLA beginning from a minimum age of five (5) years;
- Membership requirements at time of registration:
  - Government issued photo identification showing current address within FSJPL's service area;

- If address is not current, an additional document showing name and proof of current address is required (paper or digital utility bills, vehicle registration, rental agreement, etc.)
    - an email address if available;
    - a phone number if available;
- All library cards expire after three (3) years and an account must be in good standing to be renewed;
- Members will be provided access to their membership accounts through [myFSJPL](#);
- MyFSJPL will allow members to:
  - Define profile criteria such as notification methods, retaining history, renewing items and renewing and returning of digital items.
- Juvenile members are between the ages of five and fifteen;
- Juvenile members will be asked for their birthdate at time of registration. FSJPL's Integrated Library System will then automatically age juvenile membership to adult membership on the applicable date;
- Parents or guardians are required to sign the back of the juvenile member's card. The parent or guardian assumes responsibility for the return of books, payment of fines and screening of materials for juvenile patrons;
- Juvenile members have access to all library materials with the exception of DVDs labelled with "R" ratings which are only available to members over eighteen (18);
- Children under the age of five (5) are required to utilize their parent's or guardian's card;
- There is a limit of twenty-five (25) items at any one time per member except by Temporary Members, Bridge Members and reciprocal borrowers;
  - With a limit of 4 DVDs and 6 Audiobooks within that item limit for adult memberships;
  - With a limit of one (1) DVD and one (1) Audiobook within that item limit for juvenile memberships.

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### 3.5.3 MEMBERSHIP FOR BC ONECARD

- A BC resident not eligible for a FSJPLA membership card, may still be eligible for a [BC OneCard](#);
- BC OneCard membership will be incorporated into the individual's home library membership card and entered into the Integrated Library System;
- BC OneCard membership requirements:
  - Patron must present a library card from any public library within BC;
  - Patron must present government issued photo identification.
- BC OneCard patrons residing outside the area covered by libraries that make up Northeast Library Federation (NELF) – maximum number of books or media in cardholder possession will not exceed five (5) at any one time;
- For patrons of NELF member libraries – maximum number of books and media in cardholder's possession will not exceed ten (10) at any one time;
- FSJPL patrons in good standing are eligible to use their library membership card at other participating public libraries across the province of BC.

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#### 3.5.4 TEMPORARY MEMBERSHIP

- Temporary Memberships are made available for individuals living outside of the City of Fort St John or Peace River Regional District Areas B and C that do not have or are not eligible for a BC OneCard;
- The FSJPLA requires a non-refundable fee of:
  - \$20 for a single adult membership, and \$5 for each additional adult or juvenile family member
- Temporary Members must provide a form of government issued photo identification. Either an email address or a phone number will also be required.
- Temporary Memberships are valid for six (6) months from the date of issuance. Each additional six (6) month increment requires the above non-refundable fee;
- Temporary Members receive the same privileges and maintain the same responsibilities as regular FSJPLA members with the exception of:
  - The maximum number of total items including media must not exceed five (5).

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#### 3.5.5 MINI MEMBERSHIP

- The FSJPLA recognizes that it has patrons requiring a membership that do not meet requirements or have the means to obtain a BC OneCard, Temporary Membership or full membership;
- A Mini Membership is offered to these patrons to allow the FSJPLA to provide equal access to all;
- Mini Memberships are available to individuals if they provide:
  - Their full name;
  - A phone number or email address if available;
  - A signature on the back of their library card agreeing to make all reasonable efforts to adhere to the statement on the card.
- Mini Memberships expire three (3) months after activation;
  - Upon expiry the FSJPLA will determine if the membership can be renewed for a further three months or if the member meets the requirements for another type of membership;
- Mini Memberships provide for a maximum of two (2) books or magazines and one (1) DVD or AudioCD at one time;
- Borrowing periods remain consistent with other membership types;

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#### 3.5.6 BORROWING PRIVILEGES

- To borrow items from the FSJPLA, a Member's account must be in good standing. Members with accounts that have exceeded the maximum amounts may have their borrowing privileges suspended or revoked;



- Members may borrow a maximum of five (5) items of the same subject matter or series at any one time;
- Books, DVDs, magazines may be renewed once, prior to the items' due date and may be done in person, online through myFSJPL, or over the phone. Staff may extend renewals at their discretion based on circumstances provided by member.
- Materials, including audiobooks, may be borrowed for a 4-week period except:
  - Magazines — two (2) weeks (circulating copies only);
  - DVDs— two (2) weeks;
  - Identified Materials in high demand — overnight to two (2) weeks, as stated in the library, no renewals;
  - Music CDs – two (2) weeks.

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### 3.5.7 FINES, BOOK LOSS AND OTHER FEES

- Fines and book loss charges apply equally to members, staff and Board Trustees;
- The Board will determine fines and charges for overdue, lost or damaged materials to be administered by FSJPLA employees as outlined in this policy;
- A [Schedule of Fees](#) will be established by the Director of Library Services and posted for public viewing;
- FSJPLA may waive late fines, recovery and replacement costs and lost card fees at their discretion.

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### 3.5.8 MAXIMUM FINES

- Maximum allowable fines on Juvenile cards is \$25;
- Maximum allowable fines on Adult cards is \$50;
- A member's account will remain in good standing if a member clears fines on their card or pays a minimum of 20% of the total fines each time they borrow items;
- If maximum fines are exceeded, the member will have a suspension on their account until fines are brought to 20% below the maximum.

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### 3.5.9 INTERLIBRARY LOANS AND RESERVATIONS

- There will be no charges for inter-library loans unless a lending library charges a fee;
- Each patron may request up to four (4) items at any one time using **Illume**
- **Illume** requests can be made [online](#), via phone or in person;
- **BC Interlibrary Connect** requests can be made by placing a hold on items listed in [our online library catalogue](#), via phone or in person;
- The member's library account must be in good standing;
  
- Once the patron has been notified, the library will keep the item(s) for a period of two (2) weeks except for high demand materials. If the order is not retrieved, the item(s) will be returned to the lending library or will be returned to FSJPLA shelves. Patrons consistently ordering interlibrary materials that do not pick them up may lose the ability to place the requests;

- Fines for interlibrary loans/reserves will be charged as per any other item.
- The loan period on interlibrary loans will be as per FSJPLA policy.

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### 3.5.10 INTERLIBRARY LOAN PROCEDURE THROUGH **ILLUME**

- Materials must be at least one year old in order to be borrowed;
- Members can anticipate receipt of items within two (2) to six (6) weeks of placing the request;
- **Illume** loaned items cannot be renewed or reordered immediately upon return.

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### 3.5.11 INTERLIBRARY LOAN PROCEDURE THROUGH **BC INTERLIBRARY CONNECT**:

- No restriction on item’s age when borrowed through **BC Interlibrary Connect**;
- Members can anticipate receipt of items within one (1) to six (6) weeks of placing the request;
- Materials may be renewed if no other patron has placed a hold on the item. Materials may be reordered immediately upon return.

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### 3.5.11 DIGITAL SUBSCRIPTIONS AND BORROWING

- Members must adhere to all copyright laws when borrowing digital materials;
- Members are obligated to adhere to the licensing rules, policies and requirements of the program in which materials are being downloaded

## 3.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	January 27, 2016
Date of Last Review	January 14, 2021
Signature of Approval	LJL, AA

## 4.0 GENERAL OPERATIONS POLICY AND PROCEDURES

### 4.1 PURPOSE AND STATEMENTS

The General Operations Policies and Procedures allow the FSJPLA to capture topics of interest that are not captured elsewhere.

### 4.2 APPLICATION

This Policy and Procedure applies to FSJPLA patrons and members and staff, volunteers and Board Trustees.

### 4.3 AUTHORITY

With notification to the Board, revisions to this policy can be authorized by the Director of Library Services.

### 4.4 LEGISLATION OF INTEREST

[BC Library Act](#)

## 4.5 POLICIES AND PROCEDURES FOR GENERAL OPERATIONS

### 4.5.1 CONDUCT WHILE ON LIBRARY PREMISES

- All patrons, members and staff are expected to act in a respectful and non-intrusive manner while on library premises;
- The following actions may be considered unacceptable on library premises and as such the offender may be asked to discontinue the activity or remove themselves from the property:
  - Failing to cooperate with staff or other patrons;
  - Physical behaviour (running, jumping, pushing, etc.) or activity that may result in damage to library property and materials or harm to individuals;
  - Consuming or being under the influence of alcohol or drugs;
  - Smoking or vaping in non-designated areas;
  - Bringing animals other than designated guide animals on site;
  - Unlawful activities;
  - Sleeping or loitering for extended periods;
  - Swearing, yelling or being verbally offensive;
  - Disruptive noises, including excessively loud cell phone conversations and rings;
  - Failing to wear appropriate clothing;
  - Soliciting;
  - Taking library materials offsite without authorization;
  - Bringing bicycles, skateboards or scooters into the library;

- Recording or photographing individuals or materials without consent;
- Causing or lending to a disruption which interferes with other patrons' ability to enjoy the library.
- Damage to library premises or materials by a patron may result in the FSJPLA requesting compensation for cost-recovery to repair the damage for the future use and enjoyment of others;
- Patrons are required to use authorized entrances and exits, unless of emergency;
- Patrons are not allowed in staff only areas;
- Non-staff members on contract, or performing a service for FSJPLA, such as delivery personal and maintenance staff must have permission to access staff only areas except in the case of emergencies;
- Strong or intrusive scents, including body odor, or a lack of personal hygiene as well as added perfumes/colognes, deodorants, etc. are not tolerated on library premises.

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#### 4.5.2 ADVERTISING AND POSTING ON FSJPLA PREMISES

- All materials posted on library premises must align with FSJPLA Mission, Vision and Values as well as all policies and procedures;
- Materials may only be posted in designated posting locations;
- All materials posted must receive prior permission and a date stamp;
- Materials will remain posted until the event occurs or a maximum of two weeks, whichever is shorter;
- Library posting space is designated for community events, non-profits, fundraisers and information sharing. Space is not designated for business advertising;
- Petitions are not acceptable as posting material;
- Events charging a fee cannot be posted in library space unless the posting explicitly states the fee is raising funds for a community organization or individual in need;
- While aligning with their own Mission, Vision and Values as well as policies and procedures, FSJPLA reserves the right to refuse any posting that they deem inappropriate without full explanation.

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#### 4.5.3 EXAM INVIGILATION

- The FSJPLA offers online and written exam invigilation to those registered in accredited courses;
- Invigilation is conducted at a cost defined in the Schedule of Fees;
- The Library is unable to provide a private exam room;
- The Examinee may work with the Director of Library Services to schedule an exam outside of regular library hours if possible;
- Requests for invigilation are done by contacting the Director of Library Services at 250-785-3731;
- For web-based exams FSJPLA computers are available;
- FSJPLA computers are to be used for exams unless the institution states that student may use their own;

- The FSJPLA strives to maintain a reliable network and computer system, however will not be held responsible if a system error occurs during an exam;
- Invigilation requests should be made at least one week before the exam date and no longer than four weeks before the exam date;
- For written tests, the FSJPLA must receive the test at least three days before the exam date. The test should be addressed to the Director of Library Services;
- Invigilators cannot interpret test instructions or assist in technical matters unless they are specific to library hardware;
- The invigilator is responsible to enforce rules listed in exam materials, including time limits, allowable materials and the restriction of cell phones and mobile devices;
- If the test is in hard copy, the examinee is responsible to provide the FSJPLA an envelope with sufficient postage for the exam to be mailed back to the administering institution;
- It is the responsibility of the examinee to confirm with the institution that the examination was received in satisfactory condition and order;
- The FSJPLA has the right to refuse to invigilate an exam for any reason they deem fit, including insufficient resources or a previous issue with the examinee or the institution.

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#### 4.5.4 HOME DELIVERY SERVICES

- The FSJPLA strives to offer patrons who are unable to travel to the library delivery to their home;
- Delivery services are available within the Fort St John Municipal Boundary and [Areas B and C](#) of the Peace River Regional District;
- Deliveries from March through to October will occur within a 20km radius of the library;
- Deliveries from November through February will occur within a 10km radius of the library;
- Those within the FSJPLA service area, but outside of the delivery distance will receive Library by Mail at no charge;
- Duration of borrowing periods and fines for materials are as outlined in this policy;
- FSJPLA staff will delivery library materials during normal business hours;
- Deliveries will not take place during extreme weather conditions.

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#### 4.5.5 UNATTENDED CHILDREN

- Children aged nine (9) or under must be attended by a parent or caregiver over the age of sixteen (16) except where participating in programs which allow otherwise;
  - Children aged nine (9) and under attending programs where parent or caregiver is not required to stay must be collected from the library within ten (10) minutes of program's end. If a child is found to be repeatedly left in the library unattended, parent will be informed they will be required to stay with their children for any and all programs;
  - Unattended children will remain with library staff until such time that a responsible caregiver or parent is on site;

- If FSJPLA staff cannot contact a parent or guardian within one (1) hour or prior to the library closing, they will contact the RCMP and wait with the child until the RCMP have arrived.

#### 4.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	January 27, 2016
Date of Last Review	January 14, 2021
Signature of Approval	LJL

## 5.0 COMPUTER AND INTERNET USE POLICY AND PROCEDURES

### 5.1 PURPOSE AND STATEMENTS

In keeping with the Canadian Library Association's Statement of Intellectual Freedom, the Fort St John Public Library Association (FSJPLA) provides Wi-Fi, computer and internet access to patrons, staff, volunteers and Board Trustees. The services provided by the library fulfill its mission and vision, along with supporting strategic goals and initiatives of providing top-notch service for its customers and delivering programming that meets the needs and diversity of the library community. Wi-Fi, computer and internet use have a large array of uses; this policy and procedure document is to ensure that users and the FSJPLA are aligned on appropriate practices.

### 5.2 APPLICATION

This policy applies to all library patrons, employees, volunteers and Board Trustees.

### 5.3 AUTHORITY

With notification to the Board, revisions to this policy can be authorized by the Director of Library Services.

### 5.4 DEFINITIONS

- User: refers to individuals utilizing the FSJPLA Wi-Fi, computers and internet.
- Wi-Fi: The wireless connection provided by the FSJPLA that is available for patrons to access through their own phones, tablets, computers or other electronic devices.

### 5.5 LEGISLATION OF INTEREST

[Canadian Personal Information Protection and Electronic Documents Act](#)

[Criminal Code of Canada](#)

[Canadian Copyright Act](#)

[BC Freedom of Information and Protection of Privacy Act](#)

[BC Personal Information Protection Act](#)

### 5.6 POLICIES AND PROCEDURES FOR COMPUTER AND INTERNET USE

#### 5.6.1 GENERAL

- Failure of users to comply with this policy may result in a loss of Wi-Fi, computer use or library privileges;
- The FSJPLA will not be held responsible for the content or accuracy of the information that is found on the internet;
- The FSJPLA will not require a patron to have a membership in order to utilize Wi-Fi, computer or internet services;

- Computer and internet users must register with the FSJPLA front desk;
- Certain copying or distribution of material found on the Internet may infringe on copyright or other intellectual property rights. Responsibility for such infringements lies with the user, not the FSJPLA;
- FSJPLA computers are provided on a first come first served basis;
- FSJPLA reserves the right to terminate a connection or limit the time allowed without prior notice. Normally, each patron will be allowed one free hour of use on a computer terminal if patrons are waiting. Only on special request will an extension to this time be allowed (e.g. workshops, online courses or orientations etc.);
- Patrons requiring more than the allotted time should notify staff upon arrival and make arrangements to ensure they do not have an unanticipated removal;
- FSJPLA computers' connections automatically time out at the end of a patron's session and remove any saved documents at that time. FSJPLA is not responsible for any loss of data or documentation resulting from this automation. Patrons are recommended to save data to a portable device or in online data storage accounts.
- Due to space and privacy limitations, there shall be no more than two patrons present at a computer station at a time;
- The FSJPLA strives to provide computer users with software that will support their needs. There will be no fee charged for software provided by the FSJPLA.

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#### 5.6.2 SECURITY AND APPROPRIATE USE

- For juvenile members, material restriction is the responsibility of the parent/legal guardian;
- FSJPLA does not censor internet content, however requires users to respect other library patrons and staff and filter their own content appropriately;
- Internet and workstation rules will be posted on the [FSJPLA website](#) and in the library;
- Use of FSJPLA computers, internet or Wi-Fi implies acceptance of posted rules as well as all related policies and procedures;
- Failure to abide by these rules can result in being dismissed from a workstation.
- Users are subject to federal, provincial and municipal legislation. Utilizing FSJPLA computers, internet or Wi-Fi for illegal purposes is strictly prohibited;
  - Illegal use will be reported in writing to the Director of Library Services and if deemed necessary, the RCMP;
  - The user may be banned from computer, internet and Wi-Fi use in the Library for a defined period or an indefinite period, as determined by the Director, depending on the type and number of times there has been an infraction.
- A FSJPLA staff member may intervene with computer or Wi-Fi use should they be notified that a user is conducting illegal activity or viewing inappropriate materials for a public space;
- Hardware and software must only be added, removed or altered by authorized library staff;
- Staff may restrict or discontinue the use of your hardware or portable device if they suspect the connection is causing FSJPLA computers or network to crash or freeze.
- Materials containing viruses, worms, Trojan horses or other harmful components must not be spread through library computers or Wi-Fi. Users are responsible for damages from such harms;
- The FSJPLA is not responsible for any viruses, worms, Trojan horses or other harmful components that a user may encounter and receive damage from, while utilizing the library computers or Wi-Fi;



- The FSJPLA is not responsible for the security and confidentiality of any transactions, including financial transactions;
- Spamming or phishing from library computers or Wi-Fi is prohibited;
- Users must log-out of each station once they have completed their session;
  - FSJPLA staff will log patrons out remotely if a station is left prior to log-out;
  - Patron history, saved files and documents and changed settings are deleted at log-out;
  - The FSJPLA is not responsible for stations left open by patrons.
- Users must not intentionally violate the privacy of another library patron;
- The library is not responsible for any fees incurred by the user’s internet or Wi-Fi use;
- The library is not responsible for any damage to CDs, DVDs, memory sticks, external hard drives or other such items that a user has connected to a library computer;
- Users are required to abide by all FSJPLA policies and procedures and at no time is it acceptable to use FSJPLA computers or Wi-Fi to:
  - Post or share personal insults or to harass individuals or businesses;
  - Troll or spread offensive content or images that are not suitable for all ages, including racial or religious slurs, sexually offensive material, information related to illegal activities, or defamatory, indecent, misleading or unlawful content;
  - Gamble or wagering for monetary gain;
  - Spam, phish or solicit illegal funds from businesses or individuals;
  - Share copyrighted images, programs, music or other materials that they do not own the rights for;
  - View or distribute material that is fraudulent, harassing, sexually explicit, profane, obscene, intimidating, defamatory or unlawful.

### 5.7 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	January 27, 2016
Date of Last Review	January 14, 2021
Signature of Approval	LJL

## 6.0 SOCIAL MEDIA AND FSJ PUBLIC LIBRARY WEBSITE POLICY AND PROCEDURES

### 6.1 PURPOSE AND STATEMENTS

The Fort St John Public Library Association (FSJPLA) utilizes social media and their website to promote the library, educate library users on library resources and activities and to allow members to access digital information when it is convenient for them. These tools are meant to benefit the FSJPLA and its members and this policy and procedures is created to allow all individuals and parties to understand how the tools are to be used.

### 6.2 APPLICATION

This Policy and Procedure applies to library staff, volunteers and Board Trustees as well as individuals accessing the FSJPLA webpage and social media sites.

### 6.3 AUTHORITY

With notification to the Board, revisions to this policy can be authorized by the Director of Library Services.

### 6.4 LEGISLATION OF INTEREST

[Canadian Personal Information Protection and Electronic Documents Act](#)  
[Canadian Charter of Rights and Freedoms](#)  
[BC Freedom of Information and Protection of Privacy](#)

## 6.5 POLICIES AND PROCEDURES FOR SOCIAL MEDIA AND FSJPLA WEBSITE

### 6.5.1 FORT ST JOHN PUBLIC LIBRARY ASSOCIATION WEBSITE

- The FSJPLA will maintain a [Website Privacy Policy](#) available to all users of the site;
- Users have the responsibility to review the [Website Privacy Policy](#) and have implied consent if using the FSJPLA website;
- The FSJPLA may collect information around what individual FSJPLA webpages are accessed and the length of the visit per page;
- If the FSJPLA Website user has accessed their webpage via another webpage, this linkage may be tracked;
- The FSJPLA does not save personal information from donations made via their website;
  - Donations are made through CanadaHelps.org and anonymity protocols will be conducted as per the CanadaHelps guidelines.
- Upon registration for membership, information collected through the FSJPLA website is: Name, address, phone number, email address and for junior memberships parent/guardian name and contact information;
- FSJPLA policies and procedures do not apply to third party websites;
- FSJPLA does not have the ability to access a user's account history or password;
- FSJPLA account holders can request their account password get reset by:

- Accessing the “[Forgot your Password](#)” link on the log-in page of the FSJPLA website and completing the requested information;
- Or, calling or going into the library with their library card and having a library staff member reset the password.

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#### 6.5.2 FORT ST JOHN PUBLIC LIBRARY ASSOCIATION SOCIAL MEDIA USE

- The FSJPLA maintains information about the library on a number of social media, including but not limited to: Facebook, Instagram, and Google;
- Members of the public are encouraged to participate on the FSJPLA social media forums;
- FSJPLA encourages freedom of expression and will not filter comments unless they are profane, solicitation, defamatory or unlawful or misalign with library mission, vision and values or policies;
- The Director of Library Services designates those responsible for the maintenance of and monitoring of the FSJPLA social media sites;
- Principles of integrity, respect, and honesty should be applied to all those posting on FSJPLA social media forums;
- FSJPLA social media users must respect privacy and copyright laws;
- The FSJPLA is not responsible for third party postings or information shared through their social media forums.

#### 6.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	
Date of Last Review	January 14, 2021
Signature of Approval	LJL

## 7.0 ACCESS TO INFORMATION AND PROTECTION OF PRIVACY POLICY AND PROCEDURES

### 7.1 PURPOSE AND STATEMENTS

The Fort St John Public Library Association (FSJPLA) strives to create an environment where its patrons are confident they can explore different ideas and views while maintaining a respectful level of privacy. In order to best serve its members and patrons, the FSJPLA may be required to collect personal information. This policy strives to inform patrons of the FSJPLA's use, decisions related to and disbursement of private information. This policy outlines the responsibilities of the FSJPLA and those utilizing the library in order to maintain a comfortable environment in which its patrons can freely access knowledge, learn and grow.

### 7.2 APPLICATION

This policy applies to all library patrons, employees, volunteers and Board Trustees.

### 7.3 AUTHORITY

Revisions to this policy can be authorized by the FSJPLA Board of Trustees.

### 7.4 LEGISLATION OF INTEREST

[Canadian Personal Information Protection and Electronic Documents Act](#)  
[BC Freedom of Information and Protection of Privacy Act](#)

### 7.5 POLICIES AND PROCEDURES FOR ACCESS TO INFORMATION AND PROTECTION OF PRIVACY

- The Library utilizes the same definitions of as the [Freedom of Information and Protection of Privacy Act \(BC\)](#);
- The FSJPLA encourages parties seeking information that is not publicly available to contact the Director of Library Services. Prior to contacting the Director, individuals are encouraged to review the [Guide to the Freedom of Information and Protection of Privacy Act \(BC\)](#);
- While complying with law and regulations, the FSJPLA will make every reasonable effort to ensure that information about its users and their use of library materials, services and programs remains confidential;
- The FSJPLA will limit the collection of personal information to what is necessary for the proper administration of the library, its services and programs;
- If requested, the FSJPLA will identify the reason for collecting information to the individual;
- The FSJPLA will not disclose personal information relating to a member or patron to any third party not under contract with the library, without consent. Children under 12 years of age may have personal information provided to a parent or guardian without the child's consent;
- If required, the FSJPLA may release relevant personal information to a third party who is acting on behalf of, or providing service to the library, such as a fee collector. The third party is obligated to adhere to all FSJPLA Policy and Procedures;
- In the case of an emergency FSJPLA staff are authorized to access a patron's record and share essential information with care providers as well as contacting next of kin;

- The FSJPLA will never sell or release private information to solicitors;
- Library members are able to set their [myFSJPL](#) profile to keep a list of books borrowed. FSJPLA staff cannot enable this option for members and cannot view the contents of the record;
- For statistical purposes the FSJPLA tracks information pertaining to enquiries. The FSJPLA does not retain personal information, content of the questions or names of the patrons once the matter is resolved;
- The FSJPLA may track the number of questions over a time period, whether the patron is an adult or juvenile, the method used to ask the question (online, phone, or in person);
- The FSJPLA will collect data based on a patron’s location in the Peace River Regional District and report this information to the District and municipality;
- The FSJPLA may conduct surveys to better serve its patrons. These surveys will be conducted online or in person. The FSJPLA will never require a respondent to provide their name. These surveys will be optional and are designed to collect information such as age, demographic, location and the extent of library use over a given time frame, along with seek suggestions for improved service;
- The FSJPLA does not disclose personal information related to staff without consent from the individual staff member, including reference checks and confirmation of employment.

## 7.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	
Date of Last Review	January 14, 2021
Signature of Approval	LJL

## 8.0 SAFETY POLICY AND PROCEDURES

### 8.1 PURPOSE AND STATEMENTS

The Fort St John Public Library Association (FSJPLA) values its employees, volunteers and patrons. In order to ensure maximum enjoyment for all those using library resources the FSJPLA has developed the Safety Policy and Procedures to complement existing statutory requirements.

### 8.2 APPLICATION

This policy and procedure applies to all Board Trustees, employees, contractors, volunteers and patrons of the FSJPLA.

### 8.3 AUTHORITY

Revisions to this policy can be authorized by the FSJPLA Board of Trustees.

### 8.4 LEGISLATION OF INTEREST

[BC Workers Compensation Act](#)

[BC Occupational Health and Safety Regulation](#)

[BC Safety Standards Act](#)

[Canada Workplace Hazardous Materials Information System \(WHIMIS\)](#)

[Criminal Code of Canada](#)

### 8.5 POLICIES AND PROCEDURES FOR SAFETY

#### 8.5.1 EMPLOYEE RESPONSIBILITIES ON SAFETY

- To identify workplace safety issues and present them in a timely manner to their supervisor;
- To report workplace incidents, hazards or injuries immediately;
- To ensure the safety of patrons and fellow staff while on-site of the FSJPLA or while participating in FSJPLA related functions;
- To know the location of first aid supplies, emergency exits and evacuation procedures;
- To participate in fire drills and other emergency evacuation procedures;
- To remove themselves from dangerous or unsafe situations and immediately contact the responsible authority to assist;
- To conduct themselves in a respectful manner, keeping the FSJPLA safe from bullying and harassment.

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### 8.5.2 EMPLOYER RESPONSIBILITIES FOR SAFETY

- To provide adequate resources and training to ensure a respectful safe workplace;
- To conduct incident investigations and report out to employees and the Board in a timely manner;
- To design and implement changes where an investigation has indicated the need;
- Focus on injury prevention;
- When required, report workplace incidents to the appropriate authorities;
- Schedule fire drills and other emergency evacuation practices;
- To schedule a minimum of three employees to be on FSJPLA premises during operating hours;
- To fully consider all employee reports of safety issues;
- Reporting out on safety issues to the Board of Trustees; via the Director of Library Services.

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### 8.5.3 SAFE CONDUCT ON LIBRARY PREMISES

Individuals on library premises must not:

- Endanger the personal safety of themselves or others;
- Intentionally damage or destroy library property;
- Create a safety hazard while on site;
- Harass or threaten other individuals present.

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### 8.5.4 SAFETY PROTOCOLS ON LIBRARY PREMISES

- FSJPLA employees are not responsible for North Peace Cultural Centre Security (NPCC);
- If available, FSJPLA should be aware of NPCC security and safety policies as they pertain to the Library, its staff and patrons;
- The Director of Library Services is responsible to provide direction at their discretion during emergencies. Should the Director not be on premises, the Library Manager fulfills the Director's role.
- Incident reports should be filled out for non-threatening and threatening emergencies;
  - Threatening emergencies require immediate action with incident reports filed within twenty four hours;
  - Non-threatening emergencies should be tended to and reports filed within forty eight hours.
- Incidents or issues with the building should be reported immediately to the Director of Library Services
- Patrons conducting themselves in a manner that is dangerous to themselves or other individuals shall be asked to leave the library by the staff member in charge.
  - Should the individual refuse to leave or become threatening, library staff are to contact Emergency Services by calling 911.
  - If there is an immediate threat of harm or danger, staff are to contact Emergency Services by calling 911 and report the incident as soon as possible to the Director of Library Services or their designate.

- The Director or their designate of the FSJPLA has the discretion to ask that a patron remove themselves from the premises and determine if/when the patron is welcome to return.
  - The Director or designate should have a second staff member present when dealing with patron;
  - The Director or designate must clearly state why the patron is being asked to leave, referring to our policy;
  - The Director or designate will indicate the duration of the expulsion from the library;
    - Expulsions exceeding one week are made at the discretion of the Director of Library Services or their designate.
  - Should the patron disagree with the expulsion, they can contact the Director of Library Services in writing for reconsideration.

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#### 8.5.5 HAZARDOUS MATERIALS AND OBJECTS

- It is acknowledged that not all hazardous materials and objects can be removed from FSJPLA premises;
- Individuals must make best efforts to be aware of and minimize risk of hazardous materials and limit chances of individual interaction with them;
- **WHMIS** principles will be applied and Material Safety Data Sheets (MSDS) posted when necessary;
- If a suspicious package or object is identified, staff must contact the RCMP. Staff must exercise caution and follow evacuation procedures during such instance.

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#### 8.5.6 EVACUATION OF LIBRARY PREMISES

- If an evacuation of the Library is required, patrons are requested to follow staff direction;
- Staff will direct patrons to the nearest appropriate exit;
- Staff and patrons can view evacuation maps posted in the library;
- All on premises are requested to gather at the muster point on the south corner of the parking lot by the “Dancing Couple” art installation;
- To ensure all are accounted for no one is to leave the muster station until it is indicated they are okay to do so;
- If safe, the Director of Library Services or their designate will sweep the library to ensure it is evacuated.

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#### 8.5.7 FIRST AID AND EMERGENCIES

- Patrons are responsible for their own safety while on FSJPLA premises;
- In the event of a medical emergency, staff are directed to call 911;
- FSJPLA staff have a First Aid kit and a Bio-Hazard Clean-up Kit available;
- If a First Aid incident occurs, staff will fill out an incident form to be signed off by Director of Library Services.



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### 8.5.8 POSTING OF SAFETY MATERIALS

- Materials required for posting are:
  - Evacuation procedures;
  - The Safety Policy and Procedure.
- Locations of postings are:
  - Every exit;
  - Front desk;
  - Staff room.
- Staff will have a list of emergency contacts available to them.

### 8.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	May 12, 2019
Date of Last Review	January 14, 2021
Signature of Approval	AA

## 9.0 ACCESSIBILITY AND INCLUSION POLICY AND PROCEDURES

### 9.1 PURPOSE AND STATEMENTS

The Fort St John Public Library Association (FSJPLA) has adopted the [Canadian Library Association Statement on Diversity and Inclusion](#). The Accessibility and Inclusion Policy and Procedures are created to further clarify the FSJPLA position and support it in meeting its goal to provide excellent customer service to all patrons, including providing equal access to library programs, services, materials and facilities. The FSJPLA has and will continue to create avenues to identify community needs and provide programs and services to meet the needs.

### 9.2 APPLICATION

This policy applies to all library patrons, employees, volunteers and Board Trustees.

### 9.3 AUTHORITY

Revisions to this policy can be authorized by the FSJPLA Board of Trustees.

### 9.4 LEGISLATION OF INTEREST

[Canadian Charter of Rights and Freedoms](#)

[BC Human Rights Code](#)

## 9.5 POLICIES AND PROCEDURES FOR ACCESSIBILITY AND INCLUSION

### 9.5.1 PATRONS WITH DISABILITIES AND BARRIERS

- The FSJPLA acknowledges that an individual's disability may be mental or physical and may not always be outwardly identifiable;
- Individuals with barriers are those that do not have a disability but find limitations in the environment they are currently in, such as a language barrier;
- The FSJPLA will make reasonable efforts to establish, implement and monitor policies, services and practices to balance and integrate the needs of all patrons, including those with disabilities and barriers;
- Where the FSJPLA is unable to meet an individual's needs, they may partner with other agencies and institutions to provide programs and services;
- Library staff, volunteers, Board Trustees and library patrons are all required to treat individuals with mutual respect and dignity;
- Within its capacity, the FSJPLA will strive to provide an atmosphere that creates independence amongst all users;
- Staff, volunteers and Board Trustees will understand the Legislation relevant to this policy and procedures and the obligations of the FSJPLA within them. Needs for staff training will be identified to the Director of Library Services for consideration and implementation;
- The FSJPLA encourages patrons to identify their specific needs in order for the library to make reasonable efforts to accommodate them;

- Needs may be identified to any staff member. Staff members will enlist help from the Director of Library Services if they are unable to accommodate the request(s);
  - The Director will identify reasonable requests that they are unable to accommodate to the Board of Trustees or partner libraries for consideration and solution development.
- The FSJPLA recognizes that equitable access sometimes precludes separate or specialized services. These services will be offered to with dignity and full participation of persons with disabilities;
- Service animals are welcome in the Library. Patrons may be required to show documentation confirming the animal is a service animal. Without proper documentation the animal may be requested to be removed from the library. Service animals are expected to be supervised by their owners and kept in control at all times;
- The library welcomes persons with disabilities and their support people. In most cases, the library will not charge support staff to attend programs and services. Advance warning will be provided in the rare case of a fee;
- A fee for support persons will only be considered if the FSJPLA is required to fund the second person, such as the case of a third party program being hosted by the library;
- When discussing confidential information with a patron, the patron will be provided the option to include their support person in the conversation;
- Persons with disabilities and barriers may use personal assistive devices while accessing the library, unless there is a health a safety risk;
- When procuring goods, services and facilities the library will consider the needs of all patrons, including those with disabilities;
- The FSJPLA will make best efforts to ensure facilities accommodate those with physical disabilities, such as having wheelchair ramps and automatic doors;
- The FSJPLA will make available devices for print disabled persons, including Daisy Readers;
- The FSJPLA will make Daisy Devices available to individuals for extended periods as long as there is a sufficient supply for all users;
- The FSJPLA will post information and resources for individuals with [Print Disabilities on their website](#). This will include access to [National Network for Equitable Library Services \(NNELS\)](#).

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### 9.5.2 LIBRARY DIVERSITY

- The FSJPLA encourages diversity in its staff, volunteers, patrons and Board Trustees. In order to achieve this, the library will not tolerate unjust or prejudicial treatment of different categories of people, including on the grounds of race, age or gender, during the hiring process, the recruitment of volunteers and Board Trustees or against any individual wishing to become a member of the library;
- During planning and decision making processes, the FSJPLA will identify and consider all populations that may be patrons;
- The FSJPLA will seek to understand the various needs and diversity of its various patron groups;
- Where feasible, the library will place emphasis on communicating directly with the various patron groups during planning processes to identify the various interests, needs and unique protocols to be considered;
- The library may consider creating and acquiring cultural specific documents to assist staff and members. Patrons are free to express desires with all library staff without discrimination. Final decision is made by the Director of Library Services based on feasibility and need.

## 9.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	
Date of Last Review	January 14, 2021
Signature of Approval	LJL

## 10.0 MATERIAL ACQUISITIONS AND DISPOSAL POLICY AND PROCEDURES

### 10.1 PURPOSE AND STATEMENTS

This policy and procedure is to support the Fort St John Public Library Association's (FSJPLA) Mission of providing a variety of information and support for lifelong learning in a welcoming, entertaining and safe environment. The FSJPLA strives to maintain a broad range of up to date materials, such as books, periodicals, newspapers, magazines, audio visuals, DVDs. This policy guides the Library in the obtainment and disposal of these materials, while upholding the [Canadian Library Association Position Statement on Intellectual Freedom](http://cla.ca/wp-content/uploads/CLA_Intellectual_Freedom_Position Stmt 27sept2015_ltrhd.pdf). [http://cla.ca/wp-content/uploads/CLA\\_Intellectual\\_Freedom\\_Position Stmt 27sept2015\\_ltrhd.pdf](http://cla.ca/wp-content/uploads/CLA_Intellectual_Freedom_Position Stmt 27sept2015_ltrhd.pdf)

### 10.2 APPLICATION

This Policy and Procedure applies to library staff, volunteers and Board Trustees.

### 10.3 AUTHORITY

With notification to the Board, revisions to this policy can be authorized by the Director of Library Services.

### 10.4 LEGISLATION OF INTEREST

[Library Act](#)

## 10.5 POLICIES AND PROCEDURES FOR MATERIAL ACQUISITIONS AND DISPOSALS

### 10.5.1 ACQUISITIONS

- The responsibility of the collection lies with the Director of Library Services;
- The FSJPLA material collection will represent an unbiased and diverse source of information;
- The FSJPLA will utilize staff that have familiarity with the existing collection, awareness of the library user's needs and knowledge of current and future trends for informational materials that are suitable;
- The library will not keep, acquire or purchase material that the Canadian Courts have found to be obscene, hate propaganda or seditious;
- The FSJPLA will not exclude materials from its selection based on the fact that they may come into the possession of a child;
- The FSJPLA will not exclude materials selection solely based on the author's race, ancestry, citizenship, age, criminal record, sexual orientation, disability, political or religious views or other discriminatory factors;
- The FSJPLA will maintain its responsibility to provide public information through written word and therefore not accept censorship of books, urged or practiced by volunteer of arbiters of morals or political opinion;

- FSJPLA will consider a variety of factors, including:
  - Demand for the material;
  - Budgetary considerations and price of material;
  - How the material will complement the existing collection;
  - Suitability of the material for its intended audience;
  - Assessments from critics, reviewers and the public;
  - Need for the material into the future;
  - Information, needs and recreational interests of members;
  - A full view of current interests, issues or problems on a local, national and international level;
  - Publication date and relevancy to current issues and interests.
- Selection of materials for the FSJPLA collection does not constitute an endorsement by the library or its staff, volunteers or Board Trustees for either the content or viewpoint expressed;
- The FSJPLA will strive to carry materials in an array of languages for all ages as well as materials for English as a Second Language members;
- The FSJPLA will utilize information available from organizations such as S.U.C.C.E.S.S. regarding the languages in the service area;
- The FSJPLA strives to carry Canadian content and authors;
- Local history collections will be made available at the FSJPLA;
- The FSJPLA will consider regional interests when determining collection selection, such as materials specific to northern living and the energy sector;
- The FSJPLA will not normally purchase textbooks.

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#### 10.5.2 WITHDRAWAL OF MATERIALS

- The policies relating to the acquisition of materials also apply to withdrawals;
- Materials may be withdrawn from the library based on their condition, their accuracy and currency, demand by members and context within the library collection;
- The FSJPLA will temporarily remove materials from its collection if they are subject to libel action until such time that it is resolved. Depending on the outcome the item will either be returned to the collection or permanently removed;
- The FSJPLA follows CREW Guidelines to help determine the withdrawal selection;
- The FSJPLA provides opportunities for suggestions on the appropriateness of its materials. Individuals may provide feedback to the FSJPLA through the Contact Email on the [FSJPL website](#) or by telephoning the Director of Library Services.

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#### 10.5.3 MATERIAL CONSIDERATION BY THE FSJPLA

- If an individual or groups would like their materials to be considered by the FSJPLA for their collection they must do the following:
  - Send materials or a written request about the materials to the Director of Library Services;

- Include: the title of work, name of the author, publisher, cost, etc., a summary of the work, who the intended audience is, information about the illustrator (if applicable), where the material can be ordered and why it would be beneficial to the library's collection;
- It is beneficial to include reviews or media coverage information related to the materials.
- All materials submitted to the FJSPLA will remain the property of the library unless prior arrangements are made;
- Patrons will be provided opportunities to [suggest a purchase](#) on the FSJPLA website;
- The FSJPLA purchases digital packages through the BC Library Cooperative and does not control the content. All content concerns relating to the digital materials should be directed through the appropriate digital source.

## 10.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	
Date of Last Review	January 14, 2021
Signature of Approval	LJL

## 11.0 FINANCIAL POLICY AND PROCEDURES

### 11.1 PURPOSE AND STATEMENTS

The Fort St John Library is a Library Association and therefore does not receive direct tax support and primarily operates on grants and fundraising. This Financial Policy and Procedures document was developed and implemented to support those working for and providing funding and donations to the FSJPLA to create a common understanding of the principles the Library has established to ensure a maximization of resources.

### 11.2 APPLICATION

This Policy and Procedure applies to FSJPLA staff, volunteers and Board Trustees.

### 11.3 AUTHORITY

Revisions to this policy can be authorized by the FSJPLA Board of Trustees.

### 11.4 LEGISLATION OF INTEREST

[BC Society Act](#)

[Canada Revenue Agency Acts](#)

### 11.5 POLICIES AND PROCEDURES FOR FINANCIAL ACTIVITIES

#### 11.5.1 GENERAL FINANCIAL PRACTICES

- The FSJPLA is accountable to its stakeholders, donors, funding agencies and patrons in providing confidence that the resources provided to the Association are used appropriately, ensuring that overhead and administration are minimized where possible in order to focus on maximum client services and programs as well as library materials;
- At no time will an FSJPLA employee, Board Trustee or volunteer utilize FSJPLA funds to provide themselves personal benefit;
- The FSJPLA will post its [approved budget](#) on their website.

#### 11.5.2 EXPENSE CLAIMS

- Original receipts must be provided for all reimbursement claims except where amounts are on a per diem basis. If the receipt has been misplaced a written explanation of the amount, item purchased, cost, supplier and date must be provided to the Director of Library Services for consideration. The Director of Library Services must provide all of their expenses to the Board;
- Expense claims must be submitted as soon as possible but within sixty (60) days of the expense being incurred or prior to year end (December 31) whichever is first;



- The library will not pay interest accrued on credit or lost on savings resulting from a work expense unless the FSJPLA takes an unreasonable length of time to reimburse an expense claim;
- Employees will receive funds for reimbursement within two weeks of an accepted claim;
- The FSJPLA reimburses employees, volunteers and Board Trustees for reasonable travel expenses incurred while on pre-approved library business;
- Travel reimbursement amounts are based on the amounts defined in the Collective Agreement for unionized employees;
- Childcare reimbursement will be conducted as per the Collective Agreement;
- Excluded employees and Board Trustees will be reimbursed at rates consistent with the Collective Agreement;
- All travel outside of British Columbia or Alberta must be preapproved by the Board of Trustees;
- Accommodation choices should be booked factoring in total overall cost while providing the traveler a safe, clean place to stay. The price of accommodation should factor in transportation to and from the event/meeting, time to and from the event/meeting, transport required for meals and other variables;
- The maximum amount for accommodation is no more than two hundred (200) dollars per night without prior approval from the Director of Library Services. Accommodations for the Director of Library Services will require prior Board approval if in excess of two hundred (200) dollars per night.
- Where the accommodation charges a fee for guest Wi-Fi connections, FSJPLA will pay the cost;
- The FSJPLA does not cover extra hotel expenses such as exercise facilities and pay-per-view;
- If the traveler stays in personal accommodations the FSJPLA will reimburse them at a rate of twenty (20) dollars;
- Prior to travel by vehicle, the estimated cost of the trip by personal vehicle must be calculated and compared with the cost of a rental vehicle, along with the cost of air travel (if available). The traveler must determine the most cost effective, safe option;
- The FSJPLA will pay the upgrade cost for winter tires for rental vehicles between October 1st and May 15th or when weather conditions require;
- Employees are able to have family members or friends travel with them on the basis that no extra cost will be incurred by the FSJPLA. The employee is responsible for extra expenses such as the cost of having extra persons in a hotel room;
- The FSJPLA will pay for laundry/dry cleaning services in cases where travel is longer than seven days, or the traveler had an unanticipated trip extension and it is required;
- The FSJPLA has a cell phone for individuals to utilize. No personal cell phone bills, hotel phone bills or other long distance charges will be reimbursed;
- The FSJPLA will reimburse travelers for one regular size personal piece of luggage for airline travel along with the cost of luggage for FSJPLA related items;
- Tipping for services, such as taxis and restaurant service is acceptable. The maximum amount is set at 15%. In some cases the restaurant may have a set tip amount greater than this, for example group meals, it is acceptable to pay this amount as it is considered the cost of the meal;
- Unless physically unable, those traveling on FSJPLA business will not claim expenses for baggage handling or valet service. Claims must be reasonable and limited to necessity;

- The FSJPLA will not reimburse expenses relating to traffic violations, parking offences or other infractions;
- The FSJPLA will not reimburse alcohol expenses for travel or library events.

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### 11.5.3 GENERAL EXPENSES

- The FSJPLA acknowledges the need to recognize employees from time to time. The recognition will be sufficient to demonstrate to the employee that the FSJPLA values them, while remaining cognizant that the library receives funding from donors. Recognition is at the discretion of the Director of Library Services or the Board and will be conducted within budgetary allowances.
- The FSJPLA may host an annual staff appreciation party at a rate no greater than \$50 per employee, volunteer or Board Trustee – within approved budget allowances;
- Recognition amounts may be a taxable benefit and taxed accordingly as per the [Canada Revenue Agency Requirements](#).

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### 11.5.4 CONTRACT MANAGEMENT

- The FSJPLA recognizes that creating contracts relating to services will be required;
- Contracts with an estimated total of over \$15,000 must be placed out for tender on a forum that is typical for the service type;
- Contracts under \$9,999 can be implemented by the Director of Library Services;
- Contracts over \$10,000 must be pre-approved by the Board of Trustees;
- Contracts do not have to be provided to the lowest tender, however the FSJPLA must provide a rationale for choosing otherwise;
- If it is known that there is only one potential contractor with the specific skills to complete the task, or the FSJPLA does not have time for a tender process a contract can be put in place as long as a rationale is documented.

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### 11.5.5 BUILDING AND HARDWARE ACQUISITIONS AND MAINTENANCE

- The FSJPLA must balance operating costs, including building acquisitions and maintenance in a manner that is appropriate to library funds, library use and in line with other libraries or not for profit agencies in the Peace Region or similar area;
- The FSJPLA recognizes that expenses in the Peace Region, such as trades work, building leases and library hardware may be more costly than other regions. The FSJPLA will strive to balance these expenses while maintaining a clean, well run and efficient library;
- For large purchases (over \$20,000) the FSJPLA will analyze at least three different scenarios, including the costs of renting and duration of use and present to the Board of Trustees for decision.

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### 11.5.6 LIBRARY RESERVE FUNDS

- It is recognized that with the FSJPLA funding model that reserve funds will need to be allotted;
- The FSJPLA will have three months' of operating costs within the Internally Restricted Reserve to be used to ensure the continuity of library operations in the event of funding changes;
- The Board, along with the FSJPLA year-end accountant will approve deposits and withdrawals of funds into and from Internally Restricted Reserve.

### 11.6 TABLE OF APPROVAL

Original Approval	October 28, 2015
Date of Revision	
Date of Last Review	January 14, 2021
Signature of Approval	LJL

## 12.0 SPONSORSHIP AND FUNDRAISING POLICY AND PROCEDURES

### 12.1 PURPOSE AND STATEMENTS

The Fort St John Public Library is a library association, relying on funding from sponsorship arrangements, grants and donations in order to provide the community adequate library materials, services and programs. Revenue generation is an area of significant focus for the FSJPLA in order to provide the most suitable library facility for the public and staff and security for long term library operations. While raising funds is important to the library, it is equally important to have a transparent framework for the acceptance of gifts and donated materials.

### 12.2 APPLICATION

This policy applies to all library employees, volunteers and Board Trustees and all private persons and businesses providing donations and entering into financial agreements with the Fort St. John Public Library Association.

### 12.3 AUTHORITY

Revisions to this policy can be authorized by the FSJPLA Board of Trustees.

### 12.4 LEGISLATION OF INTEREST

[Canada Revenue Agency Acts and Regulations](#)

[Canada's Anti-Spam Legislation](#)

[BC Freedom of Information and Protection of Privacy Act](#)

[BC Gaming and Licensing](#)

### 12.5 POLICIES AND PROCEDURES FOR SPONSORSHIPS AND FUNDRAISING

#### 12.5.1 GENERAL PRACTICES RELATING TO SPONSORSHIPS AND FUNDRAISING

- The FSJPLA will comply with its mandate, strategic plan and all policies and procedures when applying this policy;
- Individuals and businesses are responsible for ensuring they understand and are in agreement with taxation laws and regulations relating to donations, sponsorships and advertising. The FSJPLA will not provide advice or be held liable on such issues.
- Fundraising and gift acceptance activities will be conducted with respect for donors and supporters and will be guided by the library's strategic plan.

#### 12.5.2 SPONSORSHIPS

- The FSJPLA has adopted the Canadian Library Association Position Statement on [Corporate Sponsorship Agreement in Libraries](#);
- A sponsorship is an agreement between a business or individual and the library in which both parties benefit;
- A sponsorship can be in the form of cash, goods or services directed at the FSJPLA;

- The FSJPLA will not accept sponsorship funding which is contradictory to its service role, mission, vision and values or does not meet the library or its patrons' best interests;
- The FSJPLA reserves the right to accept or refuse any sponsorship messaging and withholds the right to maintain or withdraw the library/business relationship without compensation at the discretion of the Director of Library Services;
- The acceptance of a sponsorship message is not an indication of promotion or endorsement by the library;
- The FSJPLA is not liable for financial retribution caused by any sponsorship. All financial responsibilities are maintained by the sponsor. Should the library require legal representation due to a sponsorship, the sponsor may be held responsible for all associated financial implications;
- The FSJPLA will not accept sponsorship material that its Director considers to be promoting discrimination, stereotypes, socially unacceptable behavior, violence, obscene or profane language, to be offensive, or to contradict FSJPLA mandates or policies;
- Advertising/sponsorship materials must be suitable for all audiences and clearly indicate the business or sponsor;
- A business entering into a sponsorship/advertising agreement with the FSJPLA will not have any influence over the library's service plan, programs or policies and procedures;
- Organizations wishing to enter a sponsorship/advertising relationship with the FSJPLA will require a separate written contract with the FSJPLA that complies with this policy;
- FSJPLA will recognize donors and sponsors in several ways of their choosing, as appropriate - for example; letter, email, phone call, social media, signage in library, etc. - unless otherwise agreed upon;
- The FSJPLA will not post information regarding anonymous donations.
- If a sponsorship is provided for a specific program that the FSJPLA has requested funds or donations for, they will be used explicitly for the program. All other funds are placed into the FSJPLA's general funds;
- The FSJPLA may put sponsorship of a program out to tender and determine by application from potential sponsors who will be the primary and subsequent sponsors and how recognition is provided;
- Corporations may be solicited by FSJPLA staff and volunteers for sponsorship requests. The FSJPLA will abide by all applicable legislation when requesting sponsorship, including [Canada's Anti-Spam Legislation](#);
- Potential sponsors, or sponsor renewals should contact the Director of Library Services for sponsorship information;
- Sponsorship funds will be accounted for in financial reports as donations.

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### 12.5.3 DONATED MATERIALS AND GIFTS

- A donation or gift refers to a contribution that is given voluntarily to the library, for which a Charitable Tax Credit may be issued and does not provide a potential monetary gain for the donator;
- Charitable Tax Receipts will follow the Canadian Revenue Agency Guidelines;
- Gifts and donations can include: money, books and print materials, audio visual materials, art and photography, equipment, in-kind gifts and services, property, willed donations, bequests or endowments;
- The library does not accept: magazines, textbooks, computer books, VHS, unlicensed or counterfeit copies, materials in poor condition, or other items as determined by library staff;

- Books and other materials will be gratefully accepted providing they meet FSJPLA Policy and Procedures;
- Donated materials must be presented to library staff for acceptance;
- Staff and volunteers will process donated books, DVDs;
- All other donations and gifts are processed by the Director of Library Services.
- Gifts of money, and/ or stocks and bonds will be presented to the Director of Library Services and accepted if conditions attached thereto are acceptable to the Board of Trustees;
- Unless specified prior to transfer, all gifts become the property of the FSJPLA to be utilized in a manner they see as appropriate;
- The FSJPLA has no obligation to inform the donor of how the gift or donation was utilized, unless otherwise agreed upon;
- The library reserves the right to sell donated materials during fundraising initiatives.

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#### 12.5.4 PARTICIPATION IN LOTTERIES AND COMMUNITY FUNDRAISERS

- The FSJPLA may participate in third party fundraisers or conduct their own fundraisers;
- Third party fundraisers retain the responsibility for adhering to all applicable legislation;
  - Should the FSJPLA become aware of third party non-compliance they will immediately desist participating in the fundraising initiative.
- The FSJPLA will obtain the necessary permits and licenses required for its own fundraisers and lotteries.

#### 12.6 TABLE OF APPROVAL

Original Approval	October 17, 2015
Date of Revision	
Date of Last Review	January 14, 2021
Signature of Approval	LJL

## 13.0 RESPECTFUL WORKPLACE POLICY

### 13.1 PURPOSE AND STATEMENTS

The Fort St John Public Library Association (FSJPLA) is committed to providing a work environment that is free from bullying, harassment, and discrimination and one in which all individuals are treated with mutual respect and dignity. All forms of discrimination, bullying and harassment in the Library environment are unacceptable and will not be tolerated. This policy and procedure clarifies the definition of bullying, harassment and discrimination and outlines the procedures to be followed as required.

### 13.2 APPLICATION

This policy and procedure applies to all Library staff, volunteers and Board Trustees.

### 13.3 AUTHORITY

Revisions to the policy can be authorized by the FSJPLA Board of Trustees.

### 13.4 LEGISLATION OF INTEREST

[Human Rights Code](#)

[Freedom of Information and Protection of Privacy Act \(FOIPPA\)](#)

[Workers' Compensation Act](#)

[Criminal Code of Canada](#)

### 13.5 RESPECTFUL WORKPLACE POLICY

#### 13.5.1 INFORMATION ON POLICY AND PROCEDURES

- All complaints must be made within six (6) months of the last alleged incident. In unusual circumstances, a complaint filed beyond the six (6) month limitation may be pursued under this policy with the approval of the Director of Library Services.
- This policy will not prevent an individual from pursuing action through alternate resolution procedures including legal action; however, there is no entitlement to duplication of process. In particular:
  - No action will proceed under this policy if the complaint has already been dealt with through some other process, whether internally or externally.
  - If a complainant makes a complaint under this policy and also pursues the complaint through some other process, proceedings under this policy may be adjourned or terminated as appropriate pending resolution of other process.
- This policy is subject to the Human Rights Code, the Freedom of Information and Protection of Privacy Act (FOIPPA), Workers' Compensation Act, and laws of general application.
- This policy and its procedures will not interfere with rights and obligations specified in the current Collective Agreements between the Library and the BCGEU.

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### 13.5.2 PRINCIPLES

- All members of the FSJPLA community share responsibility for creating and maintaining a workplace environment free from Bullying and Harassment and Discrimination. This means not engaging in, allowing, sanctioning, or ignoring behavior contrary to this policy.
- The Director of Library Services and any staff who supervise others carry the primary responsibility for maintaining a working environment free from Bullying and Harassment and Discrimination. They will act on this responsibility whenever necessary, whether or not they are in receipt of a complaint.
- All employees of the Library have a right to bring forward a complaint of Bullying and Harassment and Discrimination in instances where they have reason to believe Bullying and Harassment or Discrimination have occurred.
- Complaints that are malicious, trivial, frivolous, vexatious, or made in bad faith may result in the FSJPLA taking disciplinary action against the complainant, up to and including dismissal.
- The respondent has the right to know the allegations made against him or her, by whom the allegations were made, and to be given an opportunity to respond to the allegations made.
- The respondent and the complainant have the right to a fair and timely process of resolution.
- Those responsible for interpreting, administering, and applying this policy will do so objectively, giving equal regard to the rights of both the complainant and respondent.
- In appropriate circumstances, the FSJPLA may direct that a complaint be investigated and/or determined by an external party.

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### 13.5.3 CONFIDENTIALITY

- The FSJPLA and those involved in the complaint process on the FSJPLA's behalf will maintain confidentiality throughout the complaint process to the extent possible under the circumstances. Personal information pertaining to a complaint will not be disclosed except as required by law or as necessary to investigate or resolve a complaint.
  - Failure by an employee to maintain confidentiality may result in the FSJPLA taking disciplinary action, up to and including dismissal.
    - If the FSJPLA, or outside third party, determines that the safety of an individual is at risk, the procedures and rights outlined in this policy, including confidentiality may be set aside.
    - Excepting letter of discipline or censure, all records related to the complaint will be held in the strictest confidence in a file separate from an employee's personnel file in a secure location.

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### 13.5.4 DEFINITIONS

#### **Complainant**

The complainant is the individual making a complain that disrespectful behavior has occurred.

#### **Respondent**

The respondent is the individual alleged to have engaged in disrespectful behavior.



## **Bullying and Harassment**

Bullying and Harassment means:

- any inappropriate conduct or comment by a person towards an employee that the person knew, or reasonably ought to have known, would cause that employee to be humiliated, or intimidated, or
- any other form of unwelcome verbal or physical behavior which by a reasonable standard would be expected to cause insecurity, discomfort, offence, or humiliation to an employee or group of employees, and has the purpose or effect of interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment.

However, Bullying and Harassment excludes any reasonable action taken by an employer or supervisor relating to the management and direction of employees or the place of employment.

Examples of Bullying and Harassment include, but are not limited to, the following:

- words, gestures, actions or practical jokes, the natural consequence of which is to humiliate, ridicule, insult or degrade;
- spreading malicious rumours;
- threats or intimidation, including threats of violence;
- vandalizing personal belongings;
- physical assault or violence; or
- persistent rudeness, bullying, taunting, patronizing behavior, or other conduct which adversely affects working conditions or work performance.

## **Discrimination**

Discrimination means discrimination in employment based on: race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, gender identification, physical or mental disability, gender, or criminal conviction unrelated to employment or intended employment except where there is a bona fide occupational requirement (BFOR). Discrimination includes Sexual Harassment, as defined below.

## **Sexual Harassment**

Sexual Harassment is defined as one or a series of comments or conduct of a sexual nature that is known or ought to be reasonably known to be unwelcome, offensive, intimidating, hostile, or inappropriate, and that detrimentally affects the work environment or leads to adverse job-related consequences. Sexual Harassment includes, but is not limited to:

- unwelcome sexual remarks, jokes, including innuendo or taunting about a person's body, attire, gender, gender identification, or sexual orientation;
- unwelcome or inappropriate physical contact such as touching, kissing, patting, hugging, or pinching;
- unwelcome inquiries or comments about a person's personal life of a sexual nature or sexual orientation, or persistent requests for a date;
- leering, whistling, or other suggestive or insulting sounds;

- posting or displaying sexually oriented materials;
- requests or demands for sexual favours which include, or strongly imply, promises of rewards for complying and/or threats of punishment for refusal.

Single acts of sufficient severity may constitute Sexual Harassment.

### **Criminal Harassment**

Criminal harassment or “stalking” is a federal offence and generally consists of repeated, unwanted contact or actions carried out over a period of time. These actions cause victims to reasonably fear for their safety but do not necessarily result in physical injury. These actions may, however, be precursors to subsequent violent acts.

- While Criminal Harassment falls outside the scope of this policy, the FSJPLA is committed to full cooperation with all levels of law enforcement agencies to create a working environment free from Criminal Harassment.

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## **13.5.5 PROCESS**

### **A. General Guidelines Regarding the Complaint Process**

In all instances the parties are encouraged to work toward a mutually satisfactory solution to a complaint. In appropriate circumstances the FSJPLA may assist in this process through the appointment of a mediator agreed to by the parties.

If comfortable doing so, employees are encouraged to contact the alleged bully/harasser and inform them that their conduct is unwelcome and contrary to the policy. The employee may demand that the offending behavior stop immediately and document the incident(s) and the discussion. While this is often the simplest and most effective way to end the Bullying and Harassment or Discrimination, a victim of harassment is not obligated to confront the alleged bully/harasser.

If the Bullying and Harassment and/or Discrimination does not stop, an employee may file a complaint or report their concerns in any one of the ways outlined below.

Interference with the conduct of the investigation or retaliation or threats of retaliation against any person involved in any way in the complaint process will not be tolerated and may result in disciplinary action by the FSJPLA, up to and including dismissal.

### **B. Guidelines for Resolution of a Complaint**

#### **Making a Complaint**

- All complaints under this policy shall be submitted in writing using the *Complaint Form* (obtained from the Director of Library Services).

- Where an employee is named as a respondent, the complaint must be submitted to the Director of Library Services. If the Director of Library Services is the subject of the complaint, then the complaint may be submitted to the Chairperson of the FSJPLA Board of Trustees.

### Receipt of Complaint

- The Director of Library Services will acknowledge receipt of the complaint in writing and will inform the complainant whether the complaint will be pursued under this policy, and, if not, the reasons why.
- All complaints will be taken seriously and will be dealt with fairly and promptly.

### Pursuance

#### **If it is determined that the complaint WILL be pursued under this policy:**

- If the subject matter of the complaint fits within the definition of Bullying and Harassment and/or Discrimination or Sexual Harassment, it will be investigated. The investigation will be approached in an unbiased manner.
- The Director of Library Services will provide a copy of the complaint to the respondent and advise the respondent that he/she is required to provide the Director of Library Services with a written response.
- The Director of Library Services will also provide the respondent with a copy of this policy.
- The Director of Library Services will investigate or appoint an investigator to engage in a determination of facts. The investigation will commence as soon as possible.
- Both the complainant and the respondent will be interviewed, as well as any other witnesses. The investigator may also examine any other evidence, including documentary or physical evidence relevant to the complaint.
- All employees are expected to cooperate with any investigation and provide any details of incidents they have experienced or witnessed.
- Following the conclusion of the investigation, the Director of Library Services will create a written report of their findings. If the investigation is performed by a third party, they will submit a written report to the Director of Library Services. The investigation report and any related investigation documents will be retained by the Director of Library Services in a secure location.

#### **If it is determined that the complaint WILL NOT be pursued:**

- The Director of Library Services will inform the respondent in writing that a complaint has been made but will not be pursued further under this policy.
- The information provided will include the reasons for not pursuing the complaint and a statement that no response to the complaint is required. The Director of Library Services will, at the employee's request, record the disposition of the complaint in the employee's personnel file.

### Determination of Findings

- If the complaint is found to have merit, then appropriate action will be taken. This action may include education, training or counselling, modification of policies/procedures, and/or discipline or dismissal of the offending person(s).
- If it is determined that the respondent has not Bullied and Harassed or Discriminated against the complainant, the complaint will be dismissed.
- Staff members have the right to grieve disciplinary action, if any, in accordance with the applicable Collective Agreement.
- In appropriate circumstances, employees may be referred to the Employee Assistance Plan or be encouraged to seek medical advice.

### C. Policy Administration

#### Costs

The FSJPLA will be responsible for the costs of administration of this policy. If it is determined that a complaint is fraudulent, vexatious, or frivolous, the FSJPLA reserves the right to seek indemnification from the complainant for costs incurred in pursuing the complaint.

#### 13.6 TABLE OF APPROVAL

Date of Original Approval	June 27, 2018
Date of Revision	
Date of Last Review	January 14, 2021
Signature of Approval	AA