



Policy Manual

2021

April 21, 2021

Table of Contents

Preamble	1
Financial	2
Board	4
Personnel	7
Personnel: Harassment	10
Personnel: Discipline	14
Operations: Code of Conduct	16
Operations: Grace Campbell Gallery	17
Operations: Meeting Rooms	19
Operations: Public Services	21
Operations: Selection	22
Operations: Volunteers	25
Operations: Social Media	26
Appendix 1 – SILS Circulation Policy	27

Preamble

Motion #	Date Approved	Replaces	Review
2012-130	October 3, 2012	A.1-3, B.2, C.1, C.2	Every 10 Years (2022)

Introduction

This policy manual is intended to cover most circumstances, and where silent, JMCPL Board holds authority to shape new policies. This is a flexible, working document that is updated on a regular schedule, but also as needed. All policy changes are approved by the Board.

Mission, Vision, Values

Mission Statement

To provide and promote library services to meet the needs of every member of our community.

Vision Statement

To become a recognized leader in the delivery of quality information and programming for our community within the next five years.

Library Values

1. The Library reaches out to everyone.
2. The Library is a safe and welcoming space.
3. We are flexible and dedicated to meeting the changing needs of our community.
4. We are committed to collaborating with others in our community.
5. Our staff is dedicated to excellence and the protection of intellectual freedom.

Financial

Motion #	Date Approved	Replaces	Review
2019-40	May 8, 2019	July 31, 2012	Every 7 Years (2026)

Purpose

This policy sets guidelines for the financial management of John M. Cuelenaere Public Library and outlines the basic principles followed by when fulfilling the financial obligations of the library.

Budget

The John M. Cuelenaere Public Library Board is responsible for setting the annual budget. The City of Prince Albert provides a grant each year to cover the operating, staff, and collections costs of the Library. An operations grant is paid directly to JMCPL, and is managed by the Director, who acts as Treasurer for the Board. Additional funding may be received from other sources.

Administration will submit a budget to the Board for approval each year. The Board is accountable for submitting an accurate budget for submission to the City of Prince Albert. Said budget should include reasonable assumptions about expected costs for the following two fiscal years, and is subject to approval by Prince Albert City Council. Once the budget has been approved by City Council, it becomes the legal instrument for controlling and appropriating funds to carry out the services of the Library.

Audit

The John M. Cuelenaere Public Library Board will appoint the same auditor used by the City of Prince Albert to audit the Library accounts on an annual basis.

Investments/Trusts

The Director, as secretary of the Board is responsible for investments held by the library. These investments will be made and accessed only through a motion of the Board.

Trusts are for designated expenditures, and funds can only be committed through a motion of the Board.

Reserve Funds

Reserve funds are established for designated expenditures and can be established and committed only by a motion of the John M. Cuelenaere Public Library Board.

Purchasing/Tenders

The John M. Cuelenaere Public Library Board shall request tenders as required for capital expenses valued at \$50,000 or more. Capital expenses are expenses required to improve fixed assets, and include but are not limited to: buildings, vehicles, equipment, or land.

The Director and Deputy Director will have access to a Library credit card. The Business Administrator will maintain petty cash to allow for small purchases made by the staff on behalf of the Library.

Travel Expenses

John M. Cuelenaere Public Library uses the Government of Saskatchewan guidelines for mileage and per diem costs. The most up to date rates can be obtained from the Public Service Commission at any time (<http://www.psc.gov.sk.ca/travel>). When a Staff Member travels on behalf of the library, a travel claim form must be submitted for approval to the Director. Travel claims for board members must be approved by the board chair or designate.

In town rates are determined by administration, currently \$5 per trip, with 50 cents for additional stops in the same day.

Payment Methods

Personal cheques are accepted for payment for library services (e.g., room rental). A charge of \$45.00 will apply for all NSF cheques. Canadian currency is the only accepted form of cash. For VISA and MasterCard payments, there is a minimum payment of \$3.00.

Copying Charges

All copying charges are per side of paper (e.g., a double-sided copy = 2 pages)

Photocopies – 10 cents per page

Fax – 25 cents per page

Printing – 25 cents per page

Microfilm Copies – 40 cents per page

City Sale

When obsolete library equipment or furnishings are determined for disposal by administration, these items will be available for staff on a first come, first served, basis, with a donation to the library.

Unclaimed items will be sent to the City Sale.

Board

Motion #	Date Approved	Replaces	Review
2019-39	May 8, 2019	March 8, 2017	Every 1 Years (2020)

Purpose

The John M. Cuelenaere Public Library Board is constituted under *The Public Libraries Act, 1996* and the *Regulations* under that act. The purpose of the Board is to govern and make policy. The Board will determine and adopt written policies to direct the operation, use, and programs of the library, and bylaws for Board procedures.

Membership and Officers

The Board shall be composed of seven or nine members as specified in the *Public Libraries Act 1996*. All appointments are made by City Council. The first regular meeting of the Board in each calendar year shall be the annual meeting. A Chairperson, and two Vice-Chairpersons shall be elected at this meeting. No person shall hold these offices for more than 6 consecutive years. A member of the municipal library board other than the mayor holds office for a term of two years. Members may be re-appointed.

The Chairperson or designate presides over all board meetings, authorizes calls for special meetings, executes all documents authorized by the Board, and preserves decorum and order. The Chairperson also performs other duties associated with the office including acting as a spokesperson for the Library. In the absence of the Chairperson, a Vice-Chairperson will assume these duties.

The Director of the Library shall serve as Secretary to the Board and its committees, but may not vote. Duties associated with this role include preparing and distributing all agendas, reports, and attachments required for meetings, conducting the Board's official correspondence, and other duties as required.

The Director shall also act as Treasurer to the Board, and is responsible for all financial transactions. The Director also serves as the main spokesperson for the Library.

The Business Administrator shall serve as Recording Secretary and Recording Treasurer. Duties include keeping a record of all regular meetings of the Board according to established guidelines and preparing a financial statement for all regular meetings.

The Chairperson, two Vice-Chairpersons, Director, Deputy Director, and Business Administrator are the signing officers for the Board. Cheques valued under \$10,000.00 may be signed by the Director, Deputy Director, or Business Administrator. Logs of these transactions will be presented at board meetings for review. Cheques valued over \$10,000.00 should be signed by at least one board member.

Regular Meetings

The Board shall set regular meetings, which will be established at the first meeting of the Board after the appointment of a new Board by City Council. The Chair shall be addressed at all times and speakers shall then be recognized. Sharing of ideas should be collegial and respectful of all points of view presented.

Voting shall be a simple majority by show of hands. A ballot or recorded vote may be requested at any time by any member of the Board. Any member can also abstain from any vote. In the case of a conflict of interest, the Board Member will be required to openly declare the potential conflict, abstain from any vote, and may be required to excuse him/her self from the discussion. If a Board member has a conflict of interest that is not declared, they may be asked to resign. Proceedings of all meetings shall be governed by the policies established in this manual and by Bourinot's Rules of Order as necessary.

In Camera Meetings

In Camera meetings may be called by the board as necessary. John M. Cuelenaere Public Library follows the City of Prince Albert policy for in camera discussions limiting the in camera agenda to matters relating to land, legal issues, or labour.

Board members must not have been employees of the Library within 12 months of appointment to the Board.

If a Board Member is unable to attend a meeting, he/she must inform the Director or designate as soon as possible *The Public Libraries Act 1996* (13(6)) states that "a member of a municipal library board who is absent from two successive regular meetings of the board without sufficient cause, as determined by the board, ceases to be a member, and the board shall so advise council." Sufficient cause is deemed to be failure to inform the Director or designate regarding their inability to attend a meeting.

Committees

The Board may appoint any committees it feels necessary. These may include: personnel, finance, policy, and negotiating. These committees shall be appointed by the Chairperson and ratified by the Board. Duties and responsibilities of each committee shall be discussed at the time of appointment. The Board has the final authority on all matters pertaining to the operation of the Library. The Chairperson is ex officio to all committees.

Board Responsibilities

The Board is responsible for the Library property and funds and to set the guidelines for the Library's operations. This includes setting the annual budget. The Board appoints the Director and sets his/her salary, and is responsible for evaluating his/her performance on a regular basis. The Library supports fair hiring practices, and a transparent process should be used for all levels of hiring. The Board is also responsible for considering, formulating, and approving policies in consultation with the Director and ensuring the Library has strategic plans in place. The Board and its members may also be asked to advocate on behalf of the Library.

Confidentiality must be maintained with all private information. Board Members should review materials provided to them before a meeting, and be prepared to discuss issues on the table.

The Director is responsible for administrative functions of running the Library, and Board members should refrain from attempting to influence the day to day operations of the Library. The Director expects support from the Board in all decisions and actions that are consistent with the policies and practices of the Board.

Board members are also responsible for self-evaluation, and evaluation of the Board as a whole, to ensure that the Board is functioning effectively.

Board members shall be compensated for duties that are out of the ordinary such as attending a strategic planning weekend. Compensation shall be determined by the Chair and Director on a case by case basis.

Conferences

Board members are encouraged to attend conferences or seminars to improve their knowledge of library systems, trustee responsibilities, or to otherwise fulfill their interests and obligations to the JMCPL Board.

Recognition for Service

Board members should have their service to the Library recognized with a letter from the Chairperson. After a member's term ends, an appropriate gift should be given:

1 – 3 years: \$30 gift

4 – 7 years: \$50 gift

7 years +: \$75 gift

Additional recognition may be given at the discretion of the current Chairperson and Library Director.

Orientation

The Director will be informed once a new Board has been appointed by City Council. The Director will contact each trustee and inform them about the first meeting, and other housekeeping details including an information package and arranging a tour of the facility.

Personnel

Motion #	Date Approved	Replaces	Review
20195-06	January 9, 2019	April 8, 2015	Every 3 Years (2022)

Purpose

Staff at the library are essential for effective services and programs. In order to attract and retain qualified staff, the Board aims to support them and provide a progressive, innovative workplace. The Library complies with the *Labour Standards Act*, which supersedes this policy.

Employee Code of Conduct

Every employee is expected to act in a professional, responsible, and courteous manner at all times. This behaviour fosters a positive and productive working environment. Employees should use common sense and good judgement, and use guidelines established by management and the Board, as well as past practice, to determine appropriate behaviour.

Dress Code

The Library is a public building, and staff should project a positive image for the public. Staff are expected to follow a casual dress code, and identify themselves as staff by wearing a identification lanyard, or library logo on their clothing. Employees should avoid clothing that is revealing, torn, dirty, or frayed, and should wear clothing that is comfortable and practical for their work, but not distracting or offensive to others. Items of clothing with words, terms or pictures that may be considered offensive should not be worn, however sports teams, fashion brand names, etc., are generally acceptable. If there are any questions or concerns, the Director or designate will provide advice.

Personal Phone Calls

Personal cell phones should be kept away from an employee's work area. They should be used only when the employee is on a break, or in the case of an emergency, or with the express permission of the Director. Employees can be contacted at the library through the main business phones. Long distance calls that are personal in nature should not be made from the Library's phones.

Hiring

The JMCPL Board is responsible for hiring a qualified Director, who holds many responsibilities as secretary and treasurer to the Board (see Board policy). The Director shall have a master's degree in library science from an American Library Association accredited university. The Board delegates to the Director the recruitment, hiring, supervision, promotion, and discipline of all other staff members. The Director may choose to involve Board members in the hiring of other professional staff.

The JMCPL Board supports the development of a representative workforce, and as such, follows the guidelines laid out in the *Saskatchewan Human Rights Code*. No applicant or staff member shall be discriminated against.

The Library may hire more than one member of a family, but relatives should not be directly responsible for supervising each other, or be in positions where conflicts of interest may occur.

Employee Training/Tuition Policy

The JMCPL Board encourages employees of the Library to be lifelong learners and to continue to develop themselves through education and training programs. Approval should be requested before a program or course has begun, especially if the staff member is dependent on financial support or leave from work. The Director will approve funding, in whole or in part, of such training depending on budgetary and other concerns. The course may be paid for up front, however if the employee fails to complete the course, reimbursement may be requested from the employee.

Staff members are also encouraged to take part in other training, including conferences and workshops that apply to their work. These activities may be paid for in whole or in part by the Library, depending on budget. Anyone wishing to take part in these kinds of opportunities should apply directly to the Director for approval.

Grants and Awards

The JMCPL Library Board administers the Helen Ferris Award, which is granted to up to two recipients (up to \$2,000 to one student at an ALA accredited university, and up to \$1,000 to one student in a library technician program at a recognized college) annually.

Employee Evaluation

The Director is responsible for evaluating the performance of all Library staff in a constructive, positive way, on a regular basis. Each employee should also perform a self-assessment on a regular basis.

Leaves of Absence

Leaves are managed in accordance with the collective agreement. Requests for leave by out-of-scope employees will be considered on a case-by-case basis by the Director and Board.

Recognition of Service and Retirement

The Board wishes to reward long service employees after every 5 years of continuous service (pro-rated for part-time staff). A gift with a value of \$10 a year (e.g., 5 years = \$50, 25 years = \$250) will be given to the staff member, along with a letter of appreciation from the Chairperson of the Board. The Library may also arrange a social event to celebrate this long service.

Upon retirement, each permanent employee who has accumulated at least 10 years of service (pro-rated for part-time staff) shall receive cash or a gift with the value of \$10 per year of service, plus \$50 (e.g., 10 years = \$150, 24 years = \$290). The Library may also arrange a social event to celebrate the retiring employee's career.

Conflict of Interest

Library employees should place the interests of the Library ahead of familial interests, or any personal gain, and keep the public's interest central to all decisions. Whenever an employee has the power to make a decision where they may have a personal interest in the outcome, they must openly declare the conflict to the Director or designate. The employee will remove him/herself from the discussions and decision-making process.

Staff Meetings

Regular meetings will be held, as needed, with members of staff and management in attendance.

There will be an annual staff workshop day, where the Library will be closed to the public, and the staff will participate in a day of activities, training, and team-building. Each unit in the Library may hold regular meetings, as required, and management may attend these meetings as needed.

Library management follows an open door policy, meaning that any concern from the staff does not need to wait for a meeting, but can, instead, be brought to any member of the management team for discussion at any time.

Statutory and Paid Holidays

When a statutory or paid holiday falls on a staff member's regular day off, the staff member will earn a day off in lieu, to be taken in the future following current time off request procedures.

Time off Requests

Requests will be accepted a maximum of 12 months in advance. Any requests made after the weekly schedule is posted should comply with the latest collective agreement (Article 16). Annual Vacation requests should also be sent in writing to management in compliance with the collective agreement (Article 19).

Personnel: Harassment

Motion #	Date Approved	Replaces	Review
2019-82 (2026)	November 19, 2019	E.2	Every 7 Years

Purpose

John M. Cuelenaere Public Library values the dignity of all employees and is committed to creating and maintaining a respectful work environment. Everyone is entitled to a workplace free from harassment, and is expected to treat each other respectfully at all times. *The Occupational Health and Safety Act, 1993* definition of harassment is used for this policy. Maintaining a harassment-free workplace is everyone's responsibility. Harassment will not be tolerated – no reported incident will go unaddressed. If allegations of harassment are substantiated, they will be addressed through corrective measures, which may include disciplinary action.

Harassment Defined

Harassment means any inappropriate conduct, comment, display, action or gesture by a person that is based on race, creed, religion, colour, sex, gender, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin; or adversely affects the worker's psychological or physical well-being and that the person knows or ought reasonably to know would cause a worker to be humiliated or intimidated; and that constitutes a threat to the health or safety of the worker.

To constitute harassment, repeated conduct, comments, displays, etc., must be established, or a single serious event that has a lasting, harmful effect on the employee must be established.

Harassment does not include any reasonable action that is taken by a manager related to the management and direction of the organization.

Examples of Behaviours that Constitute Harassment

Repeated conduct, comments, displays, actions or gestures or a single, serious occurrence of conduct, or comment, display, action or gesture, that has a lasting, harmful effect on the employee, such as:

- Unwelcome remarks, jokes, innuendoes
- Insulting gestures or taunts causing embarrassment or offence
- Displaying objectionable materials, graffiti or pictures, disparaging written materials, hate literature
- Unwanted contact or attention, inappropriate touching
- Ostracizing
- Threats, bullying, coercion, isolation
- Actual or threatened physical assault, verbal assault
- Malicious gestures or actions
- Stalking
- Serious abuse of authority
- Sexual assault, including unwelcome sexual advances, propositions or inquiries and/or comments about a person's sex life

Examples of Behaviours that Do Not Constitute Harassment

- Legitimate and constructive feedback regarding work performance
- Disciplinary measures taken by a manager or supervisor, in good faith for valid reasons
- Practices permitted by law or contract, such as designating a staffing action for employment equity purposes
- Expressing opinions that are different from others, unless those opinions fall within the prohibited grounds

Employee Responsibilities

Employees shall not cause nor participate in harassment. They are responsible for:

- refraining from discriminatory or harassing behaviour
- creating and supporting a work environment free of harassment by complying with this policy and ensuring their behaviour meets acceptable standards
- bringing any incident(s) of harassment or potential harassment they observe to the attention of a supervisor

Employees in a bargaining unit have a right to union representation and support during any of the processes outlined in this policy. Individuals outside the bargaining units may be accompanied by a person of their choice.

Management Responsibilities

Managers and Supervisors are responsible for:

- ensuring employees are not exposed to harassment arising out of their employment
- implementing this policy and its related processes and procedures
- familiarizing themselves with the policy and all templates and tools for policy administration
- ensuring a harassment-free work environment and adherence to the policy
- stopping any harassment of which they are aware
- taking appropriate preventive or corrective action
- ensuring all employees' rights are respected
- supporting employees in the conflict resolution process

At any time during the process of handling a complaint where behaviour of a criminal nature has occurred, or is thought to have occurred, the employee subjected to this behaviour must be informed that he/she has the opportunity to advance the complaint to the police for investigation. In cases where the employee has been afforded the opportunity to advance a criminal complaint but chooses not to do so, that choice should be respected except where there is an overriding concern.

Confidentiality

The employer will not disclose the name of a Complainant or Respondent or the circumstances related to the complaint to any person except where disclosure is necessary for the purposes of restorative or investigative processes, or as required by law. No one involved will discuss or share the information outside the restorative or investigative processes. Information is shared on a “need to know” basis and must not be shared further. Failure to preserve the confidentiality of information acquired during the process may result in disciplinary action, up to and including dismissal.

Retaliation

Retaliation is strictly prohibited against anyone who has reported harassment or participated in the complaint process. Any signs of retaliation should be reported immediately to a supervisor or the union (if applicable). Retaliation will result in disciplinary action, up to and including dismissal.

Personnel: Discipline

Motion #	Date Approved	Replaces	Review
2019-81	November 19, 2019	March 9, 2011	Every 7 Years (2026)

Purpose

All permanent staff should be aware of the discipline process employed by management. Progressive discipline is a process that involves both management and employee in a constructive process to bring about a favourable change in behaviour when necessary. Disciplinary action is only taken after an incident has been thoroughly investigated, and the employee concerned has been heard.

Background

All members of staff are expected to observe all relevant policies and procedures of the Library, and meet expectations for conduct and service. Management is responsible for ensuring that these expectations and policies are readily available and apparent to all staff members. Management will also strive to address performance and disciplinary problems and issues in a timely and consistent manner. Any behaviour that does not meet these expectations, including inadequate performance, wilful misconduct, abuse/harassment of clients, other employees or members of the public, unethical behaviour, and criminal actions, may result in discipline.

For most concerns, informal discussions will be sufficient to resolve the issues. If the issue continues, or expected changes or improvements are not made after informal meetings between the manager and employee, then progressive formal discipline will be initiated. The circumstances and nature of the issue will also be considered, and under certain circumstances, formal discipline may begin at any stage, including Stage Four, Dismissal.

Procedure

The Library believes in counseling and consulting with staff members when disciplinary issues arise. It is important to maintain open lines of communication throughout the process. The process will provide sufficient time for the employee to make the required changes in order to maintain his or her employment at the Library. Any employee may invite a colleague or union representative to witness any meetings involved in this process.

Under normal circumstances, progressive discipline is implemented in four stages:

1. Verbal Warning
 - A member of management will meet with the staff member and describe verbally the problem or issue, the expectations to be met by the staff member, and clearly state the serious nature of the situation. The manager will also indicate what further action may occur if the problem or issue is not resolved.
 - A letter signed by the manager describing this verbal warning will be given to the staff member and a copy placed in their personnel file.

2. Written Warning

- If the verbal warning does not result in the expected changes, the manager will meet with the staff member again to provide a written letter of warning that documents the problem or issue, efforts made to resolve it, expectations to be met by the staff member, and a clear statement indicating further action will be taken which could include suspension and/or termination of employment.
- The written letter will be signed by the manager. The staff member will be asked to sign a copy to acknowledge receipt of the letter, which will then be placed in the staff member's personnel file. The staff member will also receive a copy.

3. Suspension

- Decisions to suspend employees must be reviewed in advance with the Director, who may consult with the Board. The current collective agreement will also be reviewed.
- If the written warning has not resulted in the expected changes, the manager will meet with the staff member and give him/her a written letter of suspension. The letter will describe the conditions of the suspension and restate the contents of the written warning in addition to any new relevant information, and a clear statement indicating further action will be taken which could include suspension and/or termination of employment.
- The written letter will be signed by the manager. The staff member will be asked to sign a copy to acknowledge receipt of the letter, which will then be placed in the staff member's personnel file. The staff member will also receive a copy.

4. Dismissal

- Usually only applies where reasonable efforts to correct the behaviour have occurred and the employee continues to demonstrate unsuitability for the position.
- Must be approved in advance by the Director, who may consult with the Board. The current collective agreement will also be reviewed.
- If the written letter of suspension has not resulted in the expected changes, the manager meets with the staff member to inform him/her that his/her employment has been terminated. A letter of termination will be given to the staff member.

Documentation

Management is obligated to keep complete records of the entire process, including the initial act or behaviour that led to discipline, and any follow-up discussions and actions. This documentation will be included in an employee's personnel file. Any staff member can access their personal file upon request.

A staff member may place a response to any letter of discipline in his or her personnel file, and may request in writing that letters of discipline given under this policy be removed from his or her personnel file when there have been no disciplinary issues raised within 2 years from the date of the initial letter.

Operations: Code of Conduct

Motion #	Date Approved	Replaces	Review
2017-30	December 10, 2019	April 12, 2017	Every 3 Years (2022)

John M. Cuelenaere Public Library is a safe and welcoming place for everyone. The Code of Conduct has been adopted to prevent disruptions and ensure the safety of those who use Library services and property, and to maintain security of library property without disrupting public service. Library staff make every effort to apply these rules fairly for the benefit of everyone and to ensure a positive library experience.

Everyone is expected to:

- Respect everyone else. Discrimination and/or harassment will not be accepted.
- Supervise all individuals they are responsible for, especially children.
- Bring only service animals to the Library.
- Take care of their belongings. The Library is not responsible for lost or stolen items.
- Dress appropriately, including shoes and a shirt at all times.
- Use respectful language and good conduct. Rude or disorderly behaviour including being verbally or physically abusive will not be tolerated.
- Be respectful of others when using their cell phone or other personal device at the Library.
- Use the Library facility and collections with respect and care and only for their intended purposes.
- Obtain prior approval before posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity on library property.
- Remain in public areas.
- Follow the Library Internet Use policy.
- Leave the Library promptly at closing time and when asked to leave during emergencies.
- Open any bags, books, or papers for inspection when asked.
- Report disruptive behaviour to library staff or security immediately.
- Use sports equipment off library premises. A bicycle rack is provided in the parking lot.
- Check with library staff for any restrictions on consuming food and/or drinks.

This Code of Conduct has been created under *The Public Libraries Act, 1996*, S.S. c. P-39.2, s.68. Any other federal, provincial, or municipal legislation governing public behavior should also be taken into account when accessing Library services (e.g., the *Criminal Code*, R.S.C., 1985, c. C-46). The Library is a smoke and vape free facility. Illegal activity, intoxication, or impairment will not be tolerated.

Anyone who does not follow Library policies and refuses to modify their behaviour will be asked to leave. At the discretion of the Director, further measures may include suspension of library privileges, banning from library locations, cost recovery charges, and/or prosecution.

A member of the public may request a reinstatement of privileges by applying in writing to the Library Director. A written reply will be provided by the Director or his/her designate. If such a reply is not satisfactory, further appeal may be made to the John M. Cuelenaere Public Library Board.

Operations: Grace Campbell Gallery

Motion #	Date Approved	Replaces	Review
2012-132	November 19, 2019	October 3, 2012	Every 5 Years (2024)

Purpose

This policy outlines the guidelines for displaying art at the Library.

Art Exhibitions and Displays

The Grace Campbell Art Gallery provides space to highlight the work of local artists. The Library does not necessarily endorse the artists' values or beliefs, but wishes to provide free exhibit space to showcase the local arts community.

All displays and exhibits must be approved by the Library Director or designate. Library staff will not sell artwork, books, CDs, or any other items not officially sanctioned for sale by the Library Director or designate.

Displays and exhibits cannot contravene health, safety or fire safety regulations. Exhibition space will be determined by the library, not by the exhibitor. The Library and the City of Prince Albert do not accept any liability or indemnity for damage or theft of artwork on display. The exhibitor is responsible for acquiring insurance for any items displayed in the Grace Campbell Gallery.

Donations

Any donations of artwork or other physical ephemera to the library must be accompanied by a deed of gift form (included below).

Operations: Meeting Rooms

Motion #	Date Approved	Replaces	Review
2015-49	October 14, 2015	2010-74	Every 5 Years (2020)

Purpose

This policy outlines the guidelines for booking a meeting room.

Room Bookings

The Mahon Auditorium and the meeting rooms may be booked for a fee.

The Library does not necessarily endorse the views or goals of the parties who rent space in the building. The Library will not knowingly allow an organization to meet to conduct activities considered illegal by the *Criminal Code* (R.S., c. C-34, s. 1). When booking a room, the individual/organization is responsible for providing accurate personal or business information.

Room Use

Alcohol is permitted only when a liquor license has been obtained from the appropriate liquor licensing authority and with the express permission of the Library Director. The person/organization responsible for renting the room is responsible for any damages incurred. The Library accepts no liability for any items left in rooms.

Publicity and Media Relations

No organization is permitted to use the Library's name or premises as its address or headquarters. Promotional materials for events cannot imply library sponsorship for externally booked programs or events.

Reservations

Rooms may be reserved by phone or in person. Rooms are assigned in order of receipt of application, but in a case of conflict, preference will be given to library sponsored activities. The Library retains the right to cancel an approved reservation. Reservations that are not cancelled at least twenty-four hours in advance must be paid for.

Use of Rooms

Groups using the rooms assume responsibility for any damage to rooms or contents. Food and beverages are allowed in the meeting rooms and in the lower foyer. No food or beverages are allowed in the Mahon Auditorium, except with the express permission of the Director or designate.

Coffee urns are supplied with the kitchenette; groups must supply dishes, coffee, etc., and are responsible for preparing their own coffee or other foodstuffs. Groups are also responsible for all clean-up.

Any room booked may be used in advance for rehearsal free of charge, providing it is not already booked for another individual or group.

The entirety of an event must take place in the meeting room area that has been booked, and should not spill over into main library spaces, unless express permission is given by the Director or designate.

Chairs, tables, and a lectern will be provided at no additional cost. All set ups will be done by trained staff or designated personnel. Any set-ups requiring additional equipment (e.g., roof mounted projector or sound system in the Mahon Auditorium) will be charged for accordingly. Members of the public using the sound system will not have access to the projection booth.

Meeting Rooms Charges

Mahon Auditorium		Room 1 or 2:	
Morning	\$50.00	Morning	1 \$30.00
Afternoon	\$50.00	Afternoon	\$30.00
Evening	\$50.00	Evening	\$30.00
All of the above	\$120.00	All of the above	\$80.00
Room 3:		Kitchen & Urn	
Morning	\$40.00	Morning	\$10.00
Afternoon	\$40.00	Afternoon	\$10.00
Evening	\$40.00	Evening	\$10.00
All of the above	\$105.00	All of the above	\$30.00

Waiving Charges

Charges for room rental or equipment use may be waived at the discretion of the Director or designate.

Additional Charges

An overtime charge of \$30.00 will be levied for each hour or portion thereof that the facility is occupied outside of the Library's regular open hours.

A surcharge of \$180.00 will be levied on civic or statutory holidays, and a surcharge of \$80.00 will be levied for any bookings outside of regular Library open hours.

If the regulations concerning the use of the rooms are not observed, further use of the Library rooms may be denied and an extra charge may be levied to cover any damages.

Audio-Visual Equipment (cost of rental per day)

Overhead projector \$20

Portable Screen \$20

In Library Use Only (cost of rental per day or as stated)

Sound system/projector in auditorium \$20

Sound system in meeting rooms \$20

TV/DVD Player \$20

Data Projector \$45

Patron showing DVD in auditorium \$15

Patron using own laptop with library's cords \$15

Piano \$20 per morning, afternoon, or evening or \$60/day

Flip Chart \$10

Operations: Public Services

Motion #	Date Approved	Replaces	Review
2017-44	June 21, 2017	October 7, 2017	Every 5 Years (2022)

Purpose

The purpose of this policy is to inform staff and patrons about the goals of Library programs and the criteria used to guide programming decisions.

Programming Goals

The Library strives to provide programming that reflects the needs, interests and values of the community. The Library is committed to featuring programs which have special local or Canadian interest. Programs will be delivered by qualified Library staff or, where appropriate, by subject area specialists such as authors, performers, teachers, etc., who may be paid an honoraria. Other services will be offered based on the availability of qualified staff and the needs of the community.

Programming Criteria

Programs offered at the Library aim to

- demonstrate information literacy and a love of reading
- highlight the offerings of the Library collection and Library services
- showcase the Library as a welcoming space for Library users and non-users alike
- provide patrons with the opportunity to hear about different viewpoints (both majority and minority perspectives) on cultural, technological, political and social issues
- engage the imagination of patrons and entertain them
- create and maintain community partnerships
- facilitate positive early literacy experiences for children

Intellectual Freedom

The Library upholds the principle of intellectual freedom with its programming. Library programming, where appropriate, will offer multiple perspectives on various issues, and a program may be held even if it has the potential to be controversial. The Library will not deliver programming which contravenes local, provincial, or federal law.

Accessibility

The Library is committed to providing equitable access to all library patrons. Library programs are generally free of charge and open to all.

Circulation and Use of Library Collections

JMCPL is a member of the Saskatchewan Information and Library Services Consortium (SILS) and as such is subject to the consortial policies about circulation and public services (see Appendix 1).

Reference

The Library strives to provide trained reference staff during all open hours to assist patrons with their information requests, and to educate them about available library services. The Library will answer in-person, telephone, and email inquiries. Photocopied or printed pages may be provided free of charge at the staff person's discretion.

Operations: Selection

Motion #	Date Approved	Replaces	Review
2017-10	January 11, 2017	July 7, 2010	Every 5 Years (2022)

Purpose

The purpose of this policy is to communicate to Library patrons the kind of resources they can expect at the Library and how the library chooses those resources. Selections are made with the Library mission statement, values, and the needs and interests of the local community in mind.

The Goals of Our Collection

The goal of the Library collection is to inform and entertain Prince Albert residents.

The Library and the Community

The Library has the responsibility of providing resources that reflect the needs, interests, and values of the community. The Library is committed to collecting resources for different reading levels, and to obtaining educational and entertaining materials on many subjects.

Intellectual Freedom

The Library endorses the Canadian Library Association's [Position Statement on Intellectual Freedom](#) (June 27, 1974) and the International Federation of Library Associations and Institutions' [Statement on Libraries and Intellectual Freedom](#) (March 25, 1999).

Therefore, Library resources will aim to provide different viewpoints on many issues and the Library will not exclude resources from its collection because of potential controversy. The selection of a resource for the Library collection does not indicate agreement by the Library of the content or perspective in that resource.

Gifts and Donations

The Library will accept gifts and donations of items for the collection, equipment, or money for the purchase of materials. The Library will apply the same criteria to gifts and donations as it does to newly purchased items, such as processing costs, space and relevance to the community. Once donated, items will become the property of the Library and may be used or sold at the discretion of and for the benefit of the Library. Gifts can be delivered to the library, but the Library will not pick them up or pay transportation costs.

Patron Responsibility

Unless prohibited by law, library patrons can borrow or access any resources or facilities in the Library which are open to the public. While library staff can suggest resources upon request, patrons are responsible for selecting resources which they feel suit their needs or interests.

Responsibility for Children's Reading

Unless prohibited by law, children are permitted to borrow and/or access any resources or facilities in the Library which are open to the public. Parents/guardians are responsible for determining and enforcing borrowing rules for children under their care. Library staff, unless legally obligated will not hamper children's access to library resources including Internet access or facilities.

Responsibility for Selection/ Collection Development and Maintenance

Library resources are selected by qualified staff. Selectors are responsible for choosing resources which reflect library values and meet the needs and interests of the community, as well as the need for a balanced and diverse collection.

An important part of maintaining a strong library collection is weeding, or the removal of resources which no longer provide patrons with resources which are current, accurate, relevant, and in good physical condition. Library staff may also weed the collection to address shelving and space limitations.

Selection

Resource selection is assisted by the use of review tools, bibliographies, user recommendations, and a need for more authoritative or updated information. Local content is also a priority, and the Library will strive to include materials with a focus on Saskatchewan and Canada in the collection. Materials which are legally considered obscene, propaganda or promote hatred are not collected, and the Library will follow the *Criminal Code* (R.S.C., 1985, c. C-46) in all instances.

Selectors consider:

- Format suitability
- Subject, style and reading level for the intended audience
- Relevance to community interests and needs
- Historical value (local, provincial or national)
- Connection to the current collection
- Reputation, skill, competence or significance of the originator of the work
- Reviews in reputable newspapers or journal
- Popularity with patrons
- Reputation of the publisher
- Cost and budgetary considerations

Weeding

Weeding is the removal of items from the collection done in a planned and systematic way. Weeding is done to ensure the collection remains up-to-date and relevant to patrons, while also making space on the shelves for new material. Weeding of the collection is done on an ongoing basis through out the year, starting in February and ending in December, and items that are weeded from the collection are either sold or donated to charity.

Factors considered when deciding what items to weed are:

- Circulation
- Content
- Physical Condition
- Relevance
- Currency of information

If an item has low circulation stats but remains relevant to the community it may be placed in storage.

Replacement

Materials that are frequently damaged or stolen may be replaced at the discretion of library staff, with budget, processing costs, and patron demand as guiding principles.

Accessibility

The Library is committed to providing equitable access to all library patrons. To meet this objective, the library will endeavour to collect resources in local languages, and in multiple formats, like large print and audio books. In addition, the Library will obtain resources for patrons with various reading abilities and for patrons with a first language other than English.

Requests for Reconsideration

Members of the community are welcome to voice their concerns about items in the Library's collection. A request for reconsideration should be made in writing to the Director or designate.

There are two levels of consideration:

- The Director and other professional staff will review the request and the material in question, and respond in writing.
- If the matter is not settled with the first response, the Director will call a meeting of a special committee composed of the Chairperson of the Board, the Director, and other professional staff as the Director sees fit, including a librarian who is not an employee of this institution. This committee will review the request and make recommendations to the Board, which may uphold, alter, or reject the recommendations of the committee. This Board decision is final. The Director shall inform the complainant in writing of this decision.

No items will be removed from the collection until this process is complete and a final decision is made.

Operations: Volunteers

Motion #	Date Approved	Replaces	Review
2010-91	Sept. 1, 2010	D.3.10, D.6.1, D.7.1-5	Every 10 Years (2020)

Purpose

The purpose of this policy is to provide guidelines for volunteering at the Library and inform potential volunteers about what it means to volunteer at the Library. The Library and its Board appreciate volunteers and welcome their contributions of time, energy, and skills.

To Become a Volunteer

Volunteers under the age of eighteen must have written permission from a parent/guardian. Volunteers over the age of eighteen may be asked to complete a criminal record check before they begin volunteering at the library.

Orientation for volunteers will be provided. Volunteers will be supervised by staff. Individuals who want to assist with the home delivery outreach program must have a valid driver's license.

Volunteers can help at the Library or by being advocates for the Library in the local community. However, volunteers cannot undertake duties assigned to management or staff in the Collective Agreement.

Volunteer Opportunities

Volunteers and friends of the Library may assist the Board and/or the Staff in a variety of ways, by:

- Delivering and returning books for outreach patrons
- Joining the Friends of the Library group
- Other duties as assigned by the Library Director or designate

Operations: Social Media

Motion #	Date Approved	Replaces	Review
2019-102	December 10, 2019	NEW	Every 1 Years (2021)

Prince Albert Public Library will use social media to extend the Library service environment online in a manner consistent with the Library's mission, vision and service values. The Library considers social media to be the same as other workplace communications. The same standards, policies, and guidelines apply to social media as all other forms of Library communication, and the same quality of service will be provided.

The Library supports the responsible and effective use of social media for Library purposes including: promotion, outreach, branding, delivering information and other Library services, improving and supporting customer service, supporting media and public relations activities, and promoting accessibility for everyone.

The Library does not accept any responsibility for content that appears on its online and social media that does not originate from Prince Albert Public Library employees or trustees.

Prince Albert Public Library recognizes that employees and trustees are committed to high standards of professional communication, and expects this behavior to continue in the online environment. Social media is an extension of the Library's traditional communication methods, and the Library service values therefore apply.

Online content should reflect the mission and values of the Library, and adhere to the guidelines and best practices outlined by the Prince Albert Public Library.

An employee or trustee who becomes aware of an online incident or any content on library social media that contravenes this policy or the Library's Terms of Use must report it to a manager in a timely fashion.

Social media content created by an employee or trustee as part of his or her responsibilities is the property of the Library and not the employee or trustee.

Staff are encouraged to promote Prince Albert Public Library on personal social media accounts as appropriate, but are not required to use personal accounts for work-related purposes and activities.

When using social media for personal use and when identifiable as a Library employee, staff must be aware of their role in the organization and the potential impact of their communications on the brand, reputation and service values of Prince Albert Public Library and act appropriately and with good judgment.

When using social media platforms, other than those belonging to Prince Albert Public Library, for work-related purposes, employees and trustees are expected to comply with the applicable terms and conditions of use.

In accordance with policies and procedures, the Library may take appropriate action in response to prohibited behavior.

Appendix 1 – SILS Circulation Policy

Motion #	Date Approved	Replaces	Review
2011-105	July 6, 2011	April 7, 2010	As determined by SILS

John M. Cuelenaere Public Library (hereafter referred to as the Library), is required, by virtue of belonging to the Saskatchewan Information and Library Services Consortium to comply with established SILS policies. As SILS policies change, they will be considered authoritative until this policy can be updated.

SILS Circulation Policy – Approved by the Directors on May 5, 2011 – As amended May 30, 2019

INTRODUCTION

The Policy Committee (hereafter referred to as the Committee), was established by the SILS Consortium in late 2008. The Committee was charged with making recommendations to the SILS Consortium Directors, in regards to policy matters related to the implementation of a common, province-wide Integrated Library System. As per the Committee's Terms of Reference, it was mandated to:

- Identify what needs to be similar in a one-province computer system, rather than 10+ different integrated library systems (ILS);
- Consider what will move the whole public library system provincially into the future;
- Maintain a province-wide perspective that reflects the diversity of interests;
- Communicate with the SILS Consortium Directors by
 - 1) reviewing the topic area and identifying areas for operational guidelines for working together,
 - 2) drafting possible guidelines and minimum standards;
- Review the selected ILS to determine impacts of local versus global settings and to identify areas for policy development;
- Identify any possible areas of significant disagreement to the SILS Consortium Directors.

Three overarching principles were to guide the Committee's work, that of achieving:

- A Common Bibliographic Database
- A Common Patron Database
- A Common User Experience

The Committee continued the work started by the nine Task Groups originally established in 2007 for the SILS project.

A Bibliographic Database and Cataloguing Subcommittee were also created by the Committee in order to deal with specific topics in those areas. Other ad hoc small groups were formed as deemed necessary.

An earlier Policy Decisions document, dated June 2009, brought together the recommendations of the Policy Committee to date, for the consideration of the SILS Consortium Directors. Those recommendations were accepted, and subsequently ratified by all 10 Public Library Boards in Saskatchewan. These Public Library Boards were: Chinook Regional Library; Lakeland Library

Region, Parkland Regional Library System; Palliser Regional Library; Parkland Regional Library; Regina Municipal Library; Saskatoon Municipal Library; Southeast Regional Library; Wapiti Regional Library; and Wheatland Regional Library.

This updated Policy Decision document includes those decisions, as well as subsequent recommendations accepted by the Consortium Directors and changes dictated by the move to Polaris.

DEFINITIONS

System means the entire province-wide ILS (all 11 + 1 partners)

Agency means one of the 10 + 1 partners - i.e. a Region, a Municipal Library, PNL, Provincial Library

Library means branch or member library - a sub-unit of agency

Resident means anyone with proof of a Saskatchewan address

Integrated Library System (ILS) means the one-province computer system

[*Patron* means a borrower of library materials]

1. Universal Library Card

Common Understanding: Patrons' Responsibility for Materials

Patrons are responsible for all material checked out on their Saskatchewan Public Library card, and will be required to pay for the cost of repairing or replacing material lost or damaged while on loan to the borrower. Saskatchewan Public Libraries are not responsible for any damage or loss to persons, property or equipment sustained as a result of using or consulting any Saskatchewan Library material.

Common Understanding: Overriding the policy

The SILS Consortium members recognize that rules and policies will not cover every situation. While approved policies will be considered the operating norm, authorized staff members can however override a policy when doing so is clearly appropriate based on their discretion. However, they may not forego legal obligations as noted in the policy.

Common Understanding: System enforces policy

The SILS Consortium members have created this policy with the expectation that the ILS will enforce all standard policy. That is, staff will not be expected to count the number of items out, or carry out any other manual processes. The ILS will enforce any lending policy issue addressed in this document.

Common Understanding: Open Access

Subject to any legal restrictions, contractual restrictions, or limits or exceptions identified elsewhere in this document, library materials in the circulating collections are available for loan to everyone who presents a valid card from a Saskatchewan public library system.

Common Understanding: Free Initial Card

The Public Libraries Act, 1996 states that the initial card is to be free to residents of Saskatchewan. Libraries can charge fees for replacement of lost cards.

In person experience should be common, including: getting a library card, using a library card, paying fines, communicating with the library, registration, loan rules, number of materials, limits on types, non-transferability of cards, loan periods, and fines and fees.

2. Obtaining a Library Card

Residents can obtain a Saskatchewan public library card at any public library location in the province. Residents will be registered at any library but their “home address” will normally determine their primary agency. A “temporary card holder” is a registered patron of whatever location they are being registered at.

- 2.1** Each agency will register any Saskatchewan resident. A resident will normally be a “primary patron” in the agency in which their address resides by the public library system boundaries. If patrons reside in one agency and pay property taxes in another, they may declare which agency they wish to have designated as their primary agency.

A patron can only be registered with one agency at any given time.

Patrons must have a “Home Library” designation that falls within an agency where they are resident or where they pay taxes.

City, town, and municipality fields in the patron record must be completed based on the patron’s place of residence, not mailing address.

Any other specialized patron types are registered locally, and are determined based on services by the library agency (for example, outreach patrons). These patron types can be determined by local need.

- 2.2** If an agency registers a patron who is a primary resident of another agency, the patron will be given a generic/unbranded SILS library card. This generic card will have full privileges for the patron’s home agency, as well as generic privileges associated with other agencies. The generic card may be renewed after the card’s normal expiry date as is done with any public library card.
- 2.3** Patrons may register online for a temporary patron barcode. The temporary barcode will allow holds to be placed and allow access to program registration. The temporary barcode is valid for one month to allow the patron time to obtain a Saskatchewan public library card.

3. Identification for Registration

- 3.1** Identification is required in order to obtain a library card. Parents/guardians will be required to sign for children under the age of 14. Parent/guardian identification will suffice.

3.2 In order to maintain patron security while still retaining sufficient information to verify a patron's identity, the last four digits of the ID will be recorded along with an abbreviation of the ID seen, e.g. SKDL XXXX for Saskatchewan Driver's license. **Appendix A** lists acceptable identification.

3.3 The taking of photos for library card issuance is to be optional.

3.4 **Terms of use relating to borrowers (patron type information):**
Terms of use are spelled out in the *Patron Type* table (**Appendix B**).

All agencies will use common patron types. (See also 2.1 for reference to specialized patron types.)

4. Privacy of Records

4.1 Common Understanding:

All patron information is confidential, in accordance with *The Public Libraries Act, 1996*. Patrons have full access to their own record. Parents/guardians have access to children's records, i.e. patrons under the age of 14.

4.2 The custodial parent/guardian of a patron age 14-17 years is entitled to access the financial portion of the youth's borrower record upon request, subject to verification of identity. In accordance with Section 49(d) of *The Local Authority Freedom of Information and Protection of Privacy Act*, access to the full borrower record of a youth may only be granted to the custodial parent/guardian of the youth with the youth's consent.

4.3 Where technology allows, a PIN will be required to access account information including currently checked out items.

5. Retention of Borrowing History

5.1 Patrons will be allowed to choose for themselves whether their borrowing history is retained. This information will be visible to patrons and not to staff. Outreach patrons will have their borrowing histories retained by default as a condition of service, and this information will be visible to patrons and staff.

6. Requirement of a Valid Library Card for Borrowing

6.1 Patrons must present a valid library card to borrow materials. In cases where a digital image of the barcode is presented, staff reserve the right to request confirmation of the patron's identity (i.e., phone number, postal code).

7. Transferability of Cards

7.1 Cards will be transferable. Registration for a library card gives a patron access to a barcode which allows the borrowing of materials. **Any materials borrowed using that barcode are the responsibility of the patron.** Patrons are responsible for all fines and fees incurred, and for notifying the library if the card or barcode is lost or stolen. Patrons may be asked for an additional confirmation of identity when presenting a library card.

8. Linking Cards

- 8.1 Patrons will be able to link their card with others for the purposes of picking up materials including holds. If the patron is using the card of a linked patron, additional confirmation of identity may be required.

9. Card Renewals

- 9.1 Standard patron cards can be renewed at any location.
- 9.2 Address checks will occur once per year based on the date of patron registration. Borrowing will not be blocked by address checks.
- 9.3 Patron cards are to be renewed once every three years based on the date of patron registration.
- 9.4 Patrons will be allowed to renew cards in person or by telephone. Additional renewal methods are at the discretion of the agency.

10. Loan Periods for Physical Materials

COMMON UNDERSTANDING:

Definition: loan period is the amount of time a patron has the item out. This does not include shipping or transit time. (See **10.1** for Mail out loan period.)

The Loan period starts when a patron checks the item out; the loan period ends when a patron drops the item off and it is checked in at any public library (live on SILS). These loan periods assume the variations that occur within our ILS due to closed dates and holidays.

- 10.1 The following are the common loan periods for physical materials:

Books, multilingual resources	21 days, 2 renewals
DVDs and videos	7 days, 2 renewals
DVD sets [TV series]	14 days, 1 renewal
Video games	7 days, 1 renewal
CDs	21 days, 2 renewals
Spoken word/talking books	21 days, 2 renewals
Magazines	7 days, 1 renewal

In the event of mail-out service, where the loan period begins when the issuing library mails out the item, it is understood that the regular loan period will be 6 weeks.

Other materials/collections would have loan periods set at the discretion of the library system (agency). This would include: art rentals, book club kits, cake pans, story-time sacks, toys, etc.

Note: Certain patron types have longer standard loan periods. See **Appendix B**.

- 10.2 The Interlibrary Loan Period (for materials going out of the province) is 6 weeks.

- 10.3** Reserve materials will be held for 7 open days before the hold expires and the material is made available to the next patron or returned to the collection shelf.
- 10.4** Extended loans may be allowed as long as there are no outstanding holds on the item. Extended loans of more than six weeks of material belonging to another agency are not permitted without prior approval.

11. Loan Limits for Physical Materials

- 11.1** There will be a limit of 100 physical items signed out on a standard patron card. Institution cards will be limited to 600 physical items.

- 11.2** The following groups will determine how many items from the following physical material groups could be borrowed at any one time:

Books: If no other formats are borrowed, the entire 100 limit may be used for books.

A: DVDs, videos, 16mm: **20**

B: Audiobooks, CDs, cassettes: **30**

C: Popular/Hot titles (any format), picture files, cake pans, story time sacks/story bags/kits, games/multimedia: **5** each

Video games: **3**

Toys: **5**

Book kits/Book Club in a Bag: **5**

Art: **5**

Electronic devices: **1**

12. Library2go (Overdrive) Materials

- 12.1** The loan period for library2go materials is 21 days.

- 12.2** Reserve materials will be held for 48 hours before the hold expires and the material is made available to the next patron or returned to the collection.

- 12.3** The loan limit for library2go materials is 10 items.

13. Lending Exceptions

- 13.1** The use of some library materials (i.e., special local collections, age-restricted DVDs, professional collection) is determined by specific patron types and/or other conditions.

In the case of embargoed materials, item loan rules take precedence over patron loan rules.

14. Requesting Items

- 14.1** Patrons can have a maximum of 100 requests on their card at any one point in time. This includes a combination of requests that are still outstanding, and those holds that are currently awaiting pick-up.

15. Renewals of Items

- 15.1** Items which have not been requested by other patrons may be renewed up to 2 times.

Exceptions: Limitless renewals on special collections (with recall ability for Provincial Library), one renewal on magazines, DVD sets, and video games.

- 15.2 Patrons can renew material belonging to any location at any location.
- 15.3 Items may be renewed in person without the item in hand.
- 15.4 Certain collections (local) will have no renewals.
- 15.5 Overdue items can be renewed. Renewals will be allowed, in-person, online, etc. (N.B.: A 3rd notice billing for a lost/damaged item will block the patron from material renewal.)

16. Notification of Overdues

COMMON UNDERSTANDING:

It is the patron's responsibility to keep track of the due dates of their borrowed materials and to return things on time. Should items be kept overdue, the record will be visible in the patron's account and notifications will be issued.

17. Notices and Notification Schedules

- 17.1 All agencies will use telemessaging for notification. "Telemessaging" is understood to include notification by email, phone, text, &/or mail.

COMMON UNDERSTANDING:

The default order of notification is prescribed, with patrons automatically receiving notification by email, if an email address has been provided; by phone *only* if there is no email address or accessibility is a concern for the patron; and by mail *only* if they have neither of the 2 previous methods. Patrons may choose to receive an additional text message. Patrons may choose to receive no notifications except billing notices.

The dates are based on calendar days.

Telemessaging schedule:

1st notice – 3 days from the due date

2nd notice – 17 days from the due date

Billing notice – 31 days from the due date

Call-out hours and dates are to conform to CRTC's telecommunications rules: 9 a.m. – 9:30 p.m. Monday thru Friday; 10 a.m. – 6 p.m. Saturdays and Sundays

- 17.2 Courtesy notices, i.e. notification for upcoming due dates and card expiry, are limited to email and text. Anyone receiving holds/overdue notification by email automatically receives courtesy notices by email as well.

18. Suspension of Borrowing Privileges

COMMON UNDERSTANDING:

That the following blocks (stops) on cards limit borrowing materials:

- Financial thresholds: this includes late charges, lost materials, etc. – this amount to be set at \$10. (N.B. In the event a 3rd notice billing for a lost/damaged item is under the \$10.00 threshold, the ILS will still block the patron.)
- Virtual Services cards – no circulation of materials on this card type
- Patron types
- Limit of items
- Card expiry
- Most online resources are not included in the stopped service – as there is no “lost” risk for the library
- List of restricted/blocked patrons – libraries will respect the blocks placed against patrons

18.1 Borrowing privileges are suspended when a card is expired, the patron has exceeded the established fees/charges threshold or there is a 3rd notice billing for a lost/damaged item. The financial threshold that limits the use of a patron card will be set at \$10 (this includes late charges, lost materials, \$7.00 processing fee, etc.).

19. Reinstatement of Borrowing Privileges

19.1 Borrowing privileges are restored when any outstanding charges are brought below the financial threshold, or a lost/damaged item that has received a 3rd notice billing is cleared from the record.

20. Claims Returned

20.1 Patrons will not be charged when they “claim return” an item. As an interim measure, high numbers of claims returns will be monitored and addressed manually at the agency/local level.

20.2 “Claims returned” will be accepted at the location where the item was returned.

21. Lost or Stolen Card

21.1 If patrons report their cards lost or stolen, they will not be held responsible for any transactions incurred on their cards following the date the cards were reported lost or stolen.

21.2 A replacement charge of \$3.00 will be levied for a lost card. No charge will be levied for new, damaged, or stolen cards.

22. Late Charges and Fees

COMMON UNDERSTANDING:

Borrowers are responsible for any charges for late materials on their cards.

COMMON UNDERSTANDING:

There will be charges for late materials.

22.1 Late charges collected remain at the location/agency that collects these charges. Qualified/authorized staff at any library agency will be able to waive late charges for any library patron within the ILS when clearly appropriate. The materials may have been borrowed from other agencies.

- 22.2** Late charges are normally based on material type. (See **Appendix C: *Late Charges on Materials***). (Special, local patron types may be fines-exempt, e.g., homebound user.)
- 22.3** There will be no change in late charge structure if an item is overdue and there are other holds on the item.
- 22.4** Partial payment may be made on late charges.
- 22.5** When items are returned after being billed, the processing fee only will be charged.

Grace periods

There will be no automatic grace period set up in the ILS. Staff will have the ability to backdate checking in materials at any point as an override to the system setting.

23. Replacement Charges for Lost/Damaged Items

COMMON UNDERSTANDING:

Patrons are responsible for any charges for replacement or damaged costs for any materials on their cards.

- 23.1** Replacement costs shall be determined by the location/agency that purchased the material. A processing fee for a damaged/lost item is set at \$7.00. Late return charges will not be charged in addition to the replacement cost and the processing fee. If a local replacement cost is not available for an item, the established default cost structure will be used.

Payment may be made at any SILS location.

N.B. “Processing fee” is the term used by the ILS and is now adopted in the Policy Decisions document. It is the same fee as the formerly used “billing fee.”

- 23.2** Waiving may occur at the local library or agency on their own materials (for example, forgiving lost charges for children or special circumstances card holders).
- 23.3** Recovered charges and the processing fee will be returned to the location or agency that originally purchased that material. This is intended to compensate the owning agency for the labour and materials required to purchase and process replacement materials.
- 23.4** Patrons will not have the option of replacing the item.
- 23.5** Partial-payment may be made on lost or damaged materials belonging to the Agency.
- 23.6 Damaged items**
For interagency damaged items, staff at the returning location shall decide whether to withdraw the item and, if appropriate, shall apply a replacement charge to the patron’s record. All agencies shall abide by the decision of the staff at the returning location as to whether the item is sufficiently damaged to charge the patron. Agencies receiving damaged items via blue bin that have not been charged shall not apply a charge to the

patron's record. On a case by case basis, if the patron pays the replacement fee and the item is readily available the patron may choose to keep the item.

Note: In some cases, staff may wish to consult the owning location via telephone or email before withdrawing an item due to damage. Withdrawn items will not be returned to the owning location.

23.7 Refunds

Full refunds are to be issued by the owning location or agency for previously-paid items that are returned in good condition within a 6 month period after payment, less the processing fee.

24. Patron Types

24.1 All agencies will have common patron types as described in the patron table (**Appendix B**).

25. Access to Resources Province-wide

Patrons will be able to place requests within SILS directly on any materials available to them. This overlays the current interlibrary loan service available within the province.

25.1 Specific resources will be shared, as identified in **Appendix D**.

25.2 For items eligible for holds, patrons may choose to have the items sent to any location.

Appendix A: Patron Registration and Identification

IDENTIFICATION:

Residents of Saskatchewan who request a library card will be asked to verify who they are. The library will request that you show identification, including one piece that shows your current address, as proof of residency.

Adults:

The list below includes all forms of acceptable identification.

Young Adults:

Due to the restrictions on available ID for young adults, it is recommended that local discretion be given to agencies to decide on what is acceptable ID.

YA patrons can use the following: Student card; parent ID (if offered – parent must sign for card and is responsible for charges, YA can come in and take parent off record at any time after he or she has appropriate ID); Driver's license; government ID card; for address verification a piece of mail with cancelled postage sent to the patron's residence is sufficient.

Children under the age of 14:

Parents/guardians will be required to sign. Parent/guardian identification will suffice.

In order to obtain a library card, one piece of ID must be able to be used for proof of address and one for ID purposes. Any identification that meets the criteria for ID purposes and also contains proof of address (e.g., driver's license) is acceptable.

For proof of address:

- Personal cheque
- Letter/envelope with cancelled postage showing current address
- Postcard/envelope sent from library with cancelled postage
- Driver License
- Utility bill or other government correspondence that shows the current address
- For library card issuance on reserve, have someone from Chief and Council verify residency for the person on a list or in person, as a means to remove barriers to library use. This person verifying is not accountable for funds owing for loss and fines.
- Teachers/Principal to verify residency for the person on a list or in person, as a means to remove barriers to library use. This process must coincide with documentation signed by the parent or caregiver verifying guardianship. This person verifying is not accountable for funds owing for loss and fines.

For ID purposes:

- Driver's License
- Passport
- Student Card
- Military ID
- Government ID card

- Aboriginal ID (Treaty Card/Metis card)
- Landed immigrant card
- Business/Employer photo ID (preferably with identifying number)

N.B. Teachers may vouch for the identity of their students, who are under the age of 14, when coming to the library for a class visit. The student will still need to present a registration form signed by a parent/guardian, which notes a piece of parental identification with address. The card will be unverified until such time as proof of address is presented.

How to obtain a patron card with identification which does not show your current address

Patrons are asked to put their name and address on an envelope which will be mailed to their home. Once patrons receive the piece of mail with Canada Post's cancellation stamp on it, and bring it to the library, a patron card can be issued.

How to obtain a patron card without any identification or permanent address

In cases where no identification is available or for those who do not have a permanent address, patrons may qualify for a Community Access card. Patrons will be required to have a community member vouch for their identity. Eligible community members include, but are not limited to, shelter workers, religious leaders, community outreach workers, and group home staff. The vouching community member will not be considered liable/responsible, should borrowed items not be returned.

Any library can issue any person a library card anywhere, once deemed to be a Saskatchewan citizen.

Appendix B: Patron Type

Patron Type	Description	Fines	Loan Period	Comments
Standard patron would include child, young adult, and adult	0 and up	Fines applied per fine table	Standard (set by material type)	Used to enforce film/video game ratings, with birthday field controlling access. Staff recorded as patron statistical code.
Outreach Patron		Exempt (no fines)	Six weeks	Library staff usually selects material for people who are unable to come into the library. Patrons are not registered as print disabled. In case of embargoed materials, item loan rules take precedence over patron loan rules.
Print Disabled Patron		Exempt (no fines)	Six weeks	Patrons are registered as print disabled and are eligible to checkout and place holds on specialty items such as CNIB/CELA/NNELS materials, DAISY, and descriptive DVDs.
Outreach Institution	Card is issued to a person who is responsible for items	Exempt (no fines)	Six weeks (3 months for RPL and SPL)	Can checkout and place items on Outreach Services items (talking books, DAISY, descriptive DVDs). In case of embargoed materials, item loan rules take precedence over patron loan rules.
Institution (corporate, daycare, etc.)	Card is issued to a person who is responsible for items	Fines applied per fine table	Standard (set by material type)	Only type of patron who can checkout or place holds on Daycare Block items.
Educational	Institution Card is issued to a person who can represent the institution	Fines applied per fine table	Loan period determined locally	Use patron statistical code. Allows teachers to separate items borrowed for personal use and items borrowed for school use (no special privileges). The institution assumes responsibility for the materials. This also allows them to access the professional collections for teachers. In case of embargoed materials, item loan rules take precedence over patron loan rules.
	Teacher Card is issued to a person who is responsible for items.	Fines applied per fine table	Loan period determined locally	Use patron statistical code. Allows teachers to separate items borrowed for personal use and items borrowed for school use (no special privileges). The teacher assumes responsibility for the materials. This also allows them to access the professional collections for teachers. In case of embargoed materials, item loan rules take precedence over patron loan rules.
ILL Patron	Library (not a person)	Exempt (no fines)		Out of province/Academic Library/etc. In case of embargoed materials, item loan rules take precedence over patron loan rules.

Programme card – to reflect work use for staff	Staff card for library use	Exempt (no fines)	Standard (set by material type)	For staff to use to request materials for programs or related to their work.
Temporary patron	Visitor card	Fines applied per fine table	Standard (set by material type)	No permanent Saskatchewan address, ID provided – card expires after 120 days.
Virtual services card	No checkout privileges. Can only access databases	Exempt (no fines)	n/a	<i>See</i> Description.
Unverified	Waiting for proof of address	Fines applied per fine table	Standard (set by material type)	Provides identification without address. Becomes a standard patron when proof of address is supplied; valid for one month; limit of 4 items. Each Agency may determine whether this patron type is made available.
Community Access Patron	Given to members of the community who are unable to obtain any form of identification or proof of address	Fines applied per fine table	Standard (set by material type)	Limit of 4 items. Patron must be verified by community member (<i>see</i> Appendix A).
Special circumstances	Special circumstances (<i>see</i> <i>Comments for description</i>)	Exempt (no fines)	Standard (set by material type)	Loan limit of 10 items. Adult or Young Adult patrons with intellectual or other disabilities who can't be considered responsible in the same way as a regular patron type. Patrons typically have a guardian who can be contacted to request return of materials.
Non-resident patrons	Lives outside of SK & does not pay taxes in SK	Fines applied per fine table	Standard (set by material type)	\$50 annual fee which covers one individual. This fee gains the individual access to the physical library resources as a non-resident. N.B. The fee is waived if the patron is covered by a reciprocal borrowing agreement with a library outside of Saskatchewan
Provincial Library community	Library staff and trustees	Exempt (no fines)	6 months	To allow borrowing of the PLLO library science collection for the purposes of work and professional development. It is not sufficient to offer agency based programming cards as the collection must circulate to all library staff and trustees who may not be associated with a public library. This card will only have borrowing rights for the PLLO library science collection and access to the

				library science electronic resources. In case of embargoed materials, item loan rules precedence over patron loan rules.
--	--	--	--	--

Appendix C: Late Charges on Materials

Material Types	Standard late charges	Fine Cap
Adult materials	\$0.30	\$6.30
Young Adult print materials	\$0.20	\$4.20
CDs, book on CD (non CNIB/CELA)	\$0.30	\$6.30
Adult and Young Adult DVDs, Blu-Rays and videos (including popular picks)	\$1.00	\$7.00
All video games	\$1.00	\$7.00
Juvenile materials (including toys, kits, etc.)	No fines	No fines
Juvenile DVDs, includes Blu-Rays, and videos	No fines	No fines
Kits	\$0.30	\$6.30
Library science materials (from Provincial Library)	No fines	No fines
Literacy materials/ESL	No fines	No fines
Educational*	No fines	No fines

Note: Certain patron types may be fine-exempt. See **Appendix B**.

*Not the Educational patron type.

Appendix D: Materials Available for Loan Across SILS Agencies

Material Type	Yes/No
Art	No
Books	Yes
CDs	Yes
DVDs	Yes
Educational Material	No
Equipment	No
Genealogical Material	No holds
Hot/Popular/Express items	No
Large Print	Yes
Local History	No holds
Magazines and Periodicals	May be photocopied, no holds
Microfilm/Microfiche	Yes
Multilingual Material	Yes
Multimedia Kits	Yes
Music Cassettes	Yes
Musical Instruments	No
Reference (Basic)	May be photocopied, no holds
Spoken Word Cassettes	Yes
Spoken Word CDs	Yes
Talking Books (restricted)	Yes for CNIB/CELA/NNELS registered patrons
Video	Yes
Video games	No